

OCEANSIDE, CA

cell?

BMW OWNERS SINCE 1980

10/30/2017

NOV 06 2017

RE: BMW OF NORTH AMERICA CL-11053048-8287

ADMINISTRATOR: NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION?

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

I HAD BEEN HAVING PROBLEMS WITH MY BATTERY, NOT HAVING ENOUGH VOLTAGE IN IT SINCE AROUND AUGUST OF 2011. IT GOT TO THE POINT THAT I TOOK IT TO "LAEZ'S AUTO SERVICE", THEY SUGGESTED REPLACING THE BATTERY, WHICH I DID. MONTHS LATER I STARTED HAVING PROBLEMS AGAIN, SOMETIMES CAR NOT STARTING AND INTERIOR LIGHTS NOT GOING ON, SO FOR AWHILE I BOUGHT A BATTERY CHARGER AND WAS CHARGING THE BATTERY FREQUENTLY. SO I TOOK IT IN TO "LAEZ'S AUTO SERVICE" AGAIN ON NOVEMBER 2015 CHARGING ME \$97.⁹³/₁₀₀ WITH NO EXPLANATION, JUST TO RE-CHARGE THE BATTERY. AGAIN IN DECEMBER OF 2016 I TOOK THE CAR TO "GERMAN AUTOWERK" WITH HAVING MORE PROBLEMS, BY THE END OF MAY 2017 MORE PROBLEMS CAME UP, NOT ONLY HAVING PROBLEMS WITH MY BATTERY, MY RADIO STARTED GOING OUT AND MY "BMW ASSIST MALFUNCTION" LIGHT KEPT GOING ON, SO I FINALLY TOOK IT TO "BMW OF VISTA CA." THEY SAID I HAD TWO RECALLS, ONE WHICH I HAD FIXED IN 2014 THRU ANOTHER SERVICE, WHICH I DID NOT HAVE ANY RECALL NOTICE, "SO CA-CUSTOM" DOOR LATCH WHICH I PAID \$327.²⁵/₁₀₀, AN "BMW OF VISTA" FIXED MY BMW ASSIST SYSTEM AND ADDED ON A NEW "SATELLITE AND A NEW 'I-BOC' TUNER". I AM CONCERNED AND WOULD LIKE TO FIND OUT OF THESE REPLACEMENTS, IF THEY SHOULD ALL BE INCLUDED WITH THE RECALL I HAD ON MY CAR AND SINCE ALL OF THIS HAPPENING WITH MY "BMW ASSIST MALFUNCTION", THAT MY BATTERY IS NOW WORKING AND THAT THE VOLTAGE IS GOOD NOW! PLEASE INFORM ME IF A REFUND FOR THE AMOUNT PAID \$3,021.⁹⁸/₁₀₀ SHOULD BE REFUNDED TO ME BECAUSE OF THE RECALLS ON THE DOOR LATCH RELEASE & ALSO ON THE BMW ASSIST MALFUNCTION & ALSO ON THE BATTERY I REPLACED IN 2011 FOR \$415.⁵⁰/₁₀₀ SINCERLY

2 RE: BMW OF NORTH AMERICA

AM
12-4
UP

BMW



IMPORTANT SAFETY RECALL – Remedy Unavailable

This notice applies to your vehicle, **WBAHN83538D**
Recall Campaign No. 17V-328: Door Latches

July 2017

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2005-2008 BMW 7 Series vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

At the present time, we are not ready to perform this recall on your vehicle. We will notify you with a follow-up letter as soon as we can perform this recall. Please note that your vehicle may have been previously affected by recall 12V-504. This new recall, 17V-328, replaces 12V-504.

What could happen?

This recall involves the door latch system. The door can appear to be closed, although it may have stopped in a position close to the vehicle body and not be completely closed. Therefore, an irregular road surface, or inadvertent contact with the door interior, could cause the door to unexpectedly open while driving. If the door unexpectedly opens while driving, this could result in a crash or increase the risk of injury.

If the door does not close or stay latched, do not attempt to drive while trying to hold the door closed. If the door unexpectedly opens while driving, carefully move away from traffic and pull over to a safe location as soon as possible. Do not continue to drive the vehicle. Please contact an authorized BMW center to have your vehicle inspected and, if necessary, repaired.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

What will BMW do?

The door latch system update will be performed **free of charge**. You will receive a follow-up letter from us which will include the repair time when the specific details about the repair is finalized.

What if the current vehicle ownership information is incorrect?

You can update the vehicle ownership or your contact information by completing the enclosed postage-paid card or by registering at <http://www.bmwusa.com/myBMW>. If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

What if you have questions or experience problems?

For the latest updates to this recall, please visit www.bmwusa.com/recall. Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, contact BMW Customer Relations and Services at 1-800-525-7417 or at CustomerRelations@bmwusa.com.

If your BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Please be assured that your safety is important to us and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your safety belt at all times.

Sincerely,

BMW of North America, LLC

Spanish translation on back side
Traducción en español en el lado inverso



0036418
0033484

Company
BMW
of North America, LLC
BMW Group Company

Mailing Address
PO Box 1227
Westwood NJ 07675-
1227

Telephone
(800) 525-7417

Fax
(201) 930-8362

E-mail
CustomerRelations@bmwusa.com

Internet
bmwusa.com

CUSTOMER #:

800

INVOICE



BMW OF VISTA

 1715 HACIENDA DRIVE
 VISTA, CA 92081
 MAIN: 760-208-2350
 FAX: 760-940-6061

OCEANSIDE, CA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5153 JARYD PAVLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	08	BMW 750LI	WBAHN83538L		75106/75109		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
29JAN09 DD			18:00 27SEP17			CASH	29SEP17
R.O. OPENED	BOOKED	OPTIONS: DLR: [REDACTED]					
09:29 27SEP17	18:26 29SEP17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER REQUESTS RECALL B51 24 17 DOOR LATCH RECALL							
RECALL BMW OPEN RECALL.DCS							
4893 WB (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
75106 Not available							

B CUSTOMER REQUESTS RECALL B65 12 13 PROGRAM CONTROL							
RECALL BMW OPEN RECALL.DCS							
4893 WB (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
75106 Programmed vehicle per recall, including CAS. Initialized windows, reset RDC and performed RDC test.							

C CUSTOMER STATES "BMW ASSIST SYSTEM MALFUNCTION" MESSAGE POPS UP IN DASH. CHECK AND ADVISE							
REPAIR Repair Op							
4893 CB							
1 65-12-9-278-266 98 SATELLITE RADIO 659011					1232.50	1232.50	1232.50
1 65-12-9-119-363 31 IBOC TUNER 65992212					900.52	900.52	900.52
PARTS:	2133.02	LABOR:	712.99	OTHER:	0.00	TOTAL LINE C:	2846.01
75109 Connected battery charger and integrated fault memory. Found no communication with SDARS and CDC. Also found faults for IBOC. Worked through appropriate test plans. Found IBOC has internal fault. Found CDC taken away from MOST system with MOST loop and that's why there is no communication, but not causing an issue. Found SDARS has power but is intermittently not working which is causing a break in the MOST bus. Replaced IBOC and SDARS. Programmed/encoded vehicle. Cleared faults. Good. No warning message and not cutting out. Release to customer.							

D CUSTOMER STATES RADIO WILL CUT OUT WHEN GOING OVER BUMPS. WILL COME BACK ON WHEN ON FLAT ROAD. CHECK AND ADVISE							
REPAIR Repair Op							
4893 CB							
					0.00	0.00	

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			☐ Telephone ☐ Fax (See Attached) ☐ Email (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. ☐ Some Parts Not Returnable	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
Revised Estimate \$				☐ Telephone ☐ Fax (See Attached) ☐ Email (See Attached)		WASTE DISPOSAL COSTS *	
☐ Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi ☐ Customer declined tire pressure check/inflation service.						TOTAL CHARGES	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						LESS INSURANCE	
DATE _____ CUSTOMER SIGNATURE _____						SALES TAX	
AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____						PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #:

INVOICE



BMW OF VISTA

 1715 HACIENDA DRIVE
 VISTA, CA 92081
 MAIN: 760-208-2350
 FAX: 760-940-8061

OCEANSIDE, CA

PAGE 3

CONT
CELL

SERVICE ADVISOR: 5153 JARYD PAVLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	08	BMW 750LI	WBAHN835381		75106/75109	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
29JAN09 DE			18:00 27SEP17			CASH
R.O. OPENED	BOOKED	OPTIONS: DLR				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

G	COURTESY CAR WASH						
	WASH COURTESY CAR WASH					0.00	0.00
	999 CB						
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	0.00

H BMW OF VISTA TO PROVIDE COMPLIMENTARY LOANER VEHICLE, LOANER VEHICLE IS TO BE RETURNED WITHIN 12 BUSINESS HOURS AFTER CUSTOMER IS NOTIFIED THEIR VEHICLE IS COMPLETED CUSTOMER INITIALS ADVISOR INITIALS

LC BMW OF VISTA TO PROVIDE COMPLIMENTARY LOANER VEHICLE, LOANER VEHICLE IS TO BE RETURNED WITHIN 12 BUSINESS HOURS AFTER CUSTOMER IS NOTIFIED THEIR VEHICLE IS COMPLETED CUSTOMER INITIALS ADVISOR INITIALS

	999 CB					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE H:	0.00

EST: 169.00 27SEP17 09:29 5153

CUSTOMER REQUESTED A LOANER CC Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicle Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$	\$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate				☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
 RF _____ psi LF _____ psi RR _____ psi LR _____ psi
☐ Customer declined tire pressure check/inflation service. Initials _____

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you.

HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
☐ Some Parts Not Returnable

DESCRIPTION	TOTALS
LABOR AMOUNT	712.99
PARTS AMOUNT	2133.02
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	2846.01
LESS INSURANCE	0.00
SALES TAX	175.97
PLEASE PAY THIS AMOUNT	3021.98

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

SALE

INVOICE

Vehicle Received: 11/13/2015

2008 BMW - 750Li - 4.8L, V8

Lic #: - CA

Batch #: [REDACTED]

REF#: [REDACTED]

11/15/15

16341

APPR CODE: 238844

Trace: 5

VISA

Swipe

***** [REDACTED]

OCEANSIDE, CA

Home: [REDACTED]

Spouse: [REDACTED]

Cust ID: [REDACTED]

VIN #: WBAHN8353 8D [REDACTED]

Part Description	Qty	Sale	Ext	Labor Description
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Vehicle Memo

AAA MEMBER

AMOUNT

107.93

CUSTOMER CONCERN. CUSTOMER STATES:
 BRAKE LIGHT CAME ON DASH AND INTERMITTANTLY,
 NO START. CUSTOMER HEARS THE MULTIPLE CD
 PLAYER INTERMITTANTLY CLICKING FROM CD
 PLAYER. CUSTOMER CHARGED BATTERY OVER
 THE WEEKEND. INTERIOR LIGHTS DID NOT COME
 ON WHEN DOOR
 PERFORM CURRENT DRAW TEST AND BATTERY FUCTION
 TEST
 FOUND NO CURRENT DRAW
 CHARGE BATTERY GOOD
 CANNOT DULPICATE CUSTOMER COMPLAINT / CONCERN AT
 THIS TIME.
 TIRE PRESSURE: FRONT _33_ REAR _38_

Discount

\$10.00 off labor

Org. Estimate 4.00 Revisions 0.00 Current Estimate 4.00

Labor:	107.93
Parts:	0.00
Discount:	-10.00
SubTotal:	97.93
Tax:	0.00
Total:	97.93
Bal Due:	\$0.00

[Payments - Visa - \$97.93]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. Warranty on parts and labor is two (2) years, or twenty-four thousand (24,000) miles whichever comes first. Warranty work has to be performed in our shop. If unable to return please call 760-433-5040 M-F 8-5pm.

Signature _____

Date _____

Time _____

Written By: LAEL L. - Technicians: BRUCE, M

GERMAN AUTOWERKE

3038 Industry St., #109

Oceanside, CA 92054

Phone 760 721 3321 - Fax 760 721 0561

B.A.R. No. ARD 180523

**** R.O. Preview of Estimate # [REDACTED] ****

Page 1 of 1

12/14/2016

Customer: [REDACTED]

Address: [REDACTED]

Oceanside, CA [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Cellular Phone [REDACTED]

Email: [REDACTED]

Service Writer: [REDACTED]

State License [REDACTED] State I.D. [REDACTED]

Vehicle: 2008 BMW 750Li

License [REDACTED]

Current Mileage: 702756

V.I.N.: WBAHN83353 [REDACTED]

Engine: [REDACTED]

Prod. Date: [REDACTED]

Color: [REDACTED]

Next Service

6/12/2017, Mileage: 707756

JOB COMPLETED

TITLE

Inspection and service-battery draw

HOURS BILLED

TECH.

TOTAL \$

1.50

164.00

Includes: Drain oil, replace oil filter, renew oil & lube all fittings. Check all fluids in cooling system, transmission, differential, power steering, brake system washer fluid & battery. Fully charge battery. Check charging system. Check for draw-0.004 V-with specification.

Disconnect CD cartridge loader

1.00

100.00

CD cartridge loader on pass.side turns on intermittently. Disconnect power to loader.

PARTS ISSUED

QTY. PART #

DESCRIPTION

TECH. EACH \$ TOTAL \$

1 000

Oil Filter

Included

FLUIDS ADDED

QTY. FLUIDS

TECH. EACH \$ TOTAL \$

7.00 Synthetic oil

8.50

59.50

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X

ORIGINAL ESTIMATE: 0.00

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspecting or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will NOT be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, dynamometer testing or any other cause beyond your control. In the event legal action is necessary to enforce this contract, I understand that I'm solely responsible for all cost including attorney's fees and court costs. I have read and understand the above and acknowledge receipt of an estimate.

Payment Type: _____

Amount \$: _____

Date: _____

Employee _____

TOTAL Labor	264.00
TOTAL Parts	0.00
TOTAL Fluids	59.50
SUBTOTAL	323.50
TAX	1.12
** TOTAL **	\$324.62

SIGNATURE ACKNOWLEDGES RECEIPT OF VEHICLE: X

Thank you for your business
germanautowerke@sbcglobal.net

SoCal Custom

324C N. El Camino Real
Encinitas, CA 92024
760-487-1234

Invoice

Date	Invoice #
10/2/2014	

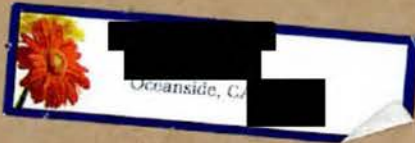
Bill To

PAID
10/02/2014

Ship To

P.O. Number	Terms	Rep	Ship	Via	Vehicle	
			10/2/2014			
Quantity	Item Code	Description			Price Each	Amount
3.5	Labor	Standard Installation per Hour			93.50	327.25
DOOR LATCH OPENS						

Subtotal	\$327.25
Sales Tax (8.0%)	\$0.00
Total	\$327.25
Payments/Credits	\$-327.25
Balance Due	\$0.00



ATT: ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE, S.E.
WASHINGTON DC 20590

0555630054-22
Nov 01, 17
0 Lb 180 Oz

1000

USPS FIRST-CLASS PKG SVC-RTLTM

USPS SIGNATURE TRACKING NUMBER



9502 1141 0073 7305 1908 44

Department of Transportation

To: W48- 226
Location Code: DOT
Cost Center: 4 West
Mail Point: NVS-200,210,300,010

External Carrier:
Sender:
Manufacturer:
Purchase Order:

DOT

11/6/2017 12:49:12 PM



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