

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                                             |                                                                                      |                                                                                                                                                                                                                       |                   |                                                                  |  |                                   |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------------------------------------------------------------------|--|-----------------------------------|--|
|  <b>U.S. Department of Transportation</b><br><b>National Highway Traffic Safety Administration</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                             |                                                                                      | <b>DOT Auto Safety Hotline</b><br><b>Vehicle Owner's Questionnaire</b><br><b>To Report Vehicle Safety Defects</b><br><b>1-888-DASH-2-DOT</b><br><b>(1-888-327-4236)</b><br><b>INTERNET: www.nhtsa.dot.gov/hotline</b> |                   |                                                                  |  | <b>FOR AGENCY USE ONLY 100148</b> |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                                             |                                                                                      | Date Received<br>19-JUN-2018<br><b>SEP 04 2018</b>                                                                                                                                                                    |                   | Repository <input type="checkbox"/><br>Reference No.<br>11102559 |  |                                   |  |
| <b>OWNER INFORMATION (Type or Print)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                             |                                                                                      |                                                                                                                                                                                                                       |                   |                                                                  |  |                                   |  |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                             |                                                                                      | Daytime Telephone Number                                                                                                                                                                                              |                   | E-mail Address                                                   |  |                                   |  |
| Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                             |                                                                                      |                                                                                                                                                                                                                       |                   |                                                                  |  |                                   |  |
| City                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  | State                                                                       |                                                                                      | Zip Code                                                                                                                                                                                                              |                   | Evening Telephone Number                                         |  |                                   |  |
| AIKEN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | SC                                                                          |                                                                                      |                                                                                                                                                                                                                       |                   |                                                                  |  |                                   |  |
| 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).                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                             |                                                                                      |                                                                                                                                                                                                                       |                   |                                                                  |  |                                   |  |
| <b>VEHICLE INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                                             |                                                                                      |                                                                                                                                                                                                                       |                   |                                                                  |  |                                   |  |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                                             |                                                                                      | Make                                                                                                                                                                                                                  |                   | Model                                                            |  | Model Year                        |  |
| WBAPH7C53BE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                                                             |                                                                                      | BMW                                                                                                                                                                                                                   |                   | 328i                                                             |  | 2011                              |  |
| Date Purchased                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  | Dealer's Name and Telephone Number                                          |                                                                                      |                                                                                                                                                                                                                       |                   | Engine:                                                          |  | Fuel Type:                        |  |
| MAY 5, 2016                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | TAYLOR BMW 706-868-6400                                                     |                                                                                      |                                                                                                                                                                                                                       |                   | 3.0 LITER                                                        |  |                                   |  |
| Original Owner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  | Dealer's City                                                               |                                                                                      | State                                                                                                                                                                                                                 |                   | Zip Code                                                         |  | No: Cylinders                     |  |
| <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | EVANS                                                                       |                                                                                      | GA                                                                                                                                                                                                                    |                   | 30809                                                            |  | OVERHEAD CAM<br>6-CYLINDER        |  |
| Transmission Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | <input checked="" type="checkbox"/> Antilock Brakes                         |                                                                                      | Powertrain                                                                                                                                                                                                            |                   | Multiple Failure:                                                |  | Incident Date(s)                  |  |
| AUTOMATIC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  | <input checked="" type="checkbox"/> Cruise Control                          |                                                                                      |                                                                                                                                                                                                                       |                   |                                                                  |  | 19-JUN-2018                       |  |
| <b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |                                                                             |                                                                                      |                                                                                                                                                                                                                       |                   |                                                                  |  |                                   |  |
| Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 060000 ENGINE (PWS), 063110 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: EMISSION CONTROL: CRANKCASE (PCV)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                                                             |                                                                                      |                                                                                                                                                                                                                       |                   | Failure Mileage                                                  |  | Failure Speed                     |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                                             |                                                                                      |                                                                                                                                                                                                                       |                   | 74600                                                            |  | 60                                |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                                                             |                                                                                      |                                                                                                                                                                                                                       |                   |                                                                  |  |                                   |  |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |                                                                             | Tire Model (Name or Number)                                                          |                                                                                                                                                                                                                       |                   | Tire Size (Example P215/65R15)                                   |  |                                   |  |
| DOT No. (Example: DOTM49ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                                             | <input type="checkbox"/> Original Equipment<br><input type="checkbox"/> Prior Repair |                                                                                                                                                                                                                       | Failure Location: |                                                                  |  |                                   |  |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                             |                                                                                      |                                                                                                                                                                                                                       |                   | Tire Failure Type:                                               |  |                                   |  |
| <b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                                                             |                                                                                      |                                                                                                                                                                                                                       |                   |                                                                  |  |                                   |  |
| Make:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                                                             | Date Manufactured:                                                                   |                                                                                                                                                                                                                       |                   | Model No./Name:                                                  |  |                                   |  |
| Seat Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                                             | Installation System:                                                                 |                                                                                                                                                                                                                       |                   |                                                                  |  |                                   |  |
| Child Seat Component Code:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                                             | Failed Part:                                                                         |                                                                                                                                                                                                                       |                   |                                                                  |  |                                   |  |
| <b>APPLICABLE INCIDENT INFORMATION</b><br>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |                                                                             |                                                                                      |                                                                                                                                                                                                                       |                   |                                                                  |  |                                   |  |
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |                                                                                      | Number of Persons Injured                                                                                                                                                                                             |                   | Number of Deaths                                                 |  | Reported to Police                |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                                             |                                                                                      |                                                                                                                                                                                                                       |                   |                                                                  |  | N                                 |  |
| Narrative Description of Incident(S), Crash(es), and Injury(ies).<br>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 2011 BMW 328I. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 17V683000 (ENGINE AND COOLING) AND 17V676000 (ELECTRICAL SYSTEM); HOWEVER THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIRS AS THE RECALL NOTICE WAS RECEIVED OVER NINE MONTHS AGO. THE DEALER (TAYLOR BMW, 4180 WASHINGTON RD, EVANS, GA 30809) WAS CONTACTED AND CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDIES. THE MANUFACTURER WAS CONTACTED SEVERAL TIMES AND WAS UNABLE TO CONFIRM WHEN THE PARTS WERE TO BECOME AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. |  |                                                                             |                                                                                      |                                                                                                                                                                                                                       |                   |                                                                  |  |                                   |  |
| Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                                             |                                                                                      |                                                                                                                                                                                                                       |                   |                                                                  |  |                                   |  |
| 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 enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.                                                                                                                                                          |  |                                                                             |                                                                                      |                                                                                                                                                                                                                       |                   |                                                                  |  |                                   |  |

recd 7/27/18

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

THE WEDNESDAY BEFORE I HAD THE A/C SYSTEM REPAIRED I WENT TO AUGUSTA GEORGIA TO SEE A MOVIE AND HAD LUNCH. WHILE RETURNING HOME THE INSIDE OF MY AUTO GOT EXTREMELY HOT WITH THE A/C ON. I WAS ABOUT 20 MILES FROM HOME ON INTERSTATE 20 WHEN THE A/C SYSTEM COMPLETELY SHUT DOWN. I CONTINUED HOME WITH ALL THE WINDOWS DOWN. ON MAY 24, 2017 I HAD MY A/C SYSTEM REPAIRED AT AUTO TEC. IN AIKEN (SEE ATTACHED REPAIR ORDER). IN NOV 2017 I RECEIVED THE RECALL LETTER FROM BMW, NEW JERSEY. I CALLED THEM IN JAN, MARCH, AND JUNE 2018 ATTACH ADDITIONAL SHEETS IF NECESSARY AND WAS TOLD THEY DO NOT HAVE THE PARTS.

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

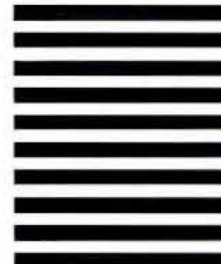
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

COLUMBIA  
SC 290  
04 AUG '18  
PM 2 L



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**



**safecar.gov**

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



**If so:**

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

**or visit:**

**www.safecar.gov**

**or call:**

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



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

AUTO TECH, INC.,  
460 SILVER BLUFF RD  
Aiken SC 29803  
803 643 9266

5/24/2017 1:26 PM

page 1

Repair Order # [REDACTED]

Cell Number [REDACTED]

AIKEN SC [REDACTED]

Vehicle : 2011 BMW 328i 3.0 L 2996 CC L6 DOHC 24 Valve

VIN : WBAPH7C53BE [REDACTED]

Created : 5/23/2017 8:09:45 AM

Last Mileage : 7433

Odometer In : 74621

Odometer Out : 74621

Labor/Notes

| Qty                                                                        | Code/Tech* | Description                     | Unit Price | Price    |
|----------------------------------------------------------------------------|------------|---------------------------------|------------|----------|
| 1                                                                          | BM*        | DIAGNOSTICS                     | \$95.00    | \$95.00  |
| WIRES ARE MELTED AT AC BLOWER FAN RESISTOR<br>NEEDS SOCKET FOR AC RESISTOR |            |                                 |            |          |
| 2                                                                          | BM*        | R&R WIRING HARNESS FOR RESISTOR | \$95.00    | \$190.00 |

Parts

| Qty | Code/Tech* | Description        | Condition | Unit Price | Price  |
|-----|------------|--------------------|-----------|------------|--------|
| 1   | BM*        | DOUBLE LEAF SPRING |           | \$4.68     | \$4.68 |
| 1   | BM*        | DOUBLE LEAF SPRING |           | \$4.80     | \$4.80 |
| 1   | BM*        | UNIVERSAL SOCKET   |           | \$8.76     | \$8.76 |

|                         |                 |
|-------------------------|-----------------|
| Labor                   | \$285.00        |
| Parts                   | \$18.24         |
| Sublet/Misc.            | \$0.00          |
| Shop Supplies           | \$15.16         |
| Charges                 | \$0.00          |
| Sales Tax               | \$2.67          |
| Tax @ \$33.40 * 8.0000% | \$2.67          |
| <b>Repair Total</b>     | <b>\$321.07</b> |

Tech BM Certification # \_\_\_\_\_

An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are completed WILL INCUR A \$15.00 PER DAY STORAGE FEE. Any returned check will incur a \$25.00 fee, all checks are to be approved before accepting payment. All vehicles are to be paid in full before leaving. If customer supplied parts the warranty will be as is. The parts/labor warranty is 12 months or 12,000 miles whichever comes first. If you are out of town, and should need this warranty CALL AUTO TECH prior repair being made at another facility. WE CAN NOT WARRANTY PARTS AND LABOR IF THE ODOMETER DOES NOT WORK. WARRANTY IS ISSUED BASED ON TIME AND MILEAGE AND IS NOT TRANSFERABLE. CUSTOMER PROVIDED PARTS WARRANTY IS AS IS.

Customer Signature \_\_\_\_\_