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

NEF-010

NHTSA
Traffic Safety Administrator
400 Seventh St, SW
Washington, DC20590

Oct 1, 2019

OCT 10 2019

CL-1126952-8217

Dear Mr. Administrator;

I am informing you of four instances when the airbag/seat tensioner/belt-force limiters system in my BMW X5 40e, VIN # 5UXKTOC50J[redacted] has failed. In each instance, the fault was isolated to the wiring harness and three times, the "fix" failed subsequently. The third failure occurred during a road trip and I was required to drive some 2000 miles home with an inoperable airbag system.

This is a significant safety issue. I am now driving the vehicle with it's fourth "fix" and I am so uncertain about whether this will occur again that I will not take the vehicle out of my local area.

I have contacted BMW Corporate twice about this, but they have not responded. I am submitting this report to you in case this failure in the wiring harness extends to more than my vehicle.

I am enclosing the four work order repairs for the vehicle.

Sincerely yours,

[redacted]

Houston TX [redacted]

Encl:

1) Advantage BMW, Houston Service order #[redacted] of 10 Jan 2019
2) Advantage BMW, Houston Service order #[redacted] of 17 Apr 2019
3) Advantage BMW, Houston Service order #[redacted] of 24 Jun 2019
4) Advantage BMW, Houston Service order #[redacted] of 20 Aug 2019

Copy to:
BMWNA, LLC
PO Box 1227
Westwood, New Jersey 07675-1227

EA
10/17/19
AS

RR

[redacted]

INVOICE

Invoice #: [redacted]

. Tag #: [redacted]

HOUSTON, TX [redacted]

Home: [redacted] Bus: [redacted] Customer [redacted]

Cell: [redacted] mail [redacted]

Advantage BMW

2101 San Jacinto at Gray
Houston, TX 77002
Main Phone Number: 713-289-1200
Service Direct Number: 713-289-1256
Service Appointment: 713-289-1218

FOR SERVICE APPOINTMENT CALL (713) 289-1299

Service Advisor: *427832 MATTHEW PHILLI*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
A96/WHITE	18	BMW X5 XDR40E	5UXKT0C50J[redacted]	[redacted]	12451	12470

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27NOV17			18:30 31JAN19		0.00	CASH	11JAN19	15:36 10JAN19	14:08 11JAN19

OPTIONS: SOLD-STK: [redacted] DLR [redacted] ENG:Electric TRN:A

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A WARNING MESSAGE FAULT IN AIRBAG, BELT TENSIONER OR BELT-FORCE LIMITER
MESSAGE DISPLAYED ON HEADUNIT
CAUSE: SIB
0066034 Performing "vehicle test" (with vehicle
diagnosis system -
19313 WA (N/C)
FC: 6112900100
PART#:
COUNT:
CLAIM TYPE: 1W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
12451 Contact problem with connector A190*1B at the EME PER
INFORMATION IN SIB 65 05 18 FOR FAULTS STORED IN VEHICLE. 9309A0.
Performing ?vehicle test? (with vehicle diagnosis system ? checking
faults) Perform Repair to EME, Clear faults, Program vehicle (Main
work) DC 6112900100 LABOR OP 0066034
****

B CUSTOMER STATES WORLD CLASS EDGE MULTI-POINT INSPECTION
WMPI MULTI POINT
19313ISVPL (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0:00 TOTAL LINE B: 0.00
12451 TECH PERFORMED COURTESY VISUAL MULTI-POINT AND COLOR GRADED
CONDITIONS. TEST DROVE VEHICLE.
****

WSA-5FA4EE9C WSA-5FA4EE9C
Contact Preferred (281)
814-4172

How did we do?

REVIEW US ONLINE BY SCANNING THIS CODE

Google Reviews

yelp
Real People, Real Reviews.

cars.com

DealerRater

Limited warranty on repairs 24 Months or 24,000 miles, whichever comes first.

FOR A PERIOD OF 24 MONTHS OR 24,000 MILES, WHICHEVER OCCURS FIRST, AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER. IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES. EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURERS WARRANTY.

Advantage BMW and any other owner or servicer of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that Advantage BMW and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

CUSTOMER SIGNATURE X

In addition to the charges for parts, labor, tax, etc. Advantage BMW also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. these items include, but are not limited to, rags, nuts, bolts, screws, and cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this automobile. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this automobile.

Notice Pursuant to §70.001, Texas Property Code

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X (Date) Signature of Person Responsible or Agent for Person Responsible

DESCRIPTION	TOTALS	
	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	ADJUSTMENTS	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

THANK YOU!

[redacted]

HOUSTON, TX

Home: [redacted] Bus: [redacted] Customer # [redacted]

Cell: [redacted] Email: [redacted]

INVOICE

Invoice #: [redacted]

Tag #: [redacted]

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Houston, TX 77002
Main Phone Number: 713-289-1200
Service Direct Number: 713-289-1256
Service Appointment: 713-289-1218

FOR SERVICE APPOINTMENT CALL (713) 289-1299

Service Advisor: *427571 EDUARDO BENDEC*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
A96/WHITE	18	BMW X5 XDR40E	5UXKT0C50J0[redacted]		13660	13668

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27NOV17			17:30 17APR19		0.00	CASH	22APR19	15:05 17APR19	16:27 22APR19

OPTIONS: SOLD-STK [redacted] DLR [redacted] ENG:Electric TRN:A

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES RESTRAINT SYSTEM MALFUNCTION. INSPECT AND ADVISE
CAUSE: EME
6121528 Charging battery (at support point in engine compartment)
421357 WA (N/C)
0000006 Performing vehicle test (with vehicle diagnosis system)
421357 WA (N/C)
0058677 TC cost flat rate
421357 WA (N/C)
6199000 PER TSARA CASE ADDED BRACKET
421357 WA (N/C)
FC: 6128051200
PART#:
COUNT:
CLAIM TYPE: 1W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

13660 VIBRATION ON WIRING HARNESS CAUSING ERRONEOUS FAULTS. VERIFIED AIRBAG LIGHT WAS ON, CONNECTED BATTERY CHARGER RAN SHORT TEST. FOUND ACSM FAULT CODE 9309A0-SAFETY BATTERY TERMINAL RESISTANCE TOO HIGH. PER THE FAULT CODE, THERE IS A SIB FOR IT SIB65 05 18. SIB WAS PERFORMED BY ANOTHER TECH ALREADY AND THE SOFTWARE WAS ALREADY UP TO DATE. CREATED TSARA CASE 34736, AS PER BMW REP, I BOUGHT A PIECE OF METAL STEEL AND CREATED A BRACKET, TO ATTACH TO THE EME, THEN STRAPPED THE WIRING HARNESS TO THE ADDED BRACKET, THIS WAS DONE TO ELIMINATE VIBRATION FROM THE CONNECTOR, TEST DROVE VEHICLE A SHORT DISTANCE SO FAR BUT CUSTOMER INSIST THEY DRIVE THEIR VEHICLE. WILL BE RELEASING VEHICLE AS PER CUSTOMER.

****

B CUSTOMER STATES WORLD CLASS EDGE MULTI-POINT INSPECTION
WMPI MULTI POINT
421357ISVPL (N/C)

How did we do?

REVIEW US ONLINE BY SCANNING THIS CODE

Google Reviews

yelp

cars.com

DealerRater

Limited warranty on repairs 24 Months or 24,000 miles, whichever comes first.

FOR A PERIOD OF 24 MONTHS OR 24,000 MILES, WHICHEVER OCCURS FIRST, AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER, IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES. EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURERS WARRANTY.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this [illegible]. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle.

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X (Date) Signature of Person Responsible or Agent for Person Responsible

Advantage BMW and any other owner or servicer of this account may use any contact information you give us, including but not limited to, email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, autodialed messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that Advantage BMW and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an artificial or prerecorded voice system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this consent as a condition of obtaining credit or any other product or service.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

In addition to the charges for parts, labor, tax, etc. Advantage BMW also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized on each repair order but are commonly used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, and cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of

[redacted]

INVOICE

Invoice # [redacted]

Tag # [redacted]

Advantage BMW

2101 San Jacinto at Gray
Houston, TX 77002
Main Phone Number: 713-289-1200
Service Direct Number: 713-289-1256
Service Appointment: 713-289-1218
FOR SERVICE APPOINTMENT CALL (713) 289-1299

[redacted]
HOUSTON, TX [redacted]
Home [redacted] Bus: [redacted] Customer #: [redacted]
Cell [redacted] Email: [redacted]

Service Advisor: *427832 MATTHEW PHILLI*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
A96/WHITE	18	BMW X5 XDR40E	5UXKT0C50J0[redacted]	[redacted]	18945	19116

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27NOV17			19:00 24JUN19		0.00	CASH	26JUN19	07:19 24JUN19	16:00 26JUN19

OPTIONS: SOLD-STK [redacted] DLR: [redacted] ENG:Electric TRN:A

How did we do?

REVIEW US ONLINE BY SCANNING THIS CODE

Google Reviews

yelp Real People. Real Reviews.

cars.com

DealerRater

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES THIS IS THE THIRD TIME FOR THE AIRBAG LIGHT TO COME ON.							
	CAUSE: HARNESS							
	6121528				Charging battery (at support point in engine compartment)			
		421357			WA			(N/C)
	0000006				Performing vehicle test (with vehicle diagnosis system)			
		421357			WA			(N/C)
	5199000				BODY TRIM WORK TIME			
		421357			WA			(N/C)
	FC: 1251128100							
	PART#:							
	COUNT:							
	CLAIM TYPE:		1W					
	AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

18945 HARNESS VIBRATION ISSUES VERIFIED AIRBAG LIGHT ON DASHBOARD. CONNECTED BATTERY CHARGER RAN SHORT TEST. VEHICLE HAS FAULT CODE STORED 9309A0, THIS IS THE SAME FAULT AS LAST VISIT. VEHICLE WAS FIRST IN SHOP IN JANUARY FOR THE CODE, AT THAT POINT ANOTHER TECH PERFORMED THE SIB THAT IS FOR THIS FAULT CODE. CAR RETURNED IN APRIL FOR THE SAME ISSUE, AT THAT POINT I CONTACTED BMW AND I ADDED THE L BRACKET TO HOLD HARNESS TO REMOVE VIBRATION. THIS TIME I CONTACTED BMW AGAIN AND LET THEM KNOW THE SIB HAS BEEN PERFORMED. THIS TIME THEY HAD ME REMOVE THE HEAT SHIELD AROUND THE DRIVESHAFT, AND PULL MORE SLACK FROM THE HARNESS, AND TOLD ME TO ADJUST THE TIE STRAP IN ORDER TO COMPLETELY REMOVE VIBRATION FROM HARNESS AND TO AVOID THE HARNESS PULLING ON THE PINS. PUT 10 MILES ON VEHICLE WITH NO RETURNING FAULTS.

****

B	CUSTOMER STATES WORLD CLASS EDGE MULTI-POINT INSPECTION							
	WMPI	MULTI POINT						
		421357	ISVPL					(N/C)

Limited warranty on repairs 24 Months or 24,000 miles, whichever comes first.

FOR A PERIOD OF 24 MONTHS OR 24,000 MILES, WHICHEVER OCCURS FIRST, AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER. IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES. EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURERS WARRANTY.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

X (Date) Signature of Person Responsible or Agent for Person Responsible

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CUSTOMER SIGNATURE X

In addition to the charges for parts, labor, tax, etc. Advantage BMW also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. these items include, but are not limited to, rags, nuts, bolts, screws, and cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

THANK YOU!

[redacted]

[redacted]

HOUSTON, TX

Home: [redacted] Bus: [redacted] Customer #: [redacted]

Cell: [redacted] Email: [redacted]

INVOICE

Invoice [redacted]

Tag [redacted]

Advantage BMW

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Service Advisor: *427832 MATTHEW PHILLI*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
A96/WHITE	18	BMW X5 XDR40E	5UXKT0C50JC[redacted]	[redacted]	19764	19841

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27NOV17			19:00 16AUG19		0.00	CASH	20AUG19	07:24 16AUG19	14:47 20AUG19

OPTIONS: SOLD-STK:[redacted] DLR:[redacted] ENG:Electric TRN:A

How did we do?

REVIEW US ONLINE BY SCANNING THIS CODE

Google Reviews

yelp

Real People. Real Reviews.

cars.com

DealerRater

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES THE PASSENGER RESTRAINT ERROR MESSAGE IS ON FOR THE 4TH TIME. THE KIGHT COMES ON WHILE DRIVING OVER BUMPS.						
	CAUSE: CONNECTOR PINS						
	0000006 Performing vehicle test (with vehicle diagnosis system)						
	421357 WA						(N/C)
	4 12-52-7-545-860 TERMINAL SOCKET MCON 1.2						
	ELA:12999952						(N/C)
	6121528 Charging battery (at support point in engine compartment)						
	421357 WA						(N/C)
	5147500 REMOVING AND INSTALLING OR REPLACING SPLASH GUARD						
	421357 WA						(N/C)
	5199000 BODY TRIM WORK TIME						
	421357 WA						(N/C)
	FC: 5147043700						
	PART#:						
	COUNT:						
	CLAIM TYPE: 1W						
	AUTH CODE:						

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

19764 LOOSENESS IN CONNECTOR PINS VERIFIED AIRBAG LIGHT ON, CONNECTED BATTERY CHARGER RAN SHORT TEST. FOUND EME CUT-OFF RESISTANCE FAULT CODE PRESENT 9309A0. VEHICLE HAS BEEN IN MULTIPLE TIMES FOR FAULT CODE. BMW HAS RELEASED A SIB FOR THE FAULT BUT THE SIB HAS BEEN PERFORMED AND ISSUE STILL HAPPENS. BMW CLAIMS VIBRATION IN WIRING HARNESS CAUSES RESISTANCE FLUCTUATIONS IN THE WIRING. CREATED TSARA CASE 93923, AS PER BMW, REPLACED THE 2 FEMALE PINS IN THE CONNECTOR AT THE EME, ALSO REMOVED THE EXHAUST AND HEAT SHIELDS, ADJUSTED WIRING HARNESS TO HAVE MORE SLACK AT THE PINS TO ELIMINATE ALL TENSION ON HARNESS. WE TEST DROVE VEHICLE OVER THE COURSE OF ONE DAY, BUT CUSTOMER DOES NOT WANT US TO KEEP CAR TO TEST DRIVE. CAR WILL BE RELEASED TO

Limited warranty on repairs 24 Months or 24,000 miles, whichever comes first

FOR A PERIOD OF 24 MONTHS OR 24,000 MILES, WHICHEVER OCCURS FIRST, AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER. IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES. EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURERS WARRANTY.

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CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER COPY

THANK YOU!

[redacted]

HOUSTON, TX [redacted]

NORTH HOUSTON TX 773

01 OCT 2019 PM 6 L

ADMINISTRATOR NHTSA
TRAFFIC SAFETY
400 SEVENTH ST. SW
WASHINGTON, DC 20590

20590-