

Fremont, CA

NOV 15th, 2019

NOV 15 2019

CL-11286233-9657

U. S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, DC 20590

By USPS CERTIFIED MAIL

Dear Sirs/Madams,

Re: Consumer Protection

Complaint of unfair business practice, manufacturer's Defect, Negligence, Irresponsible,
Non-professional and Rude customer service of BMW North America
2014 BMW 535d Sedan VIN # WBAXA5C50E [REDACTED]

As per the advice from office of the Attorney General, State of California, we are pleased to
contact you.

Due to BMW's manufacturer's defeat, negligence, irresponsible, non-professional customer
service, the captioned car broke and stalled in high speed traffic on May 8th evening. It was
such a terribly and scary experience that we seated in stalled car at about 80+ miles/hour
traffic to wait 911 to rescues. We were suffering life threatening situation for more 30
minutes. However, I had also tried to contact BMW Emergency Road Assistances but works.
We would not trust captioned dangerous, unreliable quality car with negligence
irresponsibility, non-professional and rude service. We also felt that we have been singled
out, take advantage of and discriminated against. We cannot continue to have this car,

Because of BMW's manufacturer's defect, BMW North America wrote us for a Safety Recall
(Important Safety Recall # 18V-755) (Ex #1) which addressed to us and specified captioned
VIN# in December 2018. As per Safety Recall Letter instructed, at the end of January 2019,
we firstly noticed one of issues occurred which were indicating in the safety recall letter.
We therefore took the car to the BMW Fremont on 2/1/2019. The BMW customer service
representative told me to ignore issues (unusual noise and reduction of power) unless we
pay \$3,500.00 (EX#2) to fix the noise. It is not reasonable to ask us to pay for fixing Safety
recall issue. He further said that it is OK to continue driving to wait their call for recall service
because they do not have the part. It was a long waiting until the car broke on May 8th 2019
and BMW Fremont never calls us. However, I did call the dealer every month to check the

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recalled part status and the part was never available. The service representative's recommendation was contrast to the Safety Recall letter explanation. However, we have to trust him because he is a BMW customer service and a BMW's expert. Finally, the car broke in High speed traffic on highway while we were waiting for safety recall service. Plus, it is believed that BMW Fremont charged us a Diagnosis Fee for \$225.88 (Ex 2) which is an unreasonable overcharged because this diagnosis is related to the issue of safety recall.

The broke car was towed into BMW Fremont on the night of May 8th (EX 3), after it broke in high speed traffic Highway by CHP (California Highway Patrol). When we went to BMW Fremont, they have not started to check any thing but have the said recall service done (EX #4) which is before we signed to authorize for diagnosis on May 9th. It does not make any sense to do the recall service for a broke car! We can only felt that the BMW Fremont wanted to avoid and covered the responsibility for long postponing recall service which caused the car broken and related damage. This time, they gave us an estimate (Ex. #5) for about \$19,845.- to fix it. Because lack of part and long time postpone of safety recall service, the car broke. It is BMW's responsibility. It is not fair to ask us to pay for BMW's fault.

Referred to the Safety Recall letter (Ex#1.1) states these issues could develop internal leak; diesel engine soot deposits, results smoldering particles which could contact the engine intake manifold and create small hole due to melt; damaged engine system, increased risk of fire etc. According to the BMW of Fremont reported and recommended that it is clearly that problems caused fuel system damaged. Because the metal shave was found in the system which is supposed to be a manufacturer's defeat. As you know, the fuel system is a sealed & closed system. Driver has no access to this system. The diesel goes through fuel filter from the fuel tank to enter the system. If it is found metal shaves, subject to the Safety recall letter, the it may be melting particle from engine intake manifold; Internal leaking to bring these particle in; Or and metal residuals by manufacturing processing.,

I therefore called BMW North America. A female representative who name Nancy accused this car is out of warranty. It is such ridiculous and her attitude was so rude. She never want to talk anything about problem or incident. The BMW's Safety recall Letter (Important Safety Recall # 18V-755 which is not limited to the warranty) addressed specifying to my car with indicating the specified VIN#. There is no mentioning of any warranty issue. Plus, if this Safety Recall is limited applying the warranty mileage, why BMW of Fremont had the Safety Recall Service done immediately after broke car was towed in and before they did problem diagnosis? If BMW let us know that these BWM's are designed to risk life until reaching certain mileage; and/after warranty, the car will have to kill driver or passengers, we would never buy it at the first time.

Since the BMW North America was so mean, not want to solve problem, we have tried to solve the problem and complained to BMW Headquarter in Germany. BMW HQ friendly replied us with a Board Case # [REDACTED] and [REDACTED] on May 28th and Sept 26th respectively. BMW HQ informed us to wait the responsible department to respond. Unfortunately, BMW NA never contact us and never want to solve problem. Instead of it, they used the thuggish ways to phone harass and text us some threaten messages by their collaborated institutes – BMW Financial Service and third party collections. It's really a dirty way to do business! Before this incident happed, we were thinking to keep this car for a long time. We replaced a set of new tires within two months. One of the brand new tires was even re-replaced within 10 days ago before incident happened. By the way, if you trace our perfect payment history, we always make payments in/on time and never late. In additional, we keep this car in a perfectly condition with regular maintenances.

To buy a BMW car is a nightmare. We need to hold BMW accountable for this incident and damage. They should take the fully responsibility. We do not want to be in that dangerous, scary, life threatening situation again and we do not want to continue making to buy this unsafety, unreliable vehicle. Plus, we can not accept these irresponsibility services, rude and unreasonable attitude from BMW of North America customer service representative.

We strong believe that we are not the only one victim of BMW's unfair business practice. Many people hesitate to speak out, or do not know where to complain. BMW NA splits into different legal institute names which they can collaborate to making money in some dirty ways; avoid taking necessary responsibility and harmful to the public and American consumer. This kind of business should be banned and punish in the United State.

Very truly yours,

Encl:



IMPORTANT SAFETY RECALL – Remedy Not Yet Available
This notice applies to your vehicle, WBAXA5C50ED [REDACTED]
Recall Campaign No. 18V-755: Exhaust Gas Recirculation (EGR) Cooler

December 2018

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 2013-2018 BMW 3 Series, 5 Series, 7 Series, X3 SAV and X5 SAV vehicles with a diesel engine. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

We are informing you of a safety recall on your vehicle although we are not able to perform the remedy at this time. We will notify you with a follow-up letter as soon as we are able to perform this safety recall.

What could happen?

The engine's EGR cooler could develop an internal leak. The cooling fluid could mix with typical diesel engine soot deposits. With high temperatures normally present in the EGR module, this might result in smoldering particles. In some cases, these particles could contact the engine intake manifold and create small holes due to melting. If this occurs, it would increase the risk of a fire.

Your vehicle may be experiencing this issue if one or more of the following occurs; a reduction in engine power, a warning symbol indicating a loss of engine coolant. You may notice an unpleasant odor (e.g., exhaust), and/or hear an unusual noise from the engine. If this occurs, carefully move away from traffic and pull over to a safe location as soon as possible. All occupants should carefully exit the vehicle and move to a safe location away from traffic. Do not open the hood. Do not continue to drive the vehicle. Contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.

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?

When the remedy is available, the EGR cooler will be inspected and, if necessary, replaced. If the EGR cooler leaked, the engine intake manifold will also be replaced. This service will be performed for free and take approximately one hour. If you already had this repair performed at your own expense, our follow-up letter will contain information regarding possible eligibility for reimbursement.

What if I am not the current owner of this vehicle?

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

What if I have questions or experience problems?

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

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

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

Sincerely,
BMW of North America, LLC

Ex. 1

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



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



0640020
0632550

Your vehicle may be experiencing this issue if one or more of the following occurs; a reduction in engine power, a warning symbol indicating a loss of engine coolant. You may notice an unpleasant odor (e.g., exhaust), and/or hear an unusual noise from the engine. If this occurs, carefully move away from traffic and pull over to a safe location as soon as possible. All occupants should carefully exit the vehicle and move to a safe location away from traffic. Do not open the hood. Do not continue to drive the vehicle. Contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.

Ex 1.1

INVOICE

Invoice #:

Tag #:



BMW of Fremont

5720 Cushing Pkwy.
Fremont, CA 94538
(510) 360-5900

FREMONT, CA

Home: Bus: Customer:

Cell: Email: Home

Service Advisor: **6316 ALBERTE SALCEDO** A.R. # ARD00222666

EPA # CAL

Cell: [REDACTED]	Email: [REDACTED]	Home: [REDACTED]	Service Advisor: [REDACTED]						
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN	MILEAGE OUT		
GRAY	14	BMW 535D		WBAXA5C50ED [REDACTED]		169987	169990		
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
15JUL16			17:00 01FEB19			CASH	01FEB19	10:41 01FEB19	17:04 01FEB19
OPTIONS: SOLD-STK-ED [REDACTED] ENG:3.0 LITER TRN-A									

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP." These non-OE (AP*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.*

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUST REPORTS LOUD NOISE IN ENGINE AREA, LOUDER WHEN MOVING SINCE YESTERDAY. DIAG PER CUSTOMER REQUEST
CAUSE: INTERNAL ENGINE NOISE
DIAG * DIAGNOSTIC TIME ONLY *
7584 CB
PARTS: 0.00 LABOR: 225.88 OTHER: 0.00 TOTAL LINE A: 225.88
169990

TEST DROVE VEHICLE HEAR KNOCKING NOISE COMING FROM FRONT OF ENGINE AREA. REMOVED ENGINE PANELS TO TRY AND HEAR NOISE MORE CLEARLY HEAR NOISE COMING FROM IN SIDE OF ENGINE AREA. SEE RECOMMENDATION. \$3500. LABOR + PARTS AND ADDED LABOR AS NEEDED. CUSTOMER DECLINE REPAIRS AT THIS TIME.

B B11718 Recall: Exhaust Gas Recirculation (EGR) Cooler
NWP * NO WORK PERFORMED OR NECESSARY AT THIS TIME

7584IBEPS
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C)
169990 NO PARTS AVAILABLE. 0.00

C Customer requested to have Multi Point Inspection performed this visit

CAUSE: PERFORMED MULTI POINT INSPECTION
MULTI-A Customer requested to have Multi Point Inspection performed this visit

7584IBEPS (N/C)
GTIRE CURRENT CONDITION - TIRES OK (N/C)
7584IBEPS (N/C)
GBK CURRENT CONDITION - BRAKES OK (N/C)
7584IBEPS (N/C)
GBATT CURRENT CONDITION - BATTERY OK (N/C)
00 DECLINED ENGINE INTERNAL NOISE REPAIRS (N/C)
7584IBEPS (N/C)

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By	Date & Time	Authorization Obtained By
\$	\$			☐ Telephone ☐ Fax (See Attached) ☐ In and Out (See Attached)
Revised Estimate				☐ Telephone ☐ Fax (See Attached) ☐ In and Out (See Attached)

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

I acknowledge notice and oral approval of an increase in the original estimated price

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

LABOR AMOUNT	TOTALS
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL*	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

Customer Copy

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. Page 1 of 2

Ex 2.1

INVOICE

Invoice #:

Tag #:



5720 C
Fremont, CA
(510) 360-5900

FREMONT, CA

Home: Bus: Customer #
Cell: Email: home

Service Advisor: 6316 ALBERTE SALCEDO A.R.#

EPA# CAL

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN	MILEAGE OUT	
GRAY	14	BMW 535D		WBAXA5C50ED			169987	169990	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
15JUL16			17:00 01FEB19			CASH	01FEB19	10:41 01FEB19	17:04 01FEB19

OPTIONS: SOLD-STK:ED ENG:3.0 LITER TRN:A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:
							0.00

EST: 229.00

01FEB19 10:41 SA: 6316

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP*." These non-OE (AP*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.

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

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

Customer Copy

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

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

I acknowledge notice and oral approval of an increase in the original estimated price.

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

LABOR AMOUNT	225.88
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL*	0.00
TOTAL CHARGES	225.88
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	225.88

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

Ex 2.2

ACTION

Towing & Road Services

1790 Industrial Way, Redwood City, CA 94063

(650) 593-5555

183 Harvard Ave., Half Moon Bay, CA 94019

(650) 728-0428

467 S. Canal St., S. San Francisco, CA 94080

(650) 873-5150

Great America

TOWING

655 E. Gish Road, San Jose, CA 95112

(408) 988-4774

5530 Boscell Cmn. Fremont, CA 94538

(510) 651-6110

Invoice #

CALL TYPE: <u>RD CALL FWC</u>		DATE: <u>5-8-87</u>	
NAME:		PHONE #:	
ADDRESS:			
LOCATION OF VEHICLE: <u>INDUSTRIAL & HARVARD, FWC</u>			
DESTINATION OF VEHICLE:			
YR:	MAKE: <u>PONTIAC</u>	MODEL: <u>335D</u>	COLOR: <u>GRAY</u>
ST:	LIC # <u>[REDACTED]</u>	VIN: <u>[REDACTED]</u>	UNIT #
☐ FLATBED	☐ T3 (Jump Start)	☐ PULL AXLE	☐ PLUMB AIR
☐ SLING/HOIST TOW	☐ T4 (Fuel)	☐ REMOVE DRIVE SHAFT	☐ KEYS?
☐ WHEEL LIFT ☐ DOLLY	☐ T6 (Lockout)	☐ FRAME/WHEEL LIFT	☐ 180?
☐ MED/HEAVY	☐ WRECK	☐ REAR TOW	☐
☐ T1 (Flat Tire)	☐ RECOVERY	☐ FRONT TOW	☐
REMARKS:			AMOUNT
			\$
			\$
			\$
P.O. #			\$
MILES	TIME	STORAGE	DAYS @ \$ PER DAY
START		LIEN: \$	DATE: 2 ND TOW: \$ DATE:
FINISH		SERVICE/TOW CHARGES	+ TOLL \$
TOTAL		MINUS MILES = MILES @ \$ P/MILES = \$	\$
		HOURS @ \$ PER HOUR	\$
☐ CASH	☒ CREDIT CARD	☐ CHECK #	☐ ACCOUNT
DRIVER'S SIGNATURE: <u>[REDACTED]</u>		DRIVER # <u>[REDACTED]</u>	TRUCK # <u>1331</u>
CUSTOMER/AUTHORIZED: <u>[REDACTED]</u>			
RELEASED TO: <u>[REDACTED]</u>		CONTROL #	
DRIVER'S LIC. #:		DATE:	TIME:
RELEASED TO SIGNATURE:		RELEASED BY:	

"Big or small • We tow 'em all"™

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice.

24-Hour Service

Ex. 3

CUSTOMER #

BMW of Fremont

5720 Cushing Pkwy.
Fremont, CA 94538
(510) 360-5900

WORKORDER

PAGE 1

HOME
BUS:CONT
CELL

SERVICE ADVISOR: 3162 LAL NILESH

COLOR	YEAR	MAKE	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	14	BMW 535D	WBAXA5C50		184018/184019	TL180
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE	PAYMENT	INV.
15JUL16 DD			12:00 20DEC19		CASH	
R.O. OPENED		READY	OPTIONS: SOLD-STK:ED	ENG:3.0 LITER TRN:A		

09MAY2019 08:31

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A 6199000 CB TOW IN CLIENT REPAIRS CAR STALLED ON FREEWAY WHEN DRIVING, PLEASE CHECK AND REPORT

EST: MISC 229.99 TOTAL 229.99

CARIS

B

PERFORM RECALL B111718 Recall: Exhaust Gas Recirculation (EGR) Cooler - see vehicle comments: B11 17 18 10011050500

RECALL WB PERFORMED NECESSARY RECALL PER BMW

C

DDIAG

RECOMMENDED SERVICE - Declined Diagnostic Service... ADVISED ON SERVICE WANTS TO HAVE PRIMARY CONCERN ADDRESSED

IBEPS RECOMMENDED SERVICE - Declined Diagnostic Service

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED AUTO CHECK FACILITY TO PERFORM THE NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

TEARDOWN/REASSEMBLY: If you authorize teardown of the vehicle or commencement of repairs, but do not authorize completion of a repair or service, a charge may be imposed for teardown, reassembly or partially completed work and you agree to pay the same.

It is necessary to disassemble the vehicle to provide an estimated price for repair. The estimated teardown and reassembly charge (including parts and labor) is \$
The maximum time for reassembly will be _____.

You understand that disassembly may prevent restoration of the vehicle to its former condition. X

☐ **SUBLET REPAIRS:** Some repairs must be sublet due to the type of service required. The location will be disclosed upon request.

PAYMENT TERMS: I agree to pay for all labor and materials simultaneously with delivery of the vehicle to me or 3 days after receiving notice that the vehicle is ready to be picked up. An express mechanics lien is hereby acknowledged on the vehicle to be secured by the cost of labor, materials, storage and/or towing charges. I understand that a storage charge equal to \$35.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 days from the date I am notified that the repairs have been completed or after the communication of an estimate if I fail to authorize repairs.

POWER OF ATTORNEY: I hereby appoint the Dealership as my attorney-in-fact, and shall be held harmless from any claims, damages or other forms of payment issued by the manufacturer or third parties.

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ Phone Number: _____
Fax Number: _____ E-Mail Address: _____
Customer: _____ Date: _____

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				REVISED TOTAL

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				REVISED TOTAL

LOCATION: _____ QUANTITY: _____ MILES: _____

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature of Owner: _____ Date: _____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

HARD COPY

non-OE parts for your vehicle have been chosen a n will be identified invoice as "AP" non-OE (AP*) p sourced from the manufacturer or warranty. Non-O with a limited w by AutoNation a manufacturer.

Dealer is not authorized to make repairs for non-Dealer, a Dealer's Vehicles. State inspection and/or service review of possible pending campaigns issued by manufacturer and its

Signature

Ex. 4

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: PRE-INVOICED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: WBAXA5C50E [REDACTED]

Main: [REDACTED]

2014 535D

GRAY

Click to View Cust Copy

Cell: [REDACTED]

Mileage: 184,018

Service advisor: 3162

Tag number: TL180

Payment type: CASH

Promised time: 12:00 PM

Promised date: 12/20/2019

Waiter: No

Estimate: 229.99

Customer Comments: No

~~~~~

|                                                               |           |                      |               |      |
|---------------------------------------------------------------|-----------|----------------------|---------------|------|
| GBATT                                                         | IBEPS     | CURRENT CONDITION -  | 0.00          | 0.00 |
|                                                               |           | BATTERY OK           |               |      |
| Tech(s): 2788                                                 |           |                      |               |      |
| DDIAG                                                         | IBEPS     | COMPLETE FUEL SYSTEM | 0.00          | 0.00 |
|                                                               |           | \$19845.00           |               |      |
| Tech(s): 2788                                                 |           |                      |               |      |
| Pts: 0.00                                                     | Lbr: 0.00 | Other: 0.00          | Total Line D: | 0.00 |
| Story: 184018 MPI PERFORMED MPI. TOPPED OFF FLUIDS. CORRECTED |           |                      |               |      |
| TIRE PRESSURES.                                               |           |                      |               |      |

~~~~~

Customer Pay	229.99
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	229.99
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	229.99

Ex 5

FREMONT : CA

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL®



7019 0140 0000 9047 4327

CERTIFIED

U.S. D. O. T.

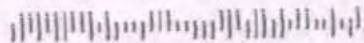
NATIONAL HIGHWAY TRAFFIC

1200 NEW JERSEY AVE.

WASHINGTON, DC 200

W41-306

20590-



PCN LETTER
FREMONT, CA
94538
NOV 15, 19
AMBIANT

4 20

Department of

To: W41-306

Location Code: DOT

Cost Center: 4 West

Mail Point: NEC, NOA

External Carrier: PRIORITY

Sender:

Manufacturer:

Purchase Order:

DOT



70190140000090474327