

11455241

Form Approved: O.M.B. No. 2127-0008

U.S. Department of Transportation National Highway Traffic Safety Administration		To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received: 08-MAR-2022 Repository: <input type="checkbox"/> Reference No.: 11455241	
OWNER INFORMATION (Type or Print)					
Name: [REDACTED]		Daytime Telephone Number: [REDACTED]		E-mail Address: litllef@tpd.net	
Address: [REDACTED]		City: Tamaqua		State: PA	
City: Tamaqua		State: PA		ZIP Code: [REDACTED]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 52871 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: WRADW3C38C [REDACTED]		MAKE: BMW		Model: 328i	
Date Purchased: 9-29-15		Dealer's Name and Telephone Number: BMW of Reading 877866272		Model Year: 2012	
Original Owner: <input type="checkbox"/>		Dealer's City: Reading		Engine: No. Cylinders: 6	
Transmission Type: AUTO		STATE: PA		ZIP Code: 19607	
<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control		Powertrain:		Multiple Failures: YES	
Incident Date(s): 06-MAR-2022					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 135200 VISIBILITY:REARVIEW MIRRORS/DEVICES:EXTERIOR, 121400 EXTERIOR LIGHTING:HEADLIGHTS:BULBS			Failure Mileage: 46000.0		Failure Speed: 15
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make:		Tire Model (Name or Number):		Tire Size (Example P215/65R19):	
DOT No. (Example: DOTM1 9ABC06):		<input checked="" type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair		Failure Location: AT 307 TAMARCA PARK TAMAQUA PA	
Tire Component Code:		Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)</i>					
Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured:	
Number of Deaths:		Reported to Police:		N	
Narrative Description of Incident(s), Crash(es), Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
The contact owns a 2012 BMW 328i. The contact stated while driving approximately 15 MPH and making a right turn into a parking lot, the turn signals, interior lights, and instrument panel lights became inoperable. Additionally, the side-view mirrors no longer operated as needed. The contact stated no warning light was illuminated. The contact drove the vehicle to the dealer where the vehicle was diagnosed and found that the footwell module needed to be replaced. The contact was informed that the vehicle was no longer under warranty and also not covered under a recall. The vehicle was not repaired. The manufacturer had been informed of the failure. The failure mileage was approximately 46,000.					
A Recall was issued, not honored, by BMW					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.					
The Privacy Act of 1974 (Public Law 93-502). This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

BMW

Dot Complaint #
11455741



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, WBADW3C58CE [redacted]
Recall Campaign No. 22V-119: PCV Valve Heater

Not yet Resolved
As of 6/10/22
NO REPLY FROM
BMW AS
What to do

Remedy Is
Unavailable

[redacted]
TAMAQUA, PA [redacted]

April 2022

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 2006 - 2013 BMW 1 Series, 3 Series, 5 Series, Z4, X3 SAV, and X5 SAV vehicles. 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 vehicle's PCV valve heater, which is only activated in cold weather climates, may not have been produced to specifications by the supplier. Over time, this could lead to overheating in the engine compartment. In some cases, this could lead to a fire.

If you see smoke from the engine compartment, or smell smoke, or a plastic burning odor, 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 continue to drive the vehicle. Dial 911 in the event of an emergency or contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center. BMW will reimburse you for the towing service if the issue is confirmed to be related to this recall.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information. If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

What will BMW do?

The remedy is currently being developed. When the remedy is available, it will be performed free of charge.

What if I have additional questions?

For the latest updates, to read the FAQs, and the topics below, please visit bmwusa.com/recall.

- Address change or sold the vehicle? ➔ Click "Manage recall notices and contact information" to let us know.
- Looking for information about possible reimbursement if you already had this repair performed at your own expense? ➔ Click "Reimbursement for Prior Customer Pay Repairs Related to a Safety Recall (TREAD Act)"

Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, please contact BMW Customer Relations.

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.

Sincerely,
BMW of North America, LLC

Company
BMW
of North America, LLC
BMW Group Company
Mailing Address
PO Box 1227
Westwood NJ 07675-1227
Telephone
(800) 525-7417
Fax
(201) 930-8362
E-mail
CustomerRelations@
bmwusa.com
Internet
bmwusa.com

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

11455741

NO Result as of -
6-10-22.
~~No repairs have~~

as the cause of severe air pollution problems

BMW recalling older cars, SUVs

DETROIT — BMW is recalling more than 917,000 older cars and SUVs in the U.S. — most for a recall first — to fix a problem that can cause engine compartment fires. The recall covers many 3 Series, 5 Series, 1 Series, X5, X3, and Z4 vehicles from the 2006 through 2013 model years.

Documents posted Wednesday by the National Highway Traffic Safety Administration say there could be an electrical short in the positive crankcase ventilation valve heater. It can overheat and cause fire.

The risk occurs while the vehicles are being driven or after they are parked. BMW says the vehicles can still be driven and don't have to be parked outdoors because fires have been rare. BMW wouldn't comment when asked if fires have spread to buildings.

New residential construction

New housing unit permits authorized in millions Jan. 2022: 1.89 million



JAN 2022 SOURCE: U.S. Census Bureau JAN 2022 TNS

Complete
11455741

BMW of Reading

1015 Lancaster Avenue
 READING, PA 19607
 Phone: (610) 777-1500 • Fax (610) 775-9377
 www.BMWofReading.com

Dot Complaint #
 11455741



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR KERRIE HUMMEL	TAB NO. 403	INVOICE DATE 03/18/22	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 47,281	COLOR GRAY/RED
[REDACTED]	YEAR / MAKE / MODEL 12/BMW/328I CV CPO/2DR CONV 328I	DELIVERY DATE 09/29/15	DELIVERY MILES 31,904	STOCK NO.
TAMAQUA, PA [REDACTED]	VEHICLE I.D. NO. W B A D W 3 C 5 8 C E [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	R.T.E. NO.	R.O. NO.	R.O. DATE 03/07/22	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS E# 3.0L L6 GAS	MO: 47281	

JOB# 1 CHARGES

LABOR
J# 1 108BZ CHASSIS ELECTRICAL TECH(S): 9946 639.80
 customer states the windows/turn signals and lights are inop
 READ FAULT MEMORY, FAULTS STORED FOR FRM POWER SUPPLY.
 CHECKED SIGNALS TO FRM. MODULE FAILED.
 REPLACED FRM AND PROGRAMMED VEHICLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	61-35-6-827-064	FOOTWELL MODULE 3	593.61	593.61	593.61
	1	11-12-7-552-280	GASKET	50.53	50.53	50.53
TOTAL - PARTS						644.14

JOB# 1 TOTALS
 LABOR 639.80
 PARTS 644.14
JOB# 1 JOURNAL PREFIX BMCS JOB# 1 TOTAL 1283.94

JOB# 2 CHARGES

LABOR
J# 2 06BMZD ENGINE TECH(S): 9946 1439.55
 customer states valve cover gasket is leaking, check and
 advise
 REPLACED VALVE COVER GASKETS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	11-12-7-559-699	GASKET	22.27	22.27	22.27
	1	11-12-7-582-24S	PROFILE-GASKET	88.44	88.44	88.44
TOTAL - PARTS						110.71

JOB# 2 TOTALS
 LABOR 1439.55
 PARTS 110.71
JOB# 2 JOURNAL PREFIX BMCS JOB# 2 TOTAL 1550.26

JOB# 3 CHARGES

LABOR
J# 3 09BMF0000610 **VALUE SERVICE** TECH(S): 9946 42.56
 CUSTOMER STATES PERFORM VALUE OIL SERVICE
 REQUESTED
 COMPLETED OIL SERVICE AND SCOPE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	11-42-7-953-129	SET OIL-FILTER ELEM	15.14	15.14	15.14
	65	83-21-5-A42-D39	BMW GROUP LLOIFE OW	0.65	0.65	42.25
TOTAL - PARTS						57.39

LIMITED LABOR WARRANTY
 THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 2 YEARS OR UNLIMITED MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM—WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.
 THIS PART(S) IS SOLD "AS IS." THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY," NEGLIGENCE OR OTHERWISE.

Tom Masano
 AUTO GROUP

11455741
Complante #

BMW of Reading

1015 Lancaster Avenue
READING, PA 19607
Phone: (610) 777-1500 • Fax (610) 775-9377
www.BMWofReading.com



03011BMCS76874

CELL: [REDACTED]

CUSTOMER NO	ADVISOR KERRIE HUMMEL	TAG NO. 403	INVOICE DATE 03/18/22	INVOICE NO
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[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 03/07/22	
[REDACTED]	COMMENTS E# 3.0L L6 GAS			MO: 47281

JOB# 3 TOTALS	LABOR	42.56
	PARTS	57.39
JOB# 3 JOURNAL PREFIX BMCS JOB# 3 TOTAL		99.95

JOB# 4 CHARGES

LABOR

J# 4-98BMZREPORTCARD COMPLIMENTARY CHECK TECH(S):9946 INTERNAL

PERFORM REPORT CARD COMPLETED

JOB# 4 TOTALS	JOB# 4 JOURNAL PREFIX BMCS JOB# 4 TOTAL	0.00
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MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	TECHFEE	TECHNOLOGY FEE		9.00
JOB # A	GLOVES	GLOVES		0.50
JOB # A	OILMAT	OIL SOAK MAT		1.00
JOB # A	RAGS	CLEANING		0.35
JOB # A	COOLANT	BMW COOLANT TOP OFF		1.00
JOB # A	WF	WASHER FLUID		0.75
TOTAL - MISC				12.60

COMMENTS

drop

TOTALS	TOTAL LABOR....	2121.91
	TOTAL PARTS....	812.24
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	12.60
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	176.05
	TOTAL INVOICE \$	3122.80

Thank you for trusting BMW of Reading's Service Team with your vehicle. We strive to provide an authentic BMW experience. If for any reason we have not met your expectations, please do not hesitate to call. DEREK ROJAS 610-777-6300 EXT.1440 Please leave us a review on Google and Facebook

CUSTOMER SIGNATURE

LIMITED LABOR WARRANTY

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Tom Masano
AUTO GROUP

Complaint #
11455741

BMW of Reading
1015 Lancaster Ave
Reading, PA 19607
(610) 777-1500

RECEIPT

Customer Information:

[Redacted]

Invoice Details:

Invoice #: [Redacted]

Repair Order/Ref #: [Redacted]

(XXX) XXX- [Redacted]

Description of Product/Services

Amount

Service Performed

\$ 3122.80

Payment Details:

Paid On: Friday, March 18, 2022 04:45 PM
Credit Card: [Redacted] exp XX
/XXXX
Card Type: MAST
Cardholder Name: N/A
Trn Ref: [Redacted]
AID Name: A0000000041010
TVR: 0000008000
TSI: E800
Resp CD: Z3 Payment Type: Chip
Confirmation # [Redacted]
Dealer Associate: Kerrie Hummel
Cashier: Kerrie Hummel

Customer Signature

THANK YOU!

BMW of Reading

Processed by myKaarna eBridge Payments