

Envelope

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 12-FEB-2018 APR 23 2018	Repository ☐ Reference No. 11072339
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address [REDACTED]	
City MOUNT OLIVE	State MS	Zip Code [REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WBNAV334XLE [REDACTED]		Make BMW	Model 325I
Model Year 2001		Engine: No. Cylinders	
Date Purchased Feb	Dealer's Name and Telephone Number [REDACTED]		Fuel Type: 93
Original Owner ☒	Dealer's City [REDACTED]	State MS	Zip Code [REDACTED]
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 18-DEC-2017
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 140000 AIR BAGS Picture included of Air Bags Blow up 325I BMW 2001		Failure Mileage 300000	Failure Speed 40
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make Good Year	Tire Model (Name or Number) HSR	Tire Size (Example P215/65R15) 215/45-215/50R17	
DOT No. (Example: DOTM19ABC036)	☒ Original Equipment ☐ Prior Repair	Failure Location: City County Jackson T-35	
Tire Component Code		Tire Failure Type	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:		Failed Part:	
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)			
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 2	Number of Deaths
Reported to Police N			
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).			
TL* THE CONTACT OWNS A 2001 BMW 325I. THE CONTACT STATED THAT THE FRONT PASSENGER AIR BAG ABRUPTLY AND WITHOUT AN IMPACT WHILE DRIVING APPROXIMATELY 40 MPH. THE CONTACT STATED THAT THERE WERE NO VISIBLE METAL FRAGMENTS; HOWEVER, THE DEPLOYMENT CAUSED DAMAGE TO THE FRONT PASSENGER DOOR AND CEILING. IN ADDITION, THE FRONT PASSENGER SIDE RIM WAS DAMAGED. THE CONTACT SUFFERED INJURIES TO THE CHEST AND NECK CAUSED BY THE FORCE OF THE AIR BAG DEPLOYMENT. MEDICAL ATTENTION WAS NOT RECEIVED. THE VEHICLE WAS TOWED TO AN UNKNOWN DEALER WHERE IT WAS DETERMINED THAT THE VEHICLE COULD NOT BE REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 300,000.			
[REDACTED] (Hb)			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY			
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative or a statistical summary thereof, may be used in support of the agency's action.			

Narrative Description of Incident(s), Failure(s), Crash(es), and Injuries

AIR BAGS blew up on my mom and myself. 40 Miles Hour Speed Brake in 135 W Jackson, 1st Arch Transmission witness Airbags Dec 18, 2017 I reported to Herrin-Hear about my Re Call and my Air Bags blowing up on us. I was afraid to continue to drive my car. BNU 3257-2001. I visit Forest Glen Hospital entered Room with Headaches, Neck & back Pain Left Side, My Right Shoulder Pain, back, Head Aches, Nurse Explained. ~~Failure of AIR bags~~ Did not hit anything, street was clear.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration





U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
to Report Vehicle Safety Defect Agency Only
1888-327-4236 1001748

1200 New Jersey Avenue SE
Washington, DC 20590

Ref No 11072339
Feb 12, 2018 (Received)

Dear Consumer:

NEF-160

Vehicle # (WBAV334X1F [redacted])

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

and copies of picture
of Regal Exposure
Door Break
Windshield
Top of whole Dept
for Control to Sun Roof

**IMPORTANT LEGAL NOTICE FOR OWNERS OF VEHICLES WITH TAKATA
AIRBAG INFLATORS**

*- This Notice was authorized by a federal court. Read it carefully.
Your rights are at stake. -*

Why have I received this notice? TK Holdings Inc. and certain of its affiliates listed on the reverse side of this notice (collectively, the "Debtors") have filed chapter 11 bankruptcy cases in the United States. The Debtors are subsidiaries of Takata Corporation, a Japanese corporation engaged in the manufacture and sale of airbag inflators and other automotive components. Takata Corporation and its worldwide affiliates (including the Debtors) are referred to collectively as "Takata." Takata Corporation has filed a bankruptcy proceeding in Japan. This notice relates only to the Debtors located in the U.S. and Mexico.

You have been identified as the current or former registered owner of a vehicle with one or more Takata-manufactured airbag inflators containing phase-stabilized ammonium nitrate propellant ("PSAN Inflators"), which are or may be defective and could rupture, creating a risk of personal injury or death. This notice sets forth the deadline for asserting claims against the Debtors in the U.S. bankruptcy proceedings and provides other important deadlines and information about the chapter 11 cases. If your vehicle contains a defective or potentially defective airbag inflator and is under recall, contact your nearest dealership immediately to schedule a free repair.

Do I have a claim against the Debtors? You (or, in the case of a wrongful-death claim, the estate you represent) may have claims against the Debtors, including for monetary loss, personal injury, or death (in each case, whether past or future) on account of your current or past ownership of a vehicle containing a PSAN Inflator regardless of whether such PSAN Inflator is subject to a recall or has already been repaired or you have thus far suffered no loss, injury, or death on account of your PSAN Inflator (as such claims may be deemed to have accrued before the Debtors filed for bankruptcy). *To assert a claim, you must file a proof of claim by the deadline and in accordance with the instructions on the reverse side of this notice. If you fail to do so, your claim may be barred and you may receive no recovery.*

What else should I do? The Debtors strongly recommend that you:

Carefully review this notice, including the reverse side, in its entirety.

Please visit www.AirbagRecall.com or call 1.888.327.4236 for more information about obtaining free replacement airbags.

Register your email address at TKRestructuring.com/PPIC. You will receive no further notices in the chapter 11 cases unless you do so and may miss important information.

Call 833-619-7579 (U.S. toll-free) or 920-238-6810 (international), email tkppic@primeclerk.com, or visit TKRestructuring.com/PPIC if you have questions.

Contact an attorney for legal advice concerning the chapter 11 cases.

P.O. Box 3004
Monroe, WI 53566-3004

U.S. POSTAGE
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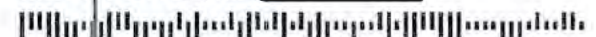
00809

Claim
11072339

0123* ***** ECRWSH ** R003

20-A-0733881

MOUNT OLIVE, MS



Visit www.AirbagRecall.com to see if you're at risk of injury or death, or call 1.888.327.4236 for more information about the safety of your vehicle.

BMW

601X888-472-1347



IMPORTANT SAFETY RECALL – Final Remedy Available

This notice applies to your vehicle, WBAAV334X1F [REDACTED]

Recall No. 17V-047 Driver's Air Bag Module and 13V-172/14V-428 Passenger's Air Bag Module

March 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 2000-2002 BMW 3 Series vehicles. Our records indicate that you are the owner of a vehicle in this recall.

Why are we contacting you?

We are pleased to inform you that we have the necessary parts to complete this recall. **Please contact any authorized BMW center immediately to schedule an appointment to have this important free repair performed as soon as possible.** Visit www.bmwusa.com/dealers to locate your nearest BMW center.

If your vehicle is also affected by a passenger air bag recall, your BMW center will replace your passenger air bag module with an interim part during your appointment, if you have not already had the repair performed.

What is the issue?

In the event of a crash necessitating deployment of the driver's and/or passenger's air bag, excessive internal pressure could cause the air bag inflator to rupture, resulting in metal fragments striking the driver or other passengers potentially resulting in serious injury or death. 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?

Your vehicle may have received a Takata inflator if the air bag module was replaced during a prior repair. The driver air bag module will be checked and if a Takata inflator is found, it will be replaced with a final remedy part. The passenger air bag module will be replaced with an interim part, if necessary. The free repair will take approximately one hour for the driver air bag module and up to three hours if both the driver and passenger air bag modules are replaced. You may request alternative transportation from your BMW center while your repair is taking place.

If you already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

What if you are not the current owner of this vehicle?

You can update the vehicle ownership or your contact information by filling out 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?

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 by calling 1-800-525-7417 or via email at CustomerRelations@bmwusa.com. For the latest updates to this recall, please visit www.bmwusa.com/recall.

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 wearing your seat belt at all times.

Sincerely,

BMW of North America, LLC

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

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

(3 Copies)

TREAD ACT CUSTOMER REIMBURSEMENT PLAN
(BMW of North America, LLC)

If you have paid for the repair described in the attached letter, and you would like your expenses to be considered for reimbursement, please contact your authorized BMW center. Expenses paid to repair facilities outside of the BMW center network will be considered; however, the repair procedure must meet BMW standards.

Your authorized BMW center will request a copy of your owner notification letter, as well as your previously paid invoice. They will then inspect the vehicle (if it is still in your possession) prior to submitting a claim on your behalf to BMW of North America, LLC for reimbursement.

Please note the following:

- Only a repair that is the subject of this safety recall is reimbursable. Consequential expenses such as towing, rental, accommodations, damage repairs, etc will not be reimbursed.
- The Manufacturer's Suggested Retail Price (MSRP) for BMW Genuine Parts will be considered as the guideline for reasonable part charges.
- Repair labor, taxes and hazardous waste disposal, when previously paid, are eligible for reimbursement.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by BMW are not eligible for reimbursement.

Your authorized BMW center should be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair. If you qualify for such a reimbursement, your BMW center will also be able to advise you of the manner in which you can expect to receive reimbursement.

Your authorized BMW center should be your primary contact on this issue; however, our Customer Relations and Services Department may be contacted at 1-800-525-7417 for any special assistance that you may require.

In special situations where your authorized BMW center cannot be of assistance, you may submit your written request for reimbursement to:

Customer Relations and Services Department
BMW of North America, LLC
P.O. Box 1227
Westwood, NJ 07675-1227

If you intend to submit a request for reimbursement to our Customer Relations and Services department, your vehicle (if it is still in your possession and was repaired at a facility outside of the BMW center network) will need to be inspected at an authorized BMW center before a claim can be accepted for consideration. This is to ensure that prior repairs at an outside facility meet BMW standards for recall completion.

AIR BAGS Exploded
Dec 18, 2017 - Recall on
AIR BAGS - BMW 325 I-
2001 Why going to Amed
Transmission leaving my
Doctor office
Call Herbin - Hear about
Recall - WBAAV334K1F
Pictures Included
DOT Auto Safety Hotline
Vehicle Owner's
to Report Vehicle Safety
(888) 327-4236
Our lives are in dangerous
also other people if all
AIR BAGS Exploded
Thank God

Thanks for listen

Dec 18, 2017
AIR BAGS Exploded
Driving to Amed Transmissions
Leaving my Doctor's office
speed limit 40 Mph Hour
AIR BAGS passenger side
Blow up so loud we were
afraid to move in my car
Blow everywhere ~~at~~ my
mom also shaped us both
us head necks, back parts
neck pain
WBAAV334K1F
Door AIR BAG Exploded
Top of windshield, Sun Visor,
Sun Roof Broken;

Dec 18, 2017
AIR BAGS Exploded

Driving my car BMW
325 I-2001 - WBAAV334K1F



Copies 2-19-2018
(mon)

Feb 19, 2018
Feb 19, 2018

Herrin, Jean (BMW) - WBANV334X

Manager - Mr. Reed Howell

Service Manager - Mr. Terry Garner

Mr. Peter Callas - BMW Team

Better Business Bureau

Attorney Gen. Mr. Jim Hood

Dear Sir,

I picked my car up BMW-325I-2001
(4DR SDN) WBANV384XIF

Feb 02, 2018 this is the date I had a App-
ointment spoke with Mr. Terry & Mr. Peter
Callas on this date for Recast on my Driver
Side Air Bags also my Passenger side,
Passenger side was not fixed at all and
also a part of my Right side. BMW Head-
light (Trim) broken after I pick my
car up. Someone tried to Glue it back
it fallen off at Ricky's Part store
Ms. Ashley was helping me when we
discover found.

P.S. I had reported to Mr. Peter Callas and
his BMW Team that my Passenger side from
the front Passengerside Blows up when I was
Driving to my Doctor office in Oak Grove, IL
Driving the City speed limit. Exploded
on my mother and myself back in Dec 18, 2017
I called TK Holding Inc. (888) 327-4236 also
spoke with Mr. Adam Gladden about my Air
Bags Blowing up. (Recall letters and Call that
was mailed out to me, I received in the
mail Dec. 2017 my Recall Card first and my
Recall letter came a few days after. But at
the top of my card it said Important Legol

2. Notice for owner of vehicles with TRKATA
AIRBAG INFLATORS
Authorized by a Federal Court.

As I am BMW-Herrin Gear to pay for my
Car that broken - Passengerside (Term)
that was broken while in your care.
The next thing it is not my fault
about the Air Bag on Passengerside
Blowing up on my Mother and myself
it hit both of us also I've been
having Head Ache Since my Air bag blew
up in my face. Blowing out Air bag on
the my Mother Arm Right Door broken
also. BMW-Herrin - Gear Refuse to
fix Passengerside Air Bags, I call Traffic
Safety Bureau to Report about my Air bags
blow up and you end me. Now with some way
I bought my Car, Change my Oil. So all I said
was done to my Car. This why I am going
to get a Second Opinion by another BMW
Company. Try to change me \$3,800.81 dollars
for a defect to my BMW that's not my fault
and is a Recall NipLaps Warrant problem.
I got my Prove it (was Recall on my letter
and my Recall cards. (MBNA V337X1
I have my Pictures when my Car BMW 335I
sent Air bag first Exploded on Passengerside from
the front right side and blow my right side Door
almost off it is loose from the frame.
BMW Head light (Right side) Broken (Term)
Add page (3) Thank you (665

From Land Mon (WBAV334X1F [REDACTED])
(Feb. 19, 2018) mon

③ God knows I am ashamed when people don't value a human life any more, the Airbag on my passenger side exploded on my mother also myself. I reported it to Herrin-Hear-Mr. Adam Dec. 18, 2017 also I call and reported it I also reported to TK BMW 1800. Recall and spoke to Mr. John, I told him that my Airbag in my car 325I-2001 XDRS-WBAV334X1F [REDACTED]. I am sending a letter to Manager at Herrin-Hear also Service Manager at BMW-Mr. Terry Horner to Mr. Peter Callas, Manager (201571-5879) Better Business Bureau. All I ask for is my car got fix where I got a TKO Card first a Recall address to me and a 2nd notice a letter asking me to take my car 325I-2001 BMW Recall Airbag I did not make this law, neither did I make my Airbags exploded but it has been me in a lot of stress and Depression also hurt me also my mother was stroke on the Arm, Airbag exploded from my Passengers side where the Recall was call from the side and blew up but if I had gotten it call as the letter from the Recall it would be in a law suit also we did not hurt but no one wants to do anything about this, I have picture of my car Airbags Exploded Blow up on the Day it Exploded A MCO TransM43501 Mr. Mack at I-55 North and my Airbags because he look at my car to check my TransM43501

[REDACTED]

④ and told me that I needed a new transmission \$7500.00 dollars but I found out from the Ames over on I-55 Highway Mr. Mac told me when he had looked at the Transmission in my car the Mechanic had left the other (3- Gears) not working. I was only driving in High Gear, wonder if God was like people mean and a person who loves God don't hurt people like this. I can see my God working for me all the times and for many of us that want to be with God. Do the Right Things. All I ask to treat me like you would treat yourself. I mean if you living life. God or having your Brothers and Sisters down here on Earth, I love how Jesus keeps me. I got a [REDACTED] years old Mother that was hit by my Air Bag on Passenger Side was and is a total to put new one in which it was not fit or anything so I'll kills us and you can sleep. God will take care of everything. The Bottom Trim on the Right Passenger Side was Broken when I took it to Krrin - Fear for my Air Bag now was broken. (Neglect Trim Right Side. I just want my Air bags fits and Door Air bags blow. These people name at top of my letters will be getting copies of this letter also today in mail.)

Sincerely [REDACTED]



HERRIN-GEAR

BMW OF JACKSON



Feb 19, 2018

1685 HIGH STREET - P.O. BOX 329
JACKSON, MISSISSIPPI 39205
PHONE 601-354-2269

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ADAM GLADDEN	TAG NO. 3462	INVOICE DATE 02/16/18
[REDACTED]	LABOR RATE	LICENSE NO.	STOCK NO. [REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 01/BMW/3-SERIES/4DR SDN	MILEAGE 301,428	COLOR /
MOUNT OLIVE, MS	VEHICLE I.D. NO. W B A A V 3 3 4 X 1 F [REDACTED]	DELIVERY DATE	DELIVERY MILES
[REDACTED]	F.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	R.O. DATE 02/02/18	
COMMENTS Took car in for Air bag Recall			MO: 301428

LABOR & PARTS

J#	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
J# 1 03BMZ			OIL & FILTER CHANGE	TECH(S): 3758		39.99
			CHANGE OIL AND FILTER			
			PERFORMED BMW OIL SERVICE			
J#	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	11-42-7-512-300	SET OIL-FILTER ELEM	15.93	13.54	13.54
JOB # 1	1	83-19-2-221-702	BMW WINDSHIELD WASH	3.62	3.08	3.08
JOB # 1	7	83-21-2-365-946	BMW TWINPOWER TURBO	9.29	7.90	55.30
		SW30				
			JOB # 1 TOTAL PARTS			71.92
			JOB # 1 TOTAL LABOR & PARTS			111.91

J# 2 99BMZ CAMPAIGNS

J#	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
J# 2 99BMZ			RECALL B65 17 14 FRONT PASSENGER AIR BAG COMPLETED	TECH(S): 3522		WARRANTY
J#	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	72-12-9-394-543	AIRBAG FOR FRONT PA			WARRANTY
JOB # 2	1	51-45-8-146-760	FASTENING ELEMENTS			WARRANTY
JOB # 2	2	07-11-9-905-374	SELF-LOCKING COLLAR			WARRANTY
			JOB # 2 TOTAL PARTS			0.00
			JOB # 2 TOTAL LABOR & PARTS			0.00

J# 3 60BMZ ELECTRICAL

J#	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
J# 3 60BMZ			RECALL B65 02 17 DRIVERS FRONT AIR BAG COMPLETED	TECH(S): 3522		WARRANTY
J#	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	32-30-6-877-590	HUB CAP, AIRBAG			WARRANTY
			JOB # 3 TOTAL PARTS			0.00
			JOB # 3 TOTAL LABOR & PARTS			0.00

J# 4 60BMZ1 ELECTRICAL

J#	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
J# 4 60BMZ1			CUSTOMER STATES PASSENGER SIDE AIR BAG DEPLOYED. GAVE ESTIMATE TO REPLACE. VEHICLE NEEDS MAJOR WORK OTHER THAN JUST AIR BAG	TECH(S): 3758		0.00
J#	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4						0.00
			JOB # 4 TOTAL PARTS			0.00
			JOB # 4 TOTAL LABOR & PARTS			0.00

J# 5 51BMZ MISC

J#	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
J# 5 51BMZ			RENTAL COMPLETED	TECH(S): 3758		WARRANTY
J#	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 5						0.00
			JOB # 5 TOTAL PARTS			0.00
			JOB # 5 TOTAL LABOR & PARTS			0.00

DISCLAIMER OF WARRANTIES

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THE DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, CD PLAYERS, TAPES, CELLULAR PHONES, ANTENNAS, DVD PLAYERS, CD'S, DVD'S, OR ANY OTHER PERSONAL ITEMS LEFT IN THE VEHICLE.

ARBITRATION: Customer(s) and HERRIN-GEAR BMW OF JACKSON acknowledge and agree that any controversy or claim arising out of or relating to the warranty, service and/or repair work performed by HERRIN-GEAR BMW OF JACKSON on Customer's vehicle shall be resolved by binding arbitration in accordance with the provisions set forth on the reverse side of this document. By signing below this paragraph, you are confirming that you have read and understood this paragraph and the provisions set forth on the reverse side of this document.

AUTHORIZATION TO REPAIR
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purposes of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I authorize you to retain possession of this vehicle if the repairs listed hereon are not paid for. In the event I rent or lease a vehicle from HERRIN-GEAR BMW OF JACKSON while my vehicle is being repaired, I hereby grant to HERRIN-GEAR BMW OF JACKSON a security interest in my vehicle in the amount of the rental or lease bill incurred by me.

I ACKNOWLEDGE RECEIPT OF THIS PARTS AND LABOR LISTED



HERRIN-GEAR

BMW OF JACKSON

1685 HIGH STREET - P.O. BOX 329
JACKSON, MISSISSIPPI 39205
PHONE 601-354-2269



Feb 19, 2018
(mon)

check my car thru Mr Terry Garner

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ADAM GLADDEN	TAG NO. 3462	W943	INVOICE DATE 02/16/18	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 301,428	COLOR	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 01/BMW/3-SERIES/4DR SDN			DELIVERY DATE	DELIVERY MILES
MOUNT OLIVE, MS	VEHICLE I.D. NO. W B A A V 3 3 4 X 1 F			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 02/02/18		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS Don't say anything about on Airbag Recall MO: 301428			

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
JOB # A EPA EPA CHARGE	1.20
JOB # A SS SHOP SUPPLIES	2.80
TOTAL - MISC	4.00

RECOMMENDATIONS-----
NEEDS PASS HEADLINER AIR BAG 3,800.81
AND PASSENGER SIDE AIR BAG

TOTALS-----

WE STRIVE TO DELIVER THE BEST CUSTOMER SERVICE WHILE
REPAIRING YOUR VEHICLE CORRECTLY THE FIRST TIME
IF WE HAVE FALLEN SHORT OF YOUR EXPECTATIONS PLEASE CONTACT
TERRY GARNER SERVICE MANAGER 601-354-2269

PLEASE TAKE A MOMENT TO COMPLETE A SHORT SURVEY OF OUR
PERFORMANCE THAT WILL BE SENT TO YOU VIA EMAIL

THANK YOU FOR YOUR BUSINESS

PLEASE VISIT OUR WEBSITE FOR ONLINE APPOINTMENT SCHEDULING
WWW.HERRINGEARMW.COM

SIGN IN AT YOUR CONVENIENCE AND VIEW AVAILABLE APPT TIMES
AND DATES. RESERVE A LOANER WITH THE CLICK OF A BUTTON!

TOTAL LABOR....	39.99
TOTAL PARTS....	71.92
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	9.27

TOTAL INVOICE \$ 125.18

DISCLAIMER OF WARRANTIES

ALL EXPRESSED WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER ARE THEIRS, NOT THE DEALERS, UNLESS OTHERWISE PROVIDED IN WRITING AND FURNISHED TO THE BUYER BY THE DEALER. MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

NOT RESPONSIBLE FOR ANY CB RADIOS, CB ANTENNAS, TAPE DECKS, CD PLAYERS, TAPES, CELLULAR PHONES, ANTENNAS, DVD PLAYERS, CD'S, DVD'S, OR ANY OTHER PERSONAL ITEMS LEFT IN THE VEHICLE.

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CUSTOMER'S SIGNATURE

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Recall Air Bag Driver side
Passenger side did not fit
of car Broken apart and windshield
Air around top of glass, full across from
front Right side in Top where Recall on my
Air Bags Blowed up on myself my left
Right shoulder pain, neck, shoulder
pain, shaker noise