

Turner, Toiyriah (OST)

From: Senator Mark Warner (imailagent) <vienna_office@warner.senate.gov>
Sent: Wednesday, May 5, 2021 3:20 PM
To: OST Government Affairs
Subject: Sharing concerns on behalf of [REDACTED] (Intranet Quorum [REDACTED])
Attachments: WARNER_Incoming_Email_Message_202154_164327.DOC; IQFormatFile.txt

Follow Up Flag: Follow up
Flag Status: Flagged

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

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Dear Mr. Sullivan,

My constituent, [REDACTED], from Fries recently contacted me about his concerns. I am writing to share this correspondence with you.

I request that you review these documents and provide an appropriate response. Any communication with my office should be addressed to:

The Honorable Mark R. Warner
Attention: Jocelyn Garay
8000 Towers Crescent Drive, Suite 200
Vienna, VA 22182
P: 703-442-0670, F: 703-442-0408
Email: Jocelyn_Garay@warner.senate.gov

I appreciate your attention to this matter and your service to Virginians.

Sincerely,
MARK R. WARNER
United States Senator

05/11/2021

Dear Senator Warner/NTSB Staff:

From the attached records you will see this has been a lengthy and trying saga. My purpose in elevating this story to you is revealed most dramatically by reading the document attachment labelled as "Booklet(414)[1667].pdf" emailed to me during the period of my car's last visit to Flow BMW. In it the recommendation is to replace the fuel tank, DMTL pump, vent lines, and carbon canister for \$12,302.27! Flow's service manager agreed verbally to make one last ditch attempt to solve this ongoing problem and had all but the fuel tank (with its internal components) replaced. Despite all these accommodations/free services attempted, the car has once again coded for the DMTL pump (P1419) and there seems little reason to continue replacing parts. The service department at Flow BMW was very generous and supportive toward me throughout this series of efforts to repair the car, but I think the real problem is that BMW of NA was allowed to import this SULEV model 325i into California with an emissions system they knew to be extremely expensive to repair (basically, requiring gas tank replacement plus assorted other parts). I don't know why the Roanoke BMW dealership didn't alert me to the existence of BMW's SULEV emissions system warranty back in 2008, when my car's DMTL pump first was diagnosed as failing. Then, when I took the car to the Sports Car Clinic (a private shop) and they actually replaced the DMTL pump, I wonder why they didn't refer me to a dealership for warranty coverage. Possibly neither location was familiar with SULEV vehicles and the BMW NA 150,000 mile coverage for this system. Now I'm basically stuck with a car worth very little except for parts, when I had hoped it would be my last vehicle all the way through retirement. It seems to me that"

1. BMW should have covered the replacement of my emissions system as the problem was first noted at mileage of 76,373.
2. BMW NA should not have been allowed to import SULEV cars into the US that were designed in such a way that only an unconscionable repair cost would be heaped upon unsuspecting owners.

These are my main issues. If BMW NA hears from you and is willing to repair or replace my car with one of comparable value, I would request principally that it not be a SULEV model!

Thank you for your investigation of this matter.

Sincerely,

[REDACTED]



FLOW BMW

2565 Peters Creek Parkway
Winston-Salem, NC
www.FlowBMW.com

Flow BMW

VEHICLE HEALTH INSPECTION

PREPARED FOR:



Fries VA

DATE March 17, 2021
VIN WBAAZ33424K
YEAR 2004
MAKE BMW
MODEL 325I
MILEAGE 188133
RO #



Flow BMW

www.flowbmw.com

Corey Potts
cpotts@flowauto.com

JOEL ARIAS (tech)

2565 Peters Creek Pkwy
Winston-Salem NC 27127

(336) 788-3333

FLOW BMW

We understand that your knowledge of your vehicle and its necessary repairs is probably not on par with the understanding that your technician has. In order to be sure that his findings and reporting is as clear and concise as possible, we use this Vehicle Information Booklet as a tool to help us communicate your vehicle's condition to you.

Our technicians are the most qualified to work on your vehicle. They have trained extensively, and partake in continuing education regularly to be sure that they are up to date on any changes and improvements handed down from the manufacturer. Our service advisors strive to make your experience with us a pleasant one. They are here to attend to your automotive needs as well as communicate effectively between your technician and you.

Please make yourself comfortable in our waiting area. Watch some TV, use your laptop with our free WI-FI access or just relax and enjoy the dealership.

We appreciate your business and will continue to strive for excellence in everything we do for you.

Technician Analysis

Key Information

Brakes		Fluids	
	Brake hydraulic lines, visual inspection Good Brake pads/rotors - front 6 mm Brake pads/rotors - back 6 mm Brake performance, including parking brake Good		Engine oil level Good Coolant level and antifreeze protection Good Power steering fluid level Good Windshield washer fluid level Good
Tires		Battery	
	Left front tire tread (32) 5 /32" Right front tire tread (32) 5 /32" Left rear tire tread (32) 4 /32" Right rear tire tread (32) 4 /32"		Battery inspection Good

CONDUCTED BY:

JOEL ARIAS, Joel D Arias

CRITICAL CONCERNS

Job Description	Observation	Recommendation
C/S THE SERVICE ENGINE SOON LIGHT IS ON, AGAIN. CUSTOMER HAS HAD DMTL PUMP REPLACED MULTIPLE TIMES AND THE WARNING HAS RETURNED. CHECK HISTORY. CHECK AND ADVISE		
Engine Oil Pan - Sealing		
1 hour diag		
DMTL Pump	Faulty due to fuel contamination	Replace DMTL Pump with also the charcoal canister and filter and pipe.
Replacement of fuel tank, vent lines, and carbon canister, add for gas cap.		

CAUTION

Job Description	Observation	Recommendation
4 tires, 205/55R16, fronts from 2012, cracking, rear from 2015 inner wear		
4 Wheel alignment		

INITIAL CUSTOMER REQUESTS

Description	Price	Approved
C/S THE SERVICE ENGINE SOON LIGHT IS ON, AGAIN. CUSTOMER HAS HAD DMTL PUMP REPLACED MULTIPLE TIMES AND THE WARNING HAS RETURNED. CHECK HISTORY. CHECK AND ADVISE	0.00	☒
* 1 hour diag	129.95	☐
* DMTL Pump	373.13	☐
* Replacement of fuel tank, vent lines, and carbon canister, add for gas cap.	12302.27	☐
C/S SEEING AND SMELLING GAS AROUND THE VEHICLE. C/S THE RIGHT REAR CORNER, BELOW THE GAS FILLER NECK, WAS DRIPPING GAS AND LEFT A SMALL TRAIL WHEN PULLING AWAY. C/S THE CAR WAS PARKED SLIGHTLY NOSE DOWN. CHECK AND ADVISE	0.00	☒
COURTESY TOP FLUIDS AND SET TIRE PRESSURES. _____	0.00	☒
CUSTOMER SERVICE WASH AND COMPLETE VACUUM	0.00	☒

ADDITIONAL SERVICE RECOMMENDATIONS

FAILED - CRITICAL CONCERNS

Description	Price	Approved	INFO
Engine Oil Pan - Sealing	~~1057.60~~	☐	DECLINED

CAUTION - NEEDS ATTENTION SOON

4 tires, 205/55R16, fronts from 2012, cracking, rear from 2015 inner wear	~~1047.20~~	☐	DECLINED
4 Wheel alignment	~~149.99~~	☐	DECLINED

Subtotal:	12805.35
ShopFees	45.00
SalesTax	899.52
TOTAL	13749.87

Declined work not included in total

KNOW YOUR VEHICLE

Flow BMW wants our customers to have the necessary information to make informed decisions regarding vehicle repair and maintenance. You have numerous references available to assist with this process including your Service Advisor: Corey Potts. To help you start, we've included the following information specific to the findings of your vehicle inspection conducted by JOEL A. An educated customer is a happier customer and that's our goal at Flow BMW.

C/S SEEING AND SMELLING GAS AROUND THE VEHICLE. C/S THE RIGHT REAR CORNER, BELOW THE GAS FILLER NECK, WAS DRIPPING GAS AND LEFT A SMALL TRAIL WHEN PULLING AWAY. C/S THE CAR WAS PARKED SLIGHTLY NOSE DOWN. CHECK AND ADVISE

COURTESY TOP FLUIDS AND SET TIRE PRESSURES. _____

CUSTOMER SERVICE WASH AND COMPLETE VACUUM

C/S THE SERVICE ENGINE SOON LIGHT IS ON, AGAIN. CUSTOMER HAS HAD DMTL PUMP REPLACED MULTIPLE TIMES AND THE WARNING HAS RETURNED. CHECK HISTORY. CHECK AND ADVISE

Engine Oil Pan - Sealing

1 hour diag

DMTL Pump

Replacement of fuel tank, and lines

4 tires, 205/55R16, fronts from 2012, cracking, rear from 2015 inner wear

4 Wheel alignment

CUSTOMER #:

PRE-WORKORDER

FLOW BMW

2565 Peters Creek Parkway

Winston-Salem, NC 27127

Phone: (336) 788-3333

www.flowauto.com

Page 1 of 1



FRIES, VA

HOME: CON

BUS: CEL

SERVICE ADVISOR: Corey Potts

COLOR	YEAR	MAKE	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TITANIUM-S	2004	BMW 325I	WBAAZ33424K		188133		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01/01/2004							03/17/2021
R.O. OPENED		READY	OPTIONS:				
03/11/2021							

LINE	OP CODE	DESCRIPTION	DURATION	ESTIMATE
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ADDITIONAL SERVICE RECOMMENDATIONS

# A	ENG	C/S THE SERVICE ENGINE SOON LIGHT IS ON, AGAIN. CUSTOMER HAS HAD DMTL PUMP REPLACED MULTIPLE TIMES AND THE WARNING HAS RETURNED. CHECK HISTORY. CHECK AND ADVISE		0.00
	ASR	1 hour diag	1.00	129.95
	ASR	DMTL Pump	1.00	373.13
	ASR	Replacement of fuel tank, vent lines, and carbon canister, add for gas cap.	14.60	12302.27
# B	DRI	C/S SEEING AND SMELLING GAS AROUND THE VEHICLE. C/S THE RIGHT REAR CORNER, BELOW THE GAS FILLER NECK, WAS DRIPPING GAS AND LEFT A SMALL TRAIL WHEN PULLING AWAY. C/S THE CAR WAS PARKED SLIGHTLY NOSE DOWN. CHECK AND ADVISE		0.00
# C	CFT	COURTESY TOP FLUIDS AND SET TIRE PRESSURES.		0.00
# D	DET-WASH	CUSTOMER SERVICE WASH AND COMPLETE VACUUM		0.00

Subtotal 12805.35

Shop Charges 45.00

Printed On 03/17/2021 4:55 PM

Sales Tax 899.52

Estimate Expires on 06/15/2021

Total 13749.87

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

STORAGE CHARGES: I understand that a storage charge equal to \$15.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 15 working days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

SHOP SUPPLY COSTS: A charge equal to 7.5% of the total cost of labor and parts, not to exceed \$50.00, will be added for shop supplies used in connection with the repair.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the repairs unless the Dealership agrees to other payment arrangements in advance. An express lien for labor is hereby acknowledged on the above vehicle to secure the cost of labor, materials, supplies and costs incurred to enforce our lien. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component to provide an estimated cost of repairs, but do not authorize completion of the repair or service, I understand that a charge will be imposed and I agree to pay the cost of repairs actually completed, the cost of diagnostic work and teardown, the cost of parts and labor to replace items that were destroyed by teardown, and the cost to reassemble the component or the vehicle.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer Signature: 10514-003 Date:

ESTIMATE: YOU HAVE THE RIGHT TO RECEIVE A WRITTEN ESTIMATE OF CHARGES FOR REPAIRS WHEN THE TOTAL COST OF THE LABOR AND PARTS EXCEEDS THREE HUNDRED FIFTY DOLLARS (\$350). YOUR BILL WILL NOT BE HIGHER THAN THE ESTIMATE BY MORE THAN TEN PERCENT (10%), UNLESS YOU APPROVE A LARGER AMOUNT BEFORE REPAIRS ARE FINISHED. YOU CAN CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY MARKING THE BOX BESIDE ONE OF THE FOLLOWING CHOICES AND SIGNING YOUR NAME.

☐ I WISH TO RECEIVE A WRITTEN ESTIMATE.☐ I WISH TO RECEIVE AN ORAL ESTIMATE. I EXPRESSLY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE.

Customer Signature: _____ Date: _____

PRELIMINARY ESTIMATE \$13749.87

I understand it is necessary to perform diagnostic work to prepare an estimate and hereby authorize the same. The diagnostic charge is \$ _____ X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

PARTS: All parts installed will be new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be made available for inspection or, provided the Dealership does not have a warranty arrangement or exchange parts program with the manufacturer, supplier or distributor, returned to you.

Discard Replaced Parts (INITIAL) Save Replaced Parts (INITIAL)

Warranty Vehicle Inquiry

Tue May 11, 2021 08:02:48 EDT

VIN : WBAAZ33424K [REDACTED]

CONFIDENTIAL

THIS DOCUMENT IS NOT TO BE USED OR RELIED UPON FOR IMPORT OR EXPORT PURPOSES AND IS NOT TO BE DISTRIBUTED OR SHARED WITH THIRD PARTIES*

*EXCEPT FOR SPECIFIC INFORMATION THAT MAY BE REQUIRED BY LAW

DO NOT USE DAVIS AS THE SOLE INDICATOR FOR CALCULATING VEHICLES' DAYS OUT OF SERVICE.
DAVIS IS A GUIDE ONLY AND DOES NOT INCLUDE EXACT NUMBERS AS CONFLICTS IN DAYS TO CLOSE A REPAIR ORDER MAY EXIST.

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Vehicle Data

VIN: WBAAZ33424K [REDACTED]

Chassis Number: WBAAZ3342 [REDACTED]

Line Make: 01 - BMW Car

Model Year: 2004

AG Model Code/Desc: AZ43 - 325i SULEV

NA Model Code/Desc: 0448 - 325i SULEV

Motor Type: M56 **PZEV/SULEV**

Exterior Trim Code: 354 - Titanium Silver Metallic

Interior Color Code: K4SW - Black Leatherette

MSRP: \$34,120.00

Davis #: N/A

Assist Safety Plan Expires: 01/16/2005

Assist Conv. Plan Expires: 00/00/0000

TCU ESN / TCU IMEI: 14602236038 INACTIVE

TCU MIN: XXX-XXX-XXXX

MDN / MSISDN: XXX-XXX-XXXX

Vehicle Production Date: 2003/11

Series: E46

Wholesale Center ID/Loc: 24335-01

Wholesale Date: 01/07/2004

Retail Center ID/Loc: 24335-01

Retail Date: 01/17/2004

In-Service Date: 01/17/2004

See - Vehicle Comments

Vehicle Comments

Add Date	Comment Status	Vehicle Comment
11/08/2018	Active	SI B01 17 18 (DC 72 12 90 02 00): CLASS ACTION LAWSUIT SETTLEMENT SERVICE INFORMATION BULLETIN FOR THE TAKATA FRONT PASSENGER AIR BAG SIDE AIRBAG MODULE MAY APPLY. THIS SERVICE INFORMATION BULLETIN PROVIDES SPECIFIC PROCEDURAL AND DCSNET CLAIM SUBMISSION INFORMATION FOR COVERED REPAIRS.
11/09/2018	Active	SI B01 16 18 (DC 32 34 90 02 00): CLASS ACTION LAWSUIT SETTLEMENT SERVICE INFORMATION BULLETIN FOR THE TAKATA FRONT DRIVER AIR BAG SIDE AIRBAG MODULE MAY APPLY. THIS SERVICE INFORMATION BULLETIN PROVIDES SPECIFIC PROCEDURAL AND DCSNET CLAIM SUBMISSION INFORMATION FOR COVERED REPAIRS.

Campaign Details as of: May 11, 2021 at 08:02:15 AM EDT

NO OPEN CAMPAIGNS**Option Information**

Code	Description	Code	Description
0ZPP	Premium Package	01CA	CO2 relevant vehicles
0205	STEPTRONIC Automatic Trans.	0240	Leather steering wheel
0249	Multifunction steering wheel	0441	Smoker's package
0465	40/20/40 Split Rear Seat	0473	Front Center Armrest
0495	Center rear headrest	0520	Fog lights
0521	Rain sensor and auto headlight	0534	Dual Zone Auto Climate Control
0650	In-dash CD player	0676	Hi-fi sound system
0692	CD changer preparation	0818	Battery switch
08SP	CO2 control	0925	Shipping package
0926	Full-size spare tire		

Customer Information

Name (First/Last): [REDACTED]

Address: [REDACTED]

FRIES VA [REDACTED] UNITED STATES

Warranty/Maintenance Programs/Contract Services(Administered by BMW NA)

Type	Warr/Program Codes/Desc	Contract Number/Status	Eff Date	Enroll Date	No Coverage As Of	Exp Age (Mth)	Exp Odometer (Miles)	Current Age (Mth)	Retail Center	Center Name	Vendor Code/Deductible	Contract Holder (First/Last)
	New Vehicle Limited Warranty	0000000 EXPIRED	01/17/2004		01/17/2008	48	50,000	208				
FE	Federal Emissions 8/80 FE 96 MO/80K MLS	0000000 EXPIRED	01/17/2004	01/17/2004	01/17/2012	96	80000	208	24335	BMW of San Diego	00	
CA	California Emissions	Vehicle may qualify for California Emissions Coverage. Please verify if the vehicle was sold or is registered in a California Emissions Covered State (AZ,CA,CT,DE,MA,MD,ME,NJ,NM,NY,OR,PA,RI,VT,WA). Please confirm model year, selling state and current registration of the vehicle and click here to determine coverage.										

ELIGIBLE Contract/Service Program Information (Optional programs only, CPO eligibility not provided)

Type	Program Code/Desc	Wholesale Price	MSRP	Deductible	Vendor Code Used
MP	0000000500 - UC OIL 36 MO/UNL MLS	N/A			MP
Disclaimer: The Eligible Contract indicators do not necessarily mean that the vehicle/vehicle owner is currently eligible for the indicated contracts. The Eligible Contract indicators are only suggestions to the dealer, based on the latest data to which BMW has access about the vehicle. For actual enrollment of the vehicle in any of the optional programs, please use the Vehicle Contract System					

Repair History (Claims)

Center ID	Location ID	Claim Number	Claim Date	Repair Order #	Repair Order Date	Repair Entry Date	Davis #	Mileage	Defect Code	Description
	01		02/05/2021		01/26/2021	02/05/2021	N/A	1,491	1613051200	Fuel tank leakage diagnosis module DMTL permanent failure
	01		08/28/2020		08/18/2020	08/28/2020	N/A	186,331	0072110200	B650120 Recall: Takata Front Passenger Air Bag Module
	01		03/15/2017		08/10/2017	08/15/2017	N/A	6,569	1613051200	Fuel tank leakage diagnosis module DMTL permanent failure
	01		10/25/2016		10/20/2016	10/25/2016	N/A	176,378	0032390200	B651115 Recall: Takata Driver Air Bag Module
	01		08/05/2016		08/05/2016	08/05/2016	N/A	1,903	1613051200	Fuel tank leakage diagnosis module DMTL permanent failure
	01		03/04/2016		03/01/2016	03/04/2016	N/A	2,074	1613051200	Fuel tank leakage diagnosis module DMTL permanent failure
	01		12/09/2015		12/07/2015	12/09/2015	N/A	8,000	1613051200	Fuel tank leakage diagnosis module DMTL permanent failure
	01		06/08/2015		06/04/2015	06/08/2015	N/A	160,425	0072410100	B651714 Recall: Takata Front Passenger Air Bag Module
	01		03/07/2012		03/06/2012	03/07/2012	N/A	116,903	0063220100	B630611 Recall Ground Cable for Rear Light Lamps
	01		03/31/2010		03/26/2010	03/31/2010	N/A	92,369	51160233ER	INSIDE MIRROR OPTICAL DISTORTION
	01		03/30/2010		03/26/2010	03/30/2010	N/A	92,369	51160233ER	INSIDE MIRROR OPTICAL DISTORTION
	01		05/17/2006		05/11/2006	05/17/2006	N/A	41,967	34117777MP	FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN
	01		12/06/2005		12/02/2005	12/06/2005	N/A	33,448	0012100200 85990092MP	B121305 Recall Replacing ignition coils INSPECTION 1 (MP)
	01		01/21/2005		01/19/2005	01/21/2005	N/A	15,423	85990089MP	1ST ENG OIL SERVICE-FULL MAINTENANCE
	01		02/04/2004		01/06/2004	02/04/2004	N/A	2	0084230100	E46 E83 Retrofitting telematics control unit (TCU)

-----End of Print-----

VEHICLE INVOICE

BERGLUND
CHRYSLER • JEEP2525 Franklin Road
Roanoke, VA 24014 Phone 540-345-9881
www.berglundautoworld.com

E-MAIL:

SOLD TO:

ADDRESS:

HOME PHONE:

SALESPERSON NAME/NO. (1):

NEW/USED/DEMO

CAR

TRUCK

OTHER

Vehicle Sold

Stock-No.

Year

Make

Model

Body Type Cyl

Identification No.

Finance Co.

Trades

Stock-No.

Year

Make

Model

Body Type Cyl

Identification No.

Payoff To (Lien Holder)

SS NO:

SS NO:

CUSTOMER NO:

DEAL NO:

BUSINESS PHONE:

DATE:

VIN #: 4K

DOC NO:

MCCLOY, JEREMY
BUSINESS MANAGER

ANNUAL PERCENTAGE RATE FINANCE CHARGE

The cost of your credit as a yearly rate. The dollar amount the credit will cost you.

0.00 % \$ 0.00

Total of Payment Total Sale Price

The amount you will have paid after you have made all payments as scheduled. The total cost of your purchase on credit, including your down payment of

\$ 19596.05 is \$ 21596.05

Date of Last Payment 19 JUL 2007

FOR "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED. (SEE #9 AND #16 ON REVERSE SIDE)

SIGNATURE _____

Miscellaneous Information

Mileage (at time of Sale): 63552

Veh. Key No: _____

Mechanical Repair Agreement

Type (Company): SERVICE CONTRACT

Policy No: 200000

Deductible Amount: \$ NA

Beginning Mileage/Date: 63552 /

Term (Months/K Miles):

In Service Date: _____

**NO LIABILITY
INSURANCE INCLUDED**

Purchasers Insurance Co.:

Agent

Form BOF 1025 GSF 1029 GSF 1011 (Rev. 06/05)

Distribution: White—Sales File; Blue—Customer;

Green—Accounting; Canary—F&I; A.A Pink—Delivery Reporting

OST-I-210514-003

* Special Program Price

\$ _____
\$ _____
\$ _____
\$ _____
\$ _____

* Accessories not Manufactured or Warranted by Motor Vehicle Manufacturer.

(1) Cash Price \$ 20590.00

(2) Fees:

a. Titling Tax (+)\$ 626.37

b. Dealer's Business License Tax (+)\$ 41.18

c. Federal Excise Tax (+)\$ N/A

d. Title Fee (+)\$ 10.00

e. Transfer Fee (+)\$

f. License Fee (+)\$ 29.50

g. Temporary Registration Fee (+)\$ N/A

h. PURCHASE ON LINE (+)\$ 10.00

i. SYSTEMS FILING FEE (+)\$ N/A

j. Processing Fee (+)\$ 289.00

Total Fees (+)\$ 1006.05

(3) Consumer Services (+)\$ N/A

(4) Total Vehicle Price \$ 21596.05

(5) Trade-In Allowance(s) (+)\$ N/A

Less Amount Owed on Payoff (-)\$ N/A

Net Trade-In (+/-)\$ N/A

Rebate (If Available) (+)\$ N/A

Cash Downpayment To Be Paid (+)\$ 2000.00 Received

Total Downpayment (+)\$ 2000.00

(6) Balance Due (+)\$ 19596.05

a. Mechanical Repair Agreement (+)\$ N/A

b. Credit Life Insurance (+)\$ N/A

c. Accident & Health Insurance (+)\$ N/A

d. G.A.P. Agreement (+)\$ N/A

e. Lenders Single Interest Ins./Fee (+)\$ N/A

f. Prepaid maintenance (+)\$ N/A

g. (+)\$ N/A

Total Of Other Charges (+)\$ N/A

(8) Unpaid Balance & Where Applicable Amount Financed (1+2-4+6) \$ 19596.05

The front and back of this Buyer's order, along with other documents signed by Purchaser(s) in connection with this order, comprise the entire agreement between the parties affecting this purchase. No oral agreements or understanding shall be binding. Purchaser(s) acknowledges that he/she has been given the opportunity to review all documents prior to signing them and that he/she has not signed any documents in blank. By executing this Order, Purchaser(s) certifies he/she has read all of its terms and has received a fully completed copy. Purchaser(s) certifies he/she is 18 years of age or older. Until made effective, this order is not binding and Purchaser(s) may cancel and recover deposit. This invoice shall not evidence receipt of a cash downpayment.

Signed (1) _____ 08/13/1950

Purchaser

Date of Birth

(2)

Purchaser

Date of Birth

Approved _____ 06/04/2007

Dealer or Authorized Representative

Date

Diagnostic Trouble Code	Fault Description
P1449	Diagnostic Module Tank Leakage (DM-TL) Pump Current Too High
P1450	Diagnostic Module Tank Leakage (DM-TL) Switching Solenoid Control Open Circuit
P1451	Diagnostic Module Tank Leakage (DM-TL) Switching Solenoid Control Circuit Signal Low
P1452	Diagnostic Module Tank Leakage (DM-TL) Switching Solenoid Control Circuit Signal High
P1453	Secondary Air Injection Pump Relay Control Circuit Electrical
P1454	Secondary Air Injection Pump with Series Resistor Control Circuit Electrical
P1456	Heated Catalyst Heater Power Supply Open Circuit (Bank 1)
P1457	Heated Catalyst Power Switch Temperature Sensor Electrical (Bank 1)
P1459	Heated Catalyst Heater Power Supply Open Circuit (Bank 2)
P1460	Heated Catalyst Power Switch Temperature Sensor Electrical (Bank 2)
P1461	Heated Catalyst Gate Voltage Signal Low
P1462	Heated Catalyst Internal Control Module Checksum/EEPROM Error
P1463	Heated Catalyst Battery Temperature Sensor 1 Electrical



Valley BMW

2743 FRANKLIN ROAD S.W.
P.O. BOX 8068
ROANOKE, VIRGINIA 24014
PHONE: (540) 342-3733

Used Cars (540) 342-3733

Body Shop (540) 982-6528

ORIGINAL BMW PARTS & ACCESSORIES
Factory trained technicians

CUSTOMER NO. [REDACTED]	BRANDON	930	TAG [REDACTED]	09/22/08	[REDACTED]
ROANOKE, VA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 76,372	SILVER/	STOCK NO.
	04/BMW?			DELIVERY DATE	DELIVERY MILES
	W B A A Z 3 3 4 2 4 K			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		F.O. NO.	09/22/08	
RESIDENCE PHONE [REDACTED]	COMMENTS				MO: [REDACTED]

LABOR & PARTS

J# 1 38BMZ EMISSIONS WORK UNITS: 0.50 TECH(S):710 47.50
SERVICE ENGINE SOON LIGHT ON
PERFORM DIS TEST FAULT CODE 27D FOR DNTL PUMP WAS ABLE TO
CLEAR CODE. IF SEL COMES BACK ON WILL NEED TO RPL. PUMP
NO OTHER WORK AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 47.50

J# 2 13BMZ *COOLING SYS DIAG. UNITS: 0.50 TECH(S):710 47.50
CUSTOMER HAS ADDED PRESTON 50/50 COOLANT
PRESSURE TESTED FOUND NOT LEAKS
Cooling System or Belts Diagnosis All

JOB # 2 TOTAL LABOR & PARTS 47.50

COMMENTS
WAIT

TOTALS

*****	TOTAL LABOR....	95.00
*	TOTAL PARTS....	0.00
*CASH.... CHECK#..... CHARGE.....	TOTAL SUBLET....	0.00
*	TOTAL G.O.G....	0.00
*VISA.... M/C..... DISCOVER.....	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
*AMEX.... DATE..... INIT.....	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	95.00

DISCLAIMER OF WARRANTIES
Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, Valley BMW, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Valley BMW, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Parts and labor, 24 months and unlimited miles.

NO REFUND WITHOUT THIS INVOICE.
NO REFUNDS ON ELECTRICAL PARTS.
10% SERVICE CHARGE ON ALL MERCHANDISE RETURNED. NO RETURNS ON SPECIAL ORDERS. NO RETURNS AFTER 30 DAYS.

TERMS: CASH UNLESS ARRANGEMENTS MADE

IMPORTANT

YOU MAY RECEIVE A SURVEY FROM "YOUR VEHICLE MANUFACTURER" IN THE NEAR FUTURE. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT OUR SERVICE DEPARTMENT.

THANK YOU.
VALLEY
BMW

THANK YOU!
WE
APPRECIATE
YOUR
BUSINESS

CUSTOMER SIGNATURE

P27CD - DNTL Module fault
P1449
OL, 0 RPM, 92°C

The Sportscar Clinic

3328 Peters Creek Rd.
Roanoke, Va 24019
(540) 563-1133
Quality Import Car Service
www.wefiximports.com

2004 BMW 325I

License #

Repair Order #

Roanoke, VA

VIN: WBAA23342

Mileage: 78536

Inv Date: November 13, 2008 @ 2:12pm

Color: Silver

Promised: December 8, 2008 @ 5:00pm

Unit #:

Service Writer: Marc Wilson

PO #

Status: Complete

Mfg. Date: 11/03

Driver:

Business

Engine: L6 2.5L, 152cid, Gas, FI

Transmission: AUTO

Vehicle Problems	Requests for Service	Services Performed	Qty	Price	Disc.	Ext
Vehicle Problem: Check engine light is on. D&A						
Labor Service - Accessed on car diagnostics. Retrieved and evaluated stored codes. P27CD (P1449) stored for DMTL fault. Removed module and tested - confirmed motor in module had failed.						99.60
Replace DMTL pump with new, cleared codes and tested - OK (Techs: 05WRD)						
Part^	16 13 7 193 479	Leak Detection Pump	1.00	176.60		176.60
Request for Service: Safety Inspection. Check lights, tire pressure, coolant, oil, under hood fluids, general, Next state inspection date.						
CHECK RECOMMENDATIONS						
Labor Service - Check tire pressure, coolant, oil general.						0.00
Next state inspection date is April 2009.						
All belts due soon.						
Set tires 33/38 (Techs: 05WRD)						

Warranty

All repair work is warranted for 12 months or 15,000 miles

I hereby authorize the repair work listed herein, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for the purposes of testing, inspection or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customer agrees to pay all collection costs and /or attorneys fees in the event that default is made in any payment due. If vehicle is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembly) may be

X

Terms: CASH unless arrangements made prior to authorization. Vehicles left after repair is completed may be subject to a storage fee.

X

Customer acknowledges receipt of merchandise and services.

Repair Order Summary:

Parts	\$176.60
Labor	\$99.60
Supply Charge	\$13.81

Sub Total	\$290.01
Sales Tax (Va)	\$9.52



Import Auto Service Center

2685 South Main Street
Mount Airy, NC 27030
336 789-7300

ONE STOP SHOP FOR COMPLETE FOREIGN CAR COVERAGE

Repair Order # [REDACTED]

Date: 7/16/2015

Page 1 of 1

Orig Est #:

Center : 1

Customer [REDACTED]
Address [REDACTED]
City : FRIES VA
Phone 1 : [REDACTED]
Phone 2 : [REDACTED]

Ext :

Ext :

Vehicle :2004 BMW 325/i/is/ix/xi/c

License [REDACTED]

Clr : SILVER

VIN :WBAAZ33424H [REDACTED]

Fleet #:

Engine :6-2494 2.5L DOHC

Trans :

Mileage :163021

Op	Tech	Description	Part Description	Reason for Replacement	Labor	Parts	Subtotal
	Quan	Part Number				Price	
EMSO	LWJ	Replaced fuel tank diagnostic module			56.25		56.25
ENG0	LWJ	Replaced oil filter housing gasket, and vanos line.			202.50	16.16	218.66
	4.00	ENGINE CLEANER	ENGINE DEGREASER			16.16	

Payments:

MasterCard, \$279.60, on 07/16/15

CardNo: [REDACTED] AuthorizationNo: [REDACTED]

I hereby authorize the repair work to be done along with the necessary parts & materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control. WARRANTY IS 12 MONTHS OR 12,000 MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

Labor :	\$258.75
Parts :	\$16.16
Sublet :	\$0.00
Other Fees :	\$0.00
Supply Chrg	\$3.33
Subtotal :	\$278.24
Sales Tax :	\$1.36
Total :	\$279.60
Paid :	\$279.60
Due :	\$0.00

Signature X _____

7/16/2015 5:42:02 PM Auth [REDACTED] Ref [REDACTED] n: The transaction completed

\$ 279.60 [REDACTED] Agrees to Pay Total

MasterC: ***** [REDACTED] Amount According to Card Issuer Agreement Signature X [REDACTED]

FLOW BMW



2565 Peters Creek Parkway
Winston-Salem, NC 27127
Phone: (336) 788-3333
www.flowauto.com



DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

DATE ENTERED 16 JUL 15	YOUR ORDER NO.	DATE SHIPPED 16 JUL 15	INVOICE DATE 16 JUL 15	INVOICE NUMBER [REDACTED]	09:11
---------------------------	----------------	---------------------------	---------------------------	------------------------------	-------

S
O
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ACCOUNT NO. [REDACTED]
IMPORT AUTO REPAIR
2685 S MAIN STREET
MOUNT AIRY, NC 27030-7219

S
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T
O

PAGE 1 OF 1
IMPORT AUTO REPAIR
2685 S MAIN STREET
MOUNT AIRY, NC 27030-7219

SHIP VIA		SLSM.	S/L NO.	TERMS	F.O.B. POINT			
		93089	[REDACTED]	WVISA	WINSTON SALEM, NC			
ORD	QUANTITY	SHIP	P.C.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	1	0	16-13-7-193-479	146 LEAK DIA	159.40	130.71	130.71
					NO RETURNS AFTER 10 DAYS. NO RETURNS ON ELECTRICAL AND/OR SPECIAL ORDER ITEMS. 20% RESTOCKING CHARGE ON ALL RETURNED PARTS. ALL RETURNABLE ITEMS MUST BE IN THE ORIGINAL PACKAGE AND IN SALABLE CONDITION. NO RETURNS WITHOUT THIS INVOICE.			
					PARTS		130.71	
					SUBLET			
					FREIGHT		0.00	
					SALES TAX		0.00	
CUSTOMER'S SIGNATURE								
X					TOTAL		\$130.71	

OST-I-210514-003

Copyright 2000 ADP, Inc. PARTS INVOICE 1UP - P13C1

CUSTOMER COPY

CUSTOMER #:

FLOW BMW

INVOICE

2565 Peters Creek Parkway
Winston-Salem, NC 27127
Phone: (336) 788-3333
www.flowauto.com

GALAX, VA

PAGE 1

HOME:

CONT

BUS:

CELL

SERVICE ADVISOR: 93017 VANESSA STALLARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TITANIUM-S	04	BMW 325I	WBAAZ33424K		173771/173772		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS							
01JAN04 DD			WAIT 01MAR16		0.00	CC	01MAR16

R.O. OPENED	READY	OPTIONS:					
11:58 01MAR16	15:21 01MAR16						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A THE SERVICE ENGINE SOON LIGHT IS ON. PLEASE CHECK AND ADVISE. (DMTL
PUMP WAS REPLACED UNDER PARTS WARRANTY ON RO 12/2015).

CAUSE:

ENG THE SERVICE ENGINE SOON LIGHT IS ON. PLEASE
CHECK AND ADVISE. (DMTL PUMP WAS REPLACED
UNDER PARTS WARRANTY ON RO 12/2015).

93072 WB

(N/C)

1 16-13-7-193-479 LEAK DIAGNOSIS PUMP:162020

(N/C)

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

173771 failed dmtl pump Connected to ISTa, completed test plan and
found fault 27CD was stored for system. Ran test plan and checked
wiring and plug connections. Ran test and pump would not run pump.
Tested a known good pump and pump activated, tried 3 attempts and
original pump failed. Removed and replaced the pump, ran dmtl system
test and found no leaks after repair and pump performed correctly.
parts warranty for defective dmtl pump, replaced 12/2015 ro#

B CUSTOMER SERVICE WASH

DET-WASH CUSTOMER SERVICE WASH

393280 ICW

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

EST: 6.00 01MAR16 11:58 SA: 93017

WAITING FOR DIAGNOSIS

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:**

We have added a charge equal to 7.5% of the total cost of labor and parts, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair.

**ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.**

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
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #

FLOW BMW

INVOICE

2565 Peters Creek Parkway
Winston-Salem, NC 27127
Phone: (336) 788-3333
www.flowauto.com

PAGE 1

GALAX, VA

HOME:

BUS:

CONT:

CELL:

SERVICE ADVISOR: 93017 VANESSA STALLARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TITANIUM-S	04	BMW 325I	WBAAZ33424		175345/175347		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS							
01JAN04 DD			WAIT 03AUG16		0.00	CC	05AUG16
R.O. OPENED	READY	OPTIONS:					
11:09 03AUG16	12:12 05AUG16						

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

A THE SES LIGHT IS BACK ON, CUSTOMER HAD VEHICLE CHECKED AT ANOTHER LOCATION AND WAS TOLD IT WAS THE DMTL PUMP AGAIN. WE REPLACED THE DMTL PUMP 12/09/15, RO# AND AGAIN ON 03/04/16 RO# PLEASE ADVISE.

CAUSE:

ENG THE SES LIGHT IS BACK ON, CUSTOMER HAD VEHICLE CHECKED AT ANOTHER LOCATION AND WAS TOLD IT WAS THE DMTL PUMP AGAIN. WE REPLACED THE DMTL PUMP 12/09/15, RO# AND AGAIN ON 03/04/16 RO# PLEASE ADVISE.

93072 WB

1 16-13-7-193-479 LEAK DIAGNOSIS PUMP:162020

(N/C)

(N/C)

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

175345 failed DMTL system pump Connected to ISTA, connected battery charger. Completed vehicle test. Confirmed fault for 27CD dmtl system fault. Completed test plan to determine pump faulty. Replaced the pump and cleared faults. Ran system test per test plan and no leaks found at this time/passed. PW per RO# (03/04/2016)

B CUSTOMER SERVICE WASH

DET-WASH CUSTOMER SERVICE WASH

393280 ICW

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C** REPAIR WIRING

ELE ELECTRICAL REPAIRS

93072 INS

(N/C)

1 61-13-8-365-356 UNIVERSAL SOCKET HOUSING

UNC:619999TZ

(N/C)

4 61-13-1-393-726 SOCKET TERMINAL MQS:619500

(N/C)

4 61-13-8-353-746 CABLE CONNECTOR:619999LS

(N/C)

4 61-13-1-379-833 SHRINKING HOSE:619999LS

(N/C)

4 61-13-0-006-665 BUSHING CONTACT:619500

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

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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. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:**
We have added a charge equal to 7.5% of the total cost of labor and parts, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

OST-I-210514-003

DEALER: 2014 COK 00001, LLC 10514 SERVICE INVOICE TYPE 2 - 2S12C - "AS-IS" - NC - 9696457

CUSTOMER COPY

ER #:

FLOW BMW

2565 Peters Creek Parkway
Winston-Salem, NC 27127
Phone: (336) 788-3333
www.flowauto.com

INVOICE

PAGE 2

GALAX, VA

HOME:

BUS:

CONT:

CELL:

SERVICE ADVISOR: 93017 VANESSA STALLARD

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
TITANIUM-S	04	BMW 325I		WBAAZ33424		175345/175347		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS								
01JAN04 DD			WAIT 03AUG16			0.00	CC	05AUG16

R.O. OPENED	READY	OPTIONS:
11:09 03AUG16	12:12 05AUG16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
175345			REPAIRED	DAMAGED WIRING			

EST: 6.00 03AUG16 11:09 SA: 93017

WAITER

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. 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. The vehicle is being returned to you in exchange for your payment of the Amount Due.		*SHOP SUPPLY COSTS: We have added a charge equal to 7.5% of the total cost of labor and parts, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair.		DESCRIPTION	TOTALS
		ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.		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
				LESS INSURANCE	0.00
				SALES TAX	0.00
				PLEASE PAY THIS AMOUNT	0.00

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

OST-I-210514-003

Dealer: 2014 CDR 01661, LLC 10/14/14 SERVICE INVOICE TYPE 2 - 25/2C - 'AS-IS' - NC - 9696457

CUSTOMER COPY

CUSTOMER #:

FLOW BMW

INVOICE

2565 Peters Creek Parkway
Winston-Salem, NC 27127
Phone: (336) 788-3333
www.flowauto.com

GALAX, VA

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 93045 COREY POTTS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TITANIUM-S	04	BMW 325I	WBAAZ33424K		178266/178268		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS			17:00 10AUG17		0.00	CC	11AUG17
01JAN04 DD							

R.O. OPENED

READY

OPTIONS:

14:27 10AUG17 10:18 11AUG17

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

A DRIVEABILITY***CUSTOMER STATES THAT THE SES LIGHT IS BACK ON AGAIN
(SEE ATTACHED HISTORY FOR ALL PRIOR REPAIRS FOR SES
LIGHT)..CUSTOMER STATES THAT IT TAKES APPROX 2 WKS ONCE FAULT
IS CLEARED AND IT WILL RETURN & STAY ON UNTIL WE CLEAR
FAULTS..ALSO CUSTOMER TOOK TO LOCAL MECHANIC AND HE READ CODES
AND FOUND IT WAS RELATED TO DMTL PUMP IT HAS BEEN REPLACED
SEVERAL TIMES IN JUST THE PAST 2 YRS...PLEASE ADVISE ON WHAT
ALL IS FOUND..CUSTOMER IS IN LOUNGE WAITING.....

CAUSE:

DRI parts warranty RO 12/02/2015,
171,697miles.

3932124 WB

1 16-13-7-193-479 LEAK DIAGNOSIS PUMP:162020

(N/C)

(N/C)

FC: PART#: .. COUNT:

CLAIM TYPE:

AUTH CODE:

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

178266 Faulty DMTL pump. Verified concern of SES light, Connected
battery charger, Did a vehicle test, Got fault code 27CD, Followed test
plan, Measured voltage to pin 4 at DMTL pump has 12.16v, pin 3 has
4.49v, pin 2 has 4.49v, and pin 1 has 4.48v, voltages are in spec.
ohmed out all the wires all fall below .5 ohms of resistance, wiring is
O.K. test plan indicated to replace DMTL pump, Erased faults, Did a
service function for the DMTL and failed, Replace DMTL pump, and
performed function again and passed, No active leaks found for system.

B CUSTOMER SERVICE WASH AND COMPLETE VACUUM

DET-WASH CUSTOMER SERVICE WASH AND COMPLETE

VACUUM

393280 ICW

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE
PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL
WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF
MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE
SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND
ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE
ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE
LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO
RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER
INCIDENTAL DAMAGES.

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. The vehicle
is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:**

We have added a charge
equal to 7.5% of the
total cost of labor and
parts, not to exceed
\$35.00, to the Repair
Order for shop supplies
used in connection with
this repair.

**ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.**

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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

OST-I-210514-003

DESIGN CAP 2014 LUX DIGITAL, LLC 10/14/14 SERVICE INVOICE TYPE 2 2512C - "AS-IS" - NC - 9096457

CUSTOMER COPY



4021 Brownsboro Road
Winston Salem, NC 27106
Phone: 336-759-9714 Fax: 336-759-3879
The Dealership Alternative

04/25/2019

Invoice #

Estimate #:

Fries, VA
Cellular

2004 BMW 325i Silver

Odometer In: 183207

Odometer Out: 183214

License: VA

VIN: WBAAZ33424

Eng: 2.5L, In-Line6 (152CI)

Unit #

INVOICE

Symptom: EVAP Faults

Retrieve Engine Fault Codes-Quick Test:

Due to the complex nature of computer-controlled systems, we will be happy to retrieve the system fault codes however, this in no way will take the place of a proper diagnose from using the factory scan tools. We will make no repairs until you have been fully advised, in writing, of any additional diagnostic, parts, or labor charges associated with this problem.

Job Total: \$0.00

Retrieve System Fault Codes from All Vehicle Computers, Interpret Live Data and Determine Repairs Needed.

Due to the complex nature of computer-controlled systems your check engine light may illuminate again. Unless the check engine light is flashing, there is no immediate danger. If the light is flashing the vehicle will need to be towed. Otherwise, give us a call and we will be happy to re-scan your vehicle and determine the nature of the problem. Your warranty will cover any parts and labor associated with previous repairs. If we're looking at a new problem, we will make no repairs until you have been fully advised, in writing, of any additional diagnostic, parts, or labor charges associated with this new problem.

Job Total: \$220.00

Replace DMTL Pump and Sealing Grommets

Description

Quantity

Leak Detection Pump

1.00

Grommet

2.00

Job Total: \$537.92

What We Found

~There is a fault for the DMTL. Since this has been an issue in the past, we needed additional testing time to check the wiring and coding.

~We have checked all of the wiring as well as the power and ground and have not found any issues. The DMTL Pump is bad and has been replaced. After replacement, we performed the DMTL Self Test using the factory scan tool and immediately had a fault return. Further testing revealed a EVAP leak at the grommets where the DMTL Pump attached to the Carbon Canister. We have replaced the grommets and performed the DMTL Self Test with the scan tool and there are no faults returning. The grommets were leaking enough to cause the pump to run excessively and burn the pump up.



Continued From Previous Page

303.83 labor
234.09 parts

Service Advisor: Edwards, Elyse
Technician(s): Dent, Bill

Warranty on parts and labor is 18 months or 18,000 miles whichever comes first.
Warranty work has to be performed in our shop & cannot exceed the original cost of repair.



Labor Total:	\$523.83
Parts Total:	\$234.09

Shop Supplies:	\$26.19
HazMat:	\$0.00

Sub Total:	\$784.11
Tax Total:	\$52.93
Grand Total:	\$837.04
Balance Due:	\$837.04



SIGNATURE..... DATE.....



CUSTOMER #: [REDACTED]

INVOICE

FLOW BMW

2565 Peters Creek Parkway
Winston-Salem, NC 27127
Phone: (336) 788-3333
www.flowauto.com

PAGE 2

GALAX, VA

HOME:

BUS:

CONT: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 93005 JASON BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TITANIUM-S	04	BMW 325I	WBAAZ33424K		186331/186331		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS							
01JAN04 DD			17:00 18AUG20		160.00	CC	25AUG20

R.O. OPENED	READY	OPTIONS:
10:21 18AUG20	17:42 25AUG20	

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

WE then replaced the DMTL pump with a new pump and ran the test plan 3 times and it passed all of them. We then kept the vehicle overnight and ran the same system test plan again the next day and it passed. Reassembled vehicle and released to customer.

B perform b65 01 20 passenger takata airbag recall

CAUSE: .

RCL perform b65 01 20 passenger takata airbag recall

3932124 WB

(N/C)

1 72-12-6-998-949 AIRBAG FOR FRONT

PASSENGER:889700

(N/C)

1 51-45-8-146-760 FASTENING ELEMENTS:889520

(N/C)

2 07-11-9-905-374 SELF-LOCKING COLLAR

NUT:072000

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

186331 DEFECT CODE: 0072110200 LABOR OPERATION: 00 68 286,

Replacing airbag module front-seat passenger, 6 FRU,

33699894901T19B218T0068

C COURTESY TOP FLUIDS AND SET TIRE PRESSURES.

CFT COURTESY TOP FLUIDS AND SET TIRE PRESSURES.

3932124 INS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D CUSTOMER SERVICE WASH AND COMPLETE VACUUM

DET-WASH CUSTOMER SERVICE WASH AND COMPLETE

VACUUM

3932415 ICW

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:**

We have added a charge equal to 7.5% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #

FLOW BMW

INVOICE

2565 Peters Creek Parkway
Winston-Salem, NC 27127
Phone: (336) 788-3333
www.flowauto.com

PAGE 1

GALAX, VA
HOME:
BUS:

CONT:
CELL:

SERVICE ADVISOR: 93005 JASON BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TITANIUM-S	04	BMW 325I	WBAAZ33424K		186928/186928		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PONC.	RATE	PAYMENT	INV. DATE
01JAN04 IS			17:00 07OCT20		160.00	CC	31OCT20
01JAN04 DD							

R.O. OPENED	READY	OPTIONS:
09:39 07OCT20	17:36 31OCT20	

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

A customer states the ses lamp is back on again ck and advise

DRI customer states the ses lamp is back on again
ck and advise

3932124 ICW (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
186928 See below

B COURTESY TOP FLUIDS AND SET TIRE PRESSURES.

CFT COURTESY TOP FLUIDS AND SET TIRE PRESSURES.

3932124 ICW (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
186928 completed

C CUSTOMER SERVICE WASH AND COMPLETE VACUUM

MAI MAINTENANCE

999 ICW (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D customer request we estimate the cost of replacing the a and c pillar trims

CHA customer request we estimate the cost of
replacing the a and c pillar trims

3932124 ICW (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
186928 check service edge for pricing

E** Thermostat - Coolant - Replace

EI11 Thermostat - Coolant - Replace

3932124 ICW (N/C)
1 11-53-7-509-227 THERMOSTAT HOUSING WITH
THER:115040 (N/C)
1 82-14-1-467-704 ANTIFREEZE:832540 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

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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. The vehicle is being returned to you in exchange for your payment of the Amount Due.		We have added a charge equal to 7.5% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order for shop supplies used in connection with this repair.	LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES *	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

CUSTOMER #:

FLOW BMW

2565 Peters Creek Parkway
Winston-Salem, NC 27127
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INVOICE

PAGE 2

GALAX, VA

HOME:

BUS:

CONT

CELL

SERVICE ADVISOR: 93005 JASON BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TITANIUM-S	04	BMW 325I	WBAAZ334241		186928/186928		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN04 IS			17:00 07OCT20		160.00	CC	31OCT20
01JAN04 DD							

R.O. OPENED

READY

OPTIONS:

09:39 07OCT20

17:36 31OCT20

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

186928 replacement of thermostat completed as needed, bleed system,
test drove vehicle, no active leaks.

EST: 408.29

15OCT20 11:22 SA: 93005

CONTACT:

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****
,,SUMMARY ASR Both C pillar trims.

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**ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.**

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
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:

FLOW BMW

INVOICE

2565 Peters Creek Parkway
Winston-Salem, NC 27127
Phone: (336) 788-3333
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FRIES, VA

PAGE 1

HOME:

CONT

BUS:

CELL

SERVICE ADVISOR: 93005 JASON BROWN

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
TITANIUM-S	04	BMW 325I		WBAAZ33424K		187822/187822		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN04 IS			17:00 26JAN21		160.00	CC	04FEB21	
01JAN04 DE								

R.O. OPENED

READY

OPTIONS:

15:48 26JAN21 09:18 04FEB21

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

A customer states the ck engine lamp is back on for dmtl issues see
Brian Kellerman

CAUSE: .

DRI customer states the ck engine lamp is back on
for dmtl issues see Brian Kellerman

3932124 WB

(N/C)

1 61-13-6-931-880 TERMINAL SOCKET MQS

ELA:889520

(N/C)

1 61-13-8-366-245 SINGLE CONDUCTOR SEAL:889520

(N/C)

1 61-13-8-365-356 UNIVERSAL SOCKET HOUSING

UNC:611311

(N/C)

1 16-13-7-193-479 LEAK DIAGNOSIS PUMP:162020

(N/C)

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

187822 failed DMTL system pump. Vehicle test, battery charge, fault
stored for DMTL system fault. Completed test plan and concluded to
replace DMTL system pump. Replaced pump, ran system test and passed
with no leaks. Cleared faults and checks ok at this time. Parts
warranty ref # on 08/18/2020.

B COURTESY TOP FLUIDS AND SET TIRE PRESSURES.

CFT COURTESY TOP FLUIDS AND SET TIRE PRESSURES.

3932124 INS

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

C CUSTOMER SERVICE WASH AND COMPLETE VACUUM

DET-WASH CUSTOMER SERVICE WASH AND COMPLETE
VACUUM

3932131 ICW

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

OST-I-210514-003

Dealer CAP 2014 LDK 0608h, LLC (08/14) SERVICE INVOICE TYPE 2 - (SIC) *AS-IS- NC - 9696457

CUSTOMER COPY

CUSTOMER #: [REDACTED]

FLOW BMW

INVOICE

2565 Peters Creek Parkway
Winston-Salem, NC 27127
Phone: (336) 788-3333
www.flowauto.com

PAGE 1

FRIES, VA [REDACTED]
HOME: [REDACTED]

CONT [REDACTED]

SERVICE ADVISOR: 93045 COREY POTTS

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
TITANIUM-S	04	BMW 325I		WBAAZ33424K		188133/188154		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
01JAN04 IS								
01JAN04 DD			17:00 12MAR21		160.00	CC	04MAY21	

R.O. OPENED	READY	OPTIONS:
16:54 11MAR21	10:35 04MAY21	

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

A C/S THE SERVICE ENGINE SOON LIGHT IS ON, AGAIN. CUSTOMER HAS HAD DMTL PUMP REPLACED MULTIPLE TIMES AND THE WARNING HAS RETURNED. CHECK HISTORY. CHECK AND ADVISE

ENG C/S THE SERVICE ENGINE SOON LIGHT IS ON, AGAIN. CUSTOMER HAS HAD DMTL PUMP REPLACED MULTIPLE TIMES AND THE WARNING HAS RETURNED. CHECK HISTORY. CHECK AND ADVISE

3932124 INS

(N/C)

ASR 1 hour diag

3932124 INS

(N/C)

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

188133 Verified concern, connected battery charger, performed vehicle test, faults stored for DMTL pump system, checked DMTL pump, found fuel leaking from canister filter, Vehicle is being overfilled and caused canister to overflow or faulty canister causing fuel to run up the plastic hose, and running through DMTL pump out the canister filter. Excess pressure forcing fuel into canister and DMTL pump. Vehicle is SULEV vehicle and will require a full fuel tank replacement. Estimate provided for replacement SULEV tank.

B C/S SEEING AND SMELLING GAS AROUND THE VEHICLE. C/S THE RIGHT REAR CORNER, BELOW THE GAS FILLER NECK, WAS DRIPPING GAS AND LEFT A SMALL TRAIL WHEN PULLING AWAY. C/S THE CAR WAS PARKED SLIGHTLY NOSE DOWN. CHECK AND ADVISE

DRI C/S SEEING AND SMELLING GAS AROUND THE VEHICLE. C/S THE RIGHT REAR CORNER, BELOW THE GAS FILLER NECK, WAS DRIPPING GAS AND LEFT A SMALL TRAIL WHEN PULLING AWAY. C/S THE CAR WAS PARKED SLIGHTLY NOSE DOWN. CHECK AND ADVISE

3932124 INS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

188133 In-conjunction with line A

WARRANTY DISCLAIMER ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]

FLOW BMW

INVOICE

2565 Peters Creek Parkway
Winston-Salem, NC 27127
Phone: (336) 788-3333
www.flowauto.com



FRIES, VA [REDACTED]

HOME:

BUS:

CON
CEL

PAGE 2

SERVICE ADVISOR: 93045 COREY POTTS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TITANIUM-S	04	BMW 325I	WBAAZ33424		188133/188154		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS							
01JAN04 DD			17:00 12MAR21		160.00	CC	04MAY21

R.O. OPENED	READY	OPTIONS:
16:54 11MAR21	10:35 04MAY21	

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

C COURTESY TOP FLUIDS AND SET TIRE PRESSURES.

CFT COURTESY TOP FLUIDS AND SET TIRE PRESSURES.

3932124 INS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
188133 Completed

D CUSTOMER SERVICE WASH AND COMPLETE VACUUM

DET-WASH CUSTOMER SERVICE WASH AND COMPLETE VACUUM

3932131 ICW (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E** DMTL Pump

CAUSE: Faulty due to fuel contamination

ASR DMTL Pump

3932124 INS (N/C)

1 16-13-7-193-479 LEAK DIAGNOSIS PUMP:162020 (N/C)

1 16-12-6-757-177 ACTIVATED CHARCOAL FILTER,

M:161013 (N/C)

1 16-11-6-757-508 VENT PIPE, DUST

FILTER:162030 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

Replace DMTL Pump with also the charcoal canister and filter and pipe.

EST: 927.75 12APR21 14:48 SA: 93045

CONTACT:

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****

SUMMARY EN25 Engine Oil Pan - Sealing

WARRANTY DISCLAIMER ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

EST-T-210514-003

Dealer CA 2014 COK Global, LLC 10/1/10 SERVICE INVOICE TYPE 2 - 2512C - "AS-IS" - NC - 9696457

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE

FLOW BMW

2565 Peters Creek Parkway
 Winston-Salem, NC 27127
 Phone: (336) 788-3333
 www.flowauto.com



FRIES, VA

HOME:

BUS:

CONT:

CELL:

PAGE 3

SERVICE ADVISOR: 93045 COREY POTTS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TITANIUM-S	04	BMW 325I	WBAAZ33424K		188133/188154		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 IS							
01JAN04 DD			17:00 12MAR21		160.00	CC	04MAY21

R.O. OPENED	READY	OPTIONS:				
16:54 11MAR21	10:35 04MAY21					
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

LOANER

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*** SHOP SUPPLY COSTS:**
 We have added a charge equal to 7.5% of the total cost of labor and parts, not to exceed \$50.00, to the Repair Order for shop supplies used in connection with this repair.

**ALL PARTS ARE NEW
 UNLESS OTHERWISE
 INDICATED.**

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
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

[Type text]

Attachments Summary

Doc #	Summary	Date	Mileage Out	Notes
1	Used Vehicle Purchase Invoice—Berglund Chrysler - Jeep, Roanoke, VA	06/04/2007		
2	BMW Fault Codes Summary			
3	First DMTL Pump Issue Diagnosed—Valley BMW, Roanoke, VA	09/22/2008	76372	
4	First DMTL Pump Replaced—Sports Car Clinic, Roanoke, VA	11/13/2008	78536	
5	No record found (see: DCS Repairhistory.pdf/Repair History Claims—Passenger Side Air Bag Recall). Car's SES light was on at time of visit and shop diagnosed DMTL failure with requirement that whole tank assembly be replaced	06/04/2015		As fuel tank replacement quote was excessively high relative to current market value of car, this recommended work was not done.
6	Second DMTL Pump Replaced—Import Auto Service Center, Mount Airy, NC	07/16/2015	163021	When 2 nd pump failed, shop agreed to replace w/o charge. Shop phoned dealership to order replacement and authorized customer to pick up part so it could be installed at shop that day.
7	Receipt copy of DMTL Pump from Flow BMW	07/16/2015		
8	Third DMTL Pump Replaced—Flow BMW	12/02/2015		No invoice (referenced in #9)
9	Fourth DMTL Pump Replaced—Flow BMW	03/01/2016		
10	Fifth DMTL Pump Replaced—Flow BMW	08/03/2016		Dealer shop began electrical mapping and replaced some connectors in addition to replacing DMTL Pump
11	Sixth DMTL Pump Replaced—Flow BMW	08/10/2017		Replaced DMTL
12	Seventh DMTL Pump Replaced—Motor Works, Winston-Salem	04/25/2019	183214	As service at Flow BMW had repeatedly failed to fix problem, car was taken to a private shop advertised as a "dealership alternative"
13	Eighth DMTL Pump Replaced—Flow BMW	08/18/2020	186331	Service Advisor stated that "If we haven't fixed the problem with this visit, I'll take care of any future costs."
14	SES Light again—Flow BMW	10/31/2020	186928	Dealer shop said SES due to sensor failure at thermostat and replaced—no

[Type text]

Attachments Summary

				mention of DMTL Pump—not known if it was replaced this visit or simply codes were cancelled.
15	Ninth DMTL Pump Replaced	01/26/2021	187822	
	Tenth DMTL Pump Replaced (See: RO514549Kromhout)	03/12/2021	188154	This tenth pump has now failed again and owner sees no purpose in further repair attempts.



NHTSA Exec Secretariat

Control Number:	OST-I-210514-003	Action Office:	OST-I
Document Date:	5/5/2021	Due Date:	6/25/2021
Correspondent:	Mark Warner		
Subject:	Inquiry on behalf of the constituent, [REDACTED], in regards to getting assistance with his BMW.		
Action:	For Direct Reply		

Comments: