

[REDACTED]
CEDARTOWN, GEORGIA [REDACTED]

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

CL-11476857-1000

July 15, 2022

VIA HAND-DELIVERY AND CERTIFIED MAIL
RETURN RECEIPT REQUESTED

NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

RE: Customer Complaint
Unresolved Recall
2016 BMW X-3
Customer Name: [REDACTED]
Case #21V-907; 404NHTSA
Recall Exhaust Gas
Recirculation EGR Cooler

Dear NHTSA:

[REDACTED] and I are the owners of this 2016 BMW X3. Since early 2019, BMW has diagnosed this diesel exhaust gas issue but provided absolutely no remedy. As a result, we have paid over \$3,000 in diesel related defect repairs and currently have a defective diesel particulate filter that BMW Chattanooga requires \$4,122.36 to repair. The BMW also has a leaking valve cover requiring \$1,455.09 in estimated repairs. These defects and the continuing unresolved recall are documented on car fax and on the face of the service records. As a result, we are unable to sell this vehicle. BMW will offer a reduced trade-in allowance of \$14,000 (instead of the \$17,500 true value) BUT ONLY IF WE BUY ANOTHER BMW. Why would we buy another disaster?

Because of BMW's inability to resolve these issues, we request that BMW reimburse us for the \$3,155.50 in past diesel-related repairs and purchase (buy-back) our vehicle for the full \$17,500 Fair Market Price.

Please contact us at cell [REDACTED] or email [REDACTED].

Sincerely,

[REDACTED]

Cc: BMW of North America
BMW Customer Reimbursement
Center

[REDACTED]
CEDARTOWN, GEORGIA [REDACTED]

July 14, 2022

CERTIFIES MAIL
RETURN RECEIPT REQUESTED

BMW of North America, LLC
ATTN: Customer Relations
300 Chestnut Ridge Road
Wood Cliff Lake, NJ 07677-7731

RE: [REDACTED]
2016 BMW X-3
21V-907; 404NHTSA
Recall Exhaust Gas
Recirculation EGR Cooler
Status

Dear BMW:

My wife [REDACTED] and I hereby make a formal complaint about BMW's failure to resolve the above-mentioned warranty issue. This has been an ongoing problem since early 2019. This diesel recall has caused multiple diesel-exhaust related issues and caused us multiple repair expenses. I have documented these diesel repair issues (see attached).

I have written BMW and requested warranty reimbursement. However, the diesel injector and nitrogen oxide sensor extended warranties no longer cover my car due to its current mileage of 130,000. These diesel issues existed back when our BMW had 100,000 to 107,000 miles. Currently, our BMW requires replacement of the diesel particulate filter at a cost of \$4,122.36. My research indicates that this repair issues is related to the recirculation EGR cooler recall. Since early 2019, we have experienced multiple diesel-exhaust related repairs. Due to these issues, the current value of the BMW is only \$12,500 compared to \$17,500 if all repairs are made.

Since BMW cannot resolve this safety defect, I request that BMW reimburse us for all past repairs and that BMW purchase the defective vehicle at the used FMV of \$17,500. I will be following-up with the National Highway Traffic Safety Administration.

Sincerely,
[REDACTED]

Enclosure

[REDACTED]
CEDARTOWN, GEORGIA [REDACTED]

July 14, 2022

CERTIFIES MAIL AND

(FAX: 1-877-434-2992)

BMW Customer Reimbursement Center
ATTN: B-ELWR N47T/NS7T
Fuel Injectors 10Y120M
P.O. Box 54067
Hurst, TX 76054

RE: [REDACTED]
2016 BMW X-3
VIN #SUXWY3C50GO [REDACTED]

Dear BMW Customer Reimbursement:

My wife [REDACTED] and I are the owners of a BMW 2016 X-3 Diesel. We have experienced repeated diesel exhaust and diesel injector issues since early 2019. The recall remedy has not been available for the exhaust gas circulation EGR cooler. I just received the June 2022 notice of our extended warranty. Per the extended warranty, I hereby enclose my paid receipt and service invoice for \$1,428.84 from Roadshow BMW for the replacement of the cylinder 1 diesel injector. The receipt has faded but Roadshow BMW can confirm payment in full. [REDACTED] Mastercard credit card ending in [REDACTED] paid for the service. The mileage was 107,272. This is clearly within the Extended Warranty period.

In addition, I have had repeated issues with the BMW diesel and check engine lights. On 4-22-2022, I paid the enclosed replacement for the cylinder 3 injector for \$1,312.82 at BMW Chattanooga. The mileage was 128,839, but these diesel issues relate to the continuing diesel gas recirculation recall that has caused the injector issues. I request reimbursement of this additional \$1,312.82 due to BMW's failure to complete the recall (and BMW's causing safety issues with our vehicle). Therefore, the extended warranty should cover all related diesel issues (including injectors).

In addition, my BMW's check engine light came on again on 6-27-2022 at 130,463 miles. The issue was an ambient temp sensor that the service technicians believe was related to the diesel exhaust gases. The relevant portion of this service was \$413.84. Finally, on 7-13-2022, my Drive-Train malfunction light came on. The Chattanooga BMW technicians diagnosed the problem as a faulty diesel particulate filter. The estimated replacement cost was over \$4,000 (see enclosed). In addition, my transfer case is leaking oil and the repair estimate is \$1,400. I

did not have these repairs performed. I am requesting reimbursement from BMW. These are both related to the uncompleted safety recall for diesel issues.

Please send me BMW's check for the \$3,155.50 for the extended warranty diesel issues. Also, please contact me about BMW's payment for the replacement of the diesel particulate filter. I am notifying BMW of North America and the Consumer Product Safety Commission of my formal complaint about the unresolved diesel recirculation recall.

This is my third (3rd) and last BMW that I will ever own. BMW advertises the diesel as a safe and efficient performance alternative to gas-powered vehicles. This turned out to be completely false.

Sincerely,

Enclosure

BMW Service (Diesel Issues)

	<u>Miles</u>	<u>Complaint/Issue</u>	<u>Cost</u>
1)	*107,272	12-12-19; Roadshow BMW Cordova/Memphis Tenn Replaced cylinder 1 diesel injector (DOCUMENTED WARRANTY COVERAGE)	\$1,428.84
2)	128,839	4-22-2022 Check engine light Replace cylinder 3 injector	\$1,312.82
3)	130,463	6-17-2022; Ambient Temp Sensor Check engine light (Recall-NHTSA 21V-907 exhaust gas recirculation)	\$413.84
4)	131,562	7-13-2022; Drive Train Malfunction Light; Replace Diesel particulate filler transfer case oil leaking	\$4,122.36

Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement

BMW of North America, LLC

June 2022

VIN 5UXWY3C50G [REDACTED]

For the BMW model with the Vehicle Identification Number (VIN) listed above, BMW of North America, LLC ("BMW NA") will reimburse "qualifying customer-pay repairs" that were performed **prior** to the release of this component-specific limited warranty extension.

Customer-pay repairs are subject to the same vehicle and coverage eligibility requirements, exclusions and limitations that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Repairs that Do Not Qualify for Reimbursement

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico, and/or the diagnosis and repair of issues beyond the scope of this component-specific coverage, or that are due to outside influences, or any other unrelated issues are not covered by this limited warranty extension. This exclusion also applies to repairs that were performed using (including those repairs that result from using) non-genuine BMW parts and/or used BMW passenger car or light truck parts.

Requesting Reimbursement for a Previous Repair that Qualifies

If you previously had a "qualifying customer-pay repair" performed either by an authorized BMW center or independent repair shop located in the United States (including Puerto Rico), please submit your reimbursement request "online" at www.BMW-RP.com under the following reference:

Covered Component Code

B-ELWR N47T/N57T Fuel Injectors 10Y120M

To initiate the online process, you will be asked to attach PDF files of the required documentation as outlined in the reimbursement checklist on the next page.

Alternatively, you may mail or fax your request, and documentation to:

BMW Customer Reimbursement Center
Attention: B-ELWR N47T/N57T Fuel Injectors 10Y120M
P.O. Box 54067
Hurst, TX 76054

Fax number: 877-434-2992

Please allow 4-6 weeks for processing your request.

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

**N47T/N57T Diesel Engine Fuel Injectors: Limited Warranty Extension to
10 Years/120,000 Miles**

Previous Customer-pay Repair Reimbursement – Documentation Checklist

BMW of North America, LLC

Reimbursement is available to the BMW Owner/Lessee who incurred the expense.

When submitting a reimbursement for a previous repair, please provide **legible** copies (either a scan, photo, PDF, and/or screenshots) of the following documentation with your name, address, and your preferred contact telephone number(s) and email addresses:

Repair Order (RO) or Invoice

This document should include the following information:

- Customer name and address
- Vehicle Identification Number (“VIN”)
- The date of repair
- The mileage when the repair was performed
- Itemized breakdown of the labor charges for all repairs* including diagnosis
- Itemized breakdown of the parts, including any miscellaneous items, billed for all repairs*

*For repair orders containing multiple repair line items, reimbursement consideration will only be given to those line-item expenses that are directly related to the specific repair that is now covered by this extended limited warranty coverage.

Proof of Payment

Please provide a copy of at least **one** of the following items as valid proof of payment:

- Repair order (RO)/invoice stamped and dated as “PAID”
- Cancelled check
- Signed credit/debit card receipt
- Credit/debit card statement

Unreadable, altered/modified, incomplete and/or non-authentic documentation **will not** be accepted.

Determining if an eligible vehicle’s repair qualifies for reimbursement

Please use the following questions to review your repair order documentation prior to submitting a reimbursement request:

1. Why was the vehicle brought into the repair facility?
2. What was the repair facility's diagnosis?
3. What did the repair facility do to correct the concern, and does it qualify?

**N47T/N57T Diesel Engine Fuel Injectors: Limited Warranty Extension to
10 Years/120,000 Miles**

Frequently Asked Questions (FAQ)

- 1. With the release of this notification, which BMW Group US models are potentially eligible for this component-specific Limited Warranty Extension?**

E-Series	MY	Model Description	Engine
F10	2016	535d Sedan and xDrive Sedan	N57T
F15	2018	X5 xDrive35d	N57T
F25	2016	X3 xDrive28d	N47T
F30	2018	328d Sedan and xDrive Sedan	N47T
F31	2018	328d xDrive Sports Wagon	N47T

- 2. What is the specific issue with the diesel engine's fuel injectors?**

Over time, the engine fuel injector(s) may fail.

- 3. How does this affect my vehicle?**

This can cause your vehicle's diesel engine to run rough and/or hesitate

Additionally, your vehicle will store the corresponding fault codes that may also be generated, and the Malfunction Indicator Lamp (MIL) will illuminate.

- 4. What should I do if I notice a similar condition in my vehicle?**

Please contact an authorized BMW center in the United States (including Puerto Rico) to have your vehicle inspected, and as necessary, repaired.

- 5. How will my vehicle be repaired?**

If it is determined that due to a defect in materials or workmanship your vehicle's diesel engine fuel injectors are the cause of the issue described above, the applicable fuel injector(s) will be replaced free of charge under the terms of this 10 year/120,000-mile extended limited warranty coverage.



ROADSHOW

405 N. Germantown Pkwy
 Cordova, TN 38018
 (901) 365-2584
 Fax: (901) 365-2531
 www.roadshowbmw.com



SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number				
12/04/19	[REDACTED]				
R/O Close Date	Status				
12/12/19	Pre-Invoice				
Mileage In	Mileage Out				
107272	107272				
Service Advisor / Tag #					
DENIM MASSEY/31					
Vehicle Identification Number					
5UXWY3C50G0 [REDACTED]					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2016	BMW	X3/2.8D	X3/2.8D	BLACK SAPP	

[REDACTED]
 OXFORD, MS [REDACTED]

Work Phone	
Home Phone	

Year	Make	Model	Body	Color	License Number
2016	BMW	X3/2.8D	X3/2.8D	BLACK SAPP	

ND PARTS AMOUNT

Email: [REDACTED] *cy/1/1/1/1/1*

THE LIGHT IS ON.
 AFTER DROPPING VEHICLE OFF LAST NIGHT
 THE LIGHT CAME BACK ON AFTER DRIVING
 MINUTES

✓ EGR CUPOLY ✓

light on

3 7 810 702 (202) :B1SA-RP injector 1@975.70 301.
 975.

ORDER 1 DIESEL INJECTOR
 277.66

imentary loaner car you drove today is for
 E YOUR SALESPERSON TODAY. FINANCING ASLOW

00
 BMW/MINI will be using a soft cloth car
 Y
 00

T [REDACTED] AT [REDACTED]

 r time and business. For your *
 w have an easy on line scheduler *

OTHER CAUSE BEYOND YOUR CONTROL OR FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS, OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

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.

SUBJECT TO STORAGE CHARGES 48 HOURS AFTER SERVICE WORK IS COMPLETED. ALL TERMS CASH UNLESS PRIOR ARRANGEMENTS MADE BEFORE WORK PERFORMED. PLEASE READ BEFORE SIGNING.

WARRANTY IS BETWEEN MANUFACTURER AND CUSTOMER.

SHOP SUPPLIES: An additional charge is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aero spray, shellac, solvent, rags, carburetor cleaner, lowels, solder, battery cleaner, wire, window sealer, EPA taxes, etc.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

ROADSHOW BMW



FACSIMILE

CEDARTOWN, GEORGIA



\$ 1428.84

Inv.



ROADSHOW

405 N. Germantown Pkwy
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R/O Open Date	R/O Number
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R/O Close Date	Status
12/12/19	Pre-Invoice
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107272	107272
Service Advisor / Tag #	
DENIM MASSEY/31	
Vehicle Identification Number	
5UXWY3C50G[REDACTED]	
Delivery Date	In-Service Date
Color	License Number
BLACK SAPP	

[REDACTED]	Work Phone		
[REDACTED]	Home Phone		
Year	Make	Model	Body
2016	BMW	X3/2.8D	X3/2.8D

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED] #1 - CE: CHECK ENGINE LIGHT IS ON. CUST STATES AFTER DROPPING VEHICLE OFF LAST NIGHT THE CHECK ENGINE LIGHT CAME BACK ON AFTER DRIVING FOR JUST A FEW MINUTES Caused by check engine light on Tech: J SOULE (202) Installed 13 53 7 810 702 :B1SA-RP injector 1@975.70 2.0 REPLACED CYLINDER 1 DIESEL INJECTOR Sub Total: 1277.66	301.96 975.70
#2 - VIP: The complimentary loaner car you drove today is for SALE. SEE YOUR SALESPERSON TODAY. FINANCING ASLOW AS 0% . Sub Total: .00	
#3 - CW: Roadshow BMW/MINI will be using a soft cloth car wash on y Sub Total: .00	
Please Note: CONTACT [REDACTED] AT [REDACTED] ***** * Thank you for your time and business. For your * * convenience we now have an easy on line scheduler *	

Cylinder # 1
EGR Cuckley

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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.

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WARRANTY IS BETWEEN MANUFACTURER AND CUSTOMER.
 SHOP SUPPLIES: An additional charge is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aero spray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, EPA taxes, etc.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

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107272	107272				
Service Advisor / Tag #					
DENIM MASSEY/31					
Vehicle Identification Number					
5UXWY3C50G0 [REDACTED]					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2016	BMW	X3/2.8D	X3/2.8D	BLACK SAPP	

[REDACTED]		Work Phone
[REDACTED]		Home Phone
[REDACTED]		Body
[REDACTED]		Color
[REDACTED]		License Number

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
* located on our on our website, www.	*
* www.roadshowbmw.com	*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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.

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WARRANTY IS BETWEEN MANUFACTURER AND CUSTOMER.
SHOP SUPPLIES: An additional charge is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aero spray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, EPA taxes, etc.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	301.96
PARTS	975.70
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	30.20
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	120.98
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1428.84

X

BMW OF CHATTANOOGA
6806 E BRAINERD ROAD
CHATTANOOGA, TN 37421



INVOICE

BMW OF CHATTANOOGA

6806 E. BRAINERD RD.
CHATTANOOGA, TN 37421
PHONE (423) 894-5660
www.bmwofchattanooga.com

04/22/2022

16:02:57

CREDIT CARD
MC SALE

PAGE 1

Card # [REDACTED]
SEQ #: 17
Batch #: [REDACTED]
INVOICE [REDACTED]
CLERK 0001 [REDACTED]
Approval Code: 022688
Entry Method: Manual
Mode: Online
Avs Code: NNN
Card Code: M

SERVICE ADVISOR: 372 ROSS ADAMS

VIN	LICENSE	MILEAGE IN / OUT	TAG	
5UXWY3C50G0 [REDACTED]	[REDACTED]	128839/128842	[REDACTED]	
PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
AIT 22APR22			CASH	22APR22

OPTIONS: SOLD-STK:G0 [REDACTED] DLR: [REDACTED]

SALE AMOUNT \$1786.45

LIST	NET	TOTAL
AVAILABLE FROM THE MANUFACTURER: CALL ISSUED NHTSA #21V-907 RECALL AS RECIRCULATION EGR COOLER STATUS:		
0.00	OTHER: 0.00	TOTAL LINE A: 0.00

CUSTOMER COPY

B CUSTOMER STATES THAT THE CHECK ENGINE LIGHT HAS COME ON.
APPROXAMENTLY A WEEK AGO. PLEASE CHECK AND ADVISE.

INFO INFORMATION LINE

13110 IPS

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

128842
2.50HRS

CHECK ENGINE LIGHT ON DUE TO CYLINDER 3 MISFIRE. FUEL INJECTOR FOR
CYLINDER 3 ACTIVATING DURATION CORRELATION TOO HIGH. FAULT CODE FOUND
IN VEHICLE HISTORY. PERFORMED TEST PLAN FOR FUEL INJECTION SYSTEM. FUEL
INJECTOR THREE FOUND FAULTY AND MUST BE REPLACED. REPLACED INJECTOR.
TEST DROVE VEHICLE. CLEARED FAULT CODES. NO PROBLEM FOUND AFTER VEHICLE
REPAIR.

C CUSTOMER REQUESTS FOR A GENERAL OVERLOOK AND CHECK OF VEHIUCE. CHECK
FOR FAULTS. PLEASE CHECK AND ADVISE.

INFO INFORMATION LINE

13110 CC

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

128842 SENT REQUEST FROM VEHICLE INSPECTION.

D *Customer Authorized Vehicle Sanitization
IVS CUSTOMER AUTHORIZED VEHICLE SANITATION

13110 IPS

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

TERMS: STRICTLY CASH I hereby authorize the repair work herein set
forth to be done along with the necessary material and agree that you are
not responsible for loss or damage to vehicle or articles left in vehicle in
case of fire, theft or any other cause beyond your control or for any
delays caused by unavailability of parts or delays in parts shipments by
the supplier or transporter. I hereby grant you and/or your employees
permission to operate the vehicle herein described on streets, highways or
elsewhere for the purpose of testing and/or inspection. An express
mechanic's lien is hereby acknowledged on above vehicle to secure the
amount or repairs thereto. In case of default in payment, I agree to pay
cost of collection including reasonable attorney fees.

STATEMENT OF DISCLAIMER

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

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

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

BMW OF CHATTANOOGA
6806 E BRAINERD ROAD
CHATTANOOGA, TN 37421

04/22/2022

16:02:57

CREDIT CARD

MC SALE

Card #
SEQ #:
Batch #:
INVOICE
CLERK
Approval Code:
Entry Method:
Mode:
Avs Code:
Card Code:

XXXXXXXXXX [REDACTED]

17

[REDACTED]

0001
022688
Manual
Online
NNN
M

SALE AMOUNT

\$1786.45

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE



BMW OF CHATTANOOGA

6806 E. BRAINERD RD.
CHATTANOOGA, TN 37421
PHONE (423) 894-5660
www.bmwofchattanooga.com

SILVER CREEK, GA

PAGE 1

BUS: [REDACTED] CONT CELL [REDACTED]

SERVICE ADVISOR: 372 ROSS ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
475/Black	16	BMW X3 XDRIVE 28D	5UXWY3C50G[REDACTED]		128839/128842	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07NOV15 IS			WAIT 22APR22			CASH	22APR22
R.O. OPENED	READY	OPTIONS:	SOLD-STK:G0	DLR			
22APR22	22APR22						

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

A PARTS OR REMEDY NOT CURRENTLY AVAILABLE FROM THE MANUFACTURER:
 MANUFACTURER SAFETY RECALL ISSUED NHTSA #21V-907 RECALL
 #21V-907:404 EXHAUST GAS RECIRCULATION EGR COOLER STATUS:
 REMEDY NOT AVAILABLE
 RECALL RECALL

13110 IPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES THAT THE CHECK ENGINE LIGHT HAS COME ON.
 APPROXAMENTLY A WEEK AGO. PLEASE CHECK AND ADVISE.

INFO INFORMATION LINE

13110 IPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

128842
 2.50HRS
 CHECK ENGINE LIGHT ON DUE TO CYLINDER 3 MISFIRE. FUEL INJECTOR FOR
 CYLINDER 3 ACTIVATING DURATION CORRELATION TOO HIGH. FAULT CODE FOUND
 IN VEHICLE HISTORY. PERFORMED TEST PLAN FOR FUEL INJECTION SYSTEM. FUEL
 INJECTOR THREE FOUND FAULTY AND MUST BE REPLACED. REPLACED INJECTOR.
 TEST DROVE VEHICLE. CLEARED FAULT CODES. NO PROBLEM FOUND AFTER VEHICLE
 REPAIR.

C CUSTOMER REQUESTS FOR A GENERAL OVERLOOK AND CHECK OF VEHLCE. CHECK
 FOR FAULTS. PLEASE CHECK AND ADVISE.

INFO INFORMATION LINE

13110 CC 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D *Customer Authorized Vehicle Sanitization
 IVS CUSTOMER AUTHORIZED VEHICLE SANITATION

13110 IPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

TERMS: STRICTLY CASH	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. In case of default in payment, I agree to pay cost of collection including reasonable attorney fees.	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	
		CUSTOMER SIGNATURE	CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

INVOICE



BMW OF CHATTANOOGA

6808 E. BRAINERD RD.
CHATTANOOGA, TN 37421
PHONE (423) 894-5660
www.bmwofchattanooga.com

SILVER CREEK, GA

PAGE 2

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 372 ROSS ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
475/Black	16	BMW X3 XDRIVE 28D	5UXWY3C50G[REDACTED]		128839/128842	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07NOV15 IS							
07NOV15 DI			WAIT 22APR22			CASH	22APR22
R.O. OPENED	READY	OPTIONS:	SOLD-STK:GO	DLR:			
22APR22	22APR22						

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

E *Basic Package
BCBSB CBS BASIC
13110 IPS (N/C)

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

F *Complimentary Multipoint Inspection ... a \$49.97 Value
BMW FREE MULTI-POINT INSPECTION (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

G *Text Message Customer has agreed to receive text messages from BMW of Chattanooga. Please text stop at any time to no longer receive these messages.
TEXT Customer has agreed to receive text messages from BMW of Chattanooga. Please text STOP at any time to no longer receive these messages. (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

H** REPLACE CYLINDER 3 INJECTOR
REPAIR REPAIR

13110 CC				374.88	374.88
1 13-53-8-506-548 INJECTOR:135030			918.45	918.45	918.45
1 13-53-2-247-156 GASKET RING:889520			19.49	19.49	19.49
PARTS: 937.94 LABOR: 374.88 OTHER: 0.00					TOTAL LINE H: 1312.82

128842
2.5HRS
SEE LINE B

I** REPLACE BOTH FRONT PADS AND SENSORS
0000612 SERVICE FRONT BRAKES

13110 CVS				134.58	134.58
1 34-10-6-856-191 REPAIR KIT, BRAKE PADS					

TERMS: STRICTLY CASH I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. In case of default in payment, I agree to pay cost of collection including reasonable attorney fees.

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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	

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]



INVOICE

BMW OF CHATTANOOGA

6806 E. BRAINERD RD.
CHATTANOOGA, TN 37421
PHONE (423) 894-5660
www.bmwofchattanooga.com

PAGE 3

SILVER CREEK, GA

HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 372 ROSS ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
475/Black	16	BMW X3 XDRIVE 28D	5UXWY3C50G [REDACTED]		128839/128842	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07NOV15 IS							
07NOV15 DD			WAIT 22APR22			CASH	22APR22
R.O. OPENED	READY	OPTIONS:	SOLD-STK:G0 [REDACTED]	DLR:	[REDACTED]		
22APR22	22APR22						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				ASBES:348011	168.91	91.21	91.21
				1 34-35-6-790-303 BRAKE PAD WEAR SENSOR, FRONT:343030	37.33	20.16	20.16
PARTS:				111.37	LABOR:	134.58	OTHER: 0.00
					TOTAL LINE I:		245.95

,,,128842 REPLACED FRONT PADS AND SENSOR. TEST DROVE VEHICLE. NO
,,,PROBLEM FOUND. RESET CBS.

EST: 376.61 22APR22 10:14 SA: 372

CONTACT:

CUSTOMER PAY ENVIRONMENTAL CHARGES FOR REPAIR ORDER 76.42
WAIT CREATED 2022-04-18
10:26:00AM TAKEN BY CHA SITY
ANTINORE

TERMS: STRICTLY CASH I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. In case of default in payment, I agree to pay cost of collection including reasonable attorney fees.

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DESCRIPTION	TOTALS
LABOR AMOUNT	509.46
PARTS AMOUNT	1049.31
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	76.42
TOTAL CHARGES	1635.19
LESS INSURANCE	0.00
SALES TAX	151.26
PLEASE PAY THIS AMOUNT	1786.45

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]



INVOICE

BMW OF CHATTANOOGA

6806 E. BRAINERD RD.
CHATTANOOGA, TN 37421
PHONE (423) 894-5660
www.bmwofchattanooga.com

SILVER CREEK, GA

PAGE 3

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 372 ROSS ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
475/Black	16	BMW X3 XDRIVE 28D	5UXWY3C50G0 [REDACTED]		128839/128842	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07NOV15 IS							
07NOV15 DI			WAIT 22APR22			CASH	22APR22
R.O. OPENED	READY	OPTIONS: SOLD-STK:G0 [REDACTED]		DLR: [REDACTED]			
22APR22	22APR22						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		ASBES:348011			168.91	91.21	91.21
		1 34-35-6-790-303 BRAKE PAD WEAR SENSOR,					
		FRONT:343030			37.33	20.16	20.16
		PARTS: 111.37 LABOR: 134.58 OTHER: 0.00					
		TOTAL LINE I: 245.95					

128842 REPLACED FRONT PADS AND SENSOR. TEST DROVE VEHICLE. NO PROBLEM FOUND. RESET CBS.

EST: 376.61 22APR22 10:14 SA: 372
CONTACT:

CUSTOMER PAY ENVIRONMENTAL CHARGES FOR REPAIR ORDER 76.42
WAIT CREATED 2022-04-18
10:26:00AM TAKEN BY CHA SITY
ANTINORE

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		PARTS AMOUNT	1049.31
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	76.42
		TOTAL CHARGES	1635.19
		LESS INSURANCE	0.00
		SALES TAX	151.26
	CUSTOMER SIGNATURE	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

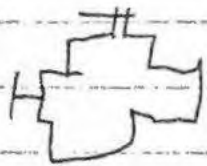
mon. B 4/18/2022

Chall Bmw

1-

2016
Bmw X3
2.8D
Diesel

1) Diesel
more by inskull
at 10.7.2022
now at 12.6.2022
emissions
warning
come on



emissions
warning light

2) problem on details
KL011
MOHG

VIN

BMW

47911 HALYARD DRIVE
STE. 200
PLYMOUTH, MI 48170
DO NOT MAIL REPAIR ORDERS TO THIS ADDRESS



AADC 303

SILVER CREEK, GA



April 2020

This **"Important Limited Warranty Information"** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **5UXWY3C50G**

Dear BMW Owner/Lessee:

BMW is committed to delivering the ultimate in product satisfaction to our customers.

Towards that end, BMW is extending the limited warranty for the:

- **Nitrogen Oxide Sensor(s) (NOx)**

On the above-referenced vehicle to:

- **10 years/120,000 miles as determined by your vehicle's original in-service date.**

This "component-specific" limited warranty extension applies to defects in materials or workmanship. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

This is notice of a "limited warranty extension." This is not a notice of a Recall or Service Action.

If a repair to this component is required, please contact your nearest authorized BMW center in the United States or Puerto Rico to schedule an appointment. Your authorized BMW center will determine the vehicle's eligibility and review the scope of repairs that are covered by this component-specific limited warranty extension.

After vehicle inspection and diagnosis, eligible repair work will be performed by the authorized BMW center in the United States (including Puerto Rico) free of charge.

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues are not covered by this limited warranty extension. This exclusion applies to repairs, including consequential, that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

The integrity of our products is essential to BMW's success and our customers' trust. We are determined to exceed your expectations and hope this warranty extension further enhances your ownership experience.

Sincerely,

BMW of North America, LLC

B-ELWR 2020 N47T/N57T Nitrogen Oxide Sensors (NOx) 10Y120M

Company

BMW of North America, LLC
BMW Group Company

Mailing Address

PO Box 1227
Westwood, NJ
07675-1227

Telephone

(800) 831-1117

E-mail

Customerrelations@
bmwusa.com

Website

www.bmwusa.com

Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement

BMW of North America, LLC

April 2020

VIN 5UXWY3C50G [REDACTED]

Under this extended limited warranty, BMW of North America, LLC ("BMW NA") will provide reimbursement for "qualifying customer-pay repairs" that were performed on an eligible vehicle **prior** to the release of this component-specific limited warranty extension.

Customer-pay repairs are subject to the applicable vehicle and coverage eligibility requirements, exclusions and limitations that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Repairs That Do Not Qualify for Reimbursement

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues. This exclusion applies to repairs, including consequential, that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

Requesting Reimbursement for a Previous Repair That Qualifies

If you previously had a "qualifying customer-pay repair" performed either by an authorized BMW center or independent repair shop located in the United States (including Puerto Rico), please submit your reimbursement request "online" at www.BMW-RP.com under the following reference:

Covered Component Code

B-ELWR 2020 N47T/N57T Nitrogen Oxide Sensors (NOx) 10Y120M

To initiate the online process, you will be asked to attach PDF files of the required documentation as outlined in the reimbursement checklist on the next page.

Alternative Method to Request Reimbursement

Alternatively, you may mail or fax your request and documentation to:

BMW Customer Reimbursement Center
Attention: B-ELWR 2020 N47T/N57T Nitrogen Oxide Sensors (NOx) 10Y120M
P.O. Box 54067
Hurst, TX 76054
Fax number: 877-434-2992

Please allow 4-6 weeks for processing your request.

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

For all other questions, please contact BMW's Customer Relations and Services via email at Customerrelations@bmwusa.com or via telephone at 1-800-831-1117.

Please have your 17-character Vehicle Identification Number (VIN) available and include the VIN with all communications.

BMW OF CHATTANOOGA
6806 E BRAINERD ROAD
CHATTANOOGA, TN 37421

06/17/2022

13:38:10

CREDIT CARD
VISA SALE

Card #
Chip Card:
AID:
SEQ #:
Batch #:
INVOICE
CLERK
Approval Code:
Entry Method:
Mode:

XXXXXXXXXX [REDACTED]
CHASE VISA
A0000000031010
9
[REDACTED]
0001
04301A
Chip Read
Issuer

SALE AMOUNT

\$1072.45

CUSTOMER COPY

CUSTOMER #: [REDACTED]



INVOICE

BMW OF CHATTANOOGA

6806 E. BRAINERD RD.
CHATTANOOGA, TN 37421
PHONE (423) 894-5660
www.bmwofchattanooga.com

SILVER CREEK, GA

PAGE 1

BUS:		CELL:		SERVICE ADVISOR: 372 ROSS ADAMS			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
475/Black	16	BMW X3 XDRIVE 28D	5UXWY3C50G0		130463/130465		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07NOV15 IS			WAIT 17JUN22			CASH	17JUN22
R.O. OPENED		READY	OPTIONS:	SOLD-STK:GO	DLR:		
17JUN22		17JUN22					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A MANUFACTURER SAFETY RECALL ISSUED NHTSA #21V-907 RECALL #21V-907:404
 EXHAUST GAS RECIRCULATION EGR COOLER STATUS: REMEDY NOT AVAILABLE

CAUSE: .
 RECALL RECALL
 13110 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B FOR CUSTOMER SATISFACTION, I AM REQUESTING THAT THE SHOP FORMAN
 REVIEWS CLIENT'S CONCERN FOR THE NEED OF A RETURN VISIT.

X SHOP FORMAN

BMWRC FOR CUSTOMER SATISFACTION, I AM REQUESTING
 THAT THE SHOP FORMAN REVIEWS CLIENT'S
 CONCERN FOR THE NEED OF A RETURN VISIT.

X SHOP FORMAN

13110 IPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUSTOMER STATES THAT THE CHECK ENGINE LIGHT HAS COME ON YESTERDAY.
 PLEASE CHECK AND ADVISE.

REPAIR REPAIR

13110 CC

1 65-81-6-936-953 TEMPERATURE SENSOR:658102 113.96 299.88 113.96 299.88
 PARTS: 113.96 LABOR: 299.88 OTHER: 0.00 TOTAL LINE C: 413.84

130465 AMBIENT TEMP SENSOR HAS SHOW A FAULT CODE FOR RECORDED
 TEMPERATURES NOT POSSIBLE 14 TIMES. THIS SUGGESTS THE AMBIENT TEMP
 SENSOR IS BEGINNING TO FAIL. IT IS NECESSARY TO REPLACE AMBIENT TEMP
 SENSOR TO CORRECT FOR THIS FAULT.

D PERFORM ENGINE OIL SERVICE PER CBS/FSM.

0000610 PERFORM ENGINE OIL SERVICE PER CBS/FSM.

13110 CVS

1 11-42-8-507-683 SET OIL-FILTER 40.52 40.52
 ELEMENT:114010 26.60 13.83 13.83

TERMS: STRICTLY CASH I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. In case of default in payment, I agree to pay cost of collection including reasonable attorney fees.

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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	

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER # [REDACTED]

INVOICE



BMW OF CHATTANOOGA

6806 E. BRAINERD RD.
CHATTANOOGA, TN 37421
PHONE (423) 894-5660
www.bmwofchattanooga.com

SILVER CREEK, GA [REDACTED]

PAGE 2

HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 372 ROSS ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
475/Black	16	BMW X3 XDRIVE 28D	5UXWY3C50G [REDACTED]		130463/130465	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07NOV15 IS							
07NOV15 DI			WAIT 17JUN22			CASH	17JUN22
R.O. OPENED	READY	OPTIONS:	SOLD-STK:GO	DLR:			
17JUN22	17JUN22						

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

6 83-21-5-A2A-F87 BMW TWINPOWER TURBO LL-04
5W:832511 11.52 7.60 45.60

PARTS: 59.43 LABOR: 40.52 OTHER: 0.00 TOTAL LINE D: 99.95
 , , , , 130465 PERFORM COMPLETE OIL SERVICE, REPLACE OIL FILTER AND REFILL
 , , , , ENGINE OIL, TOP OFF ALL FLUIDS.

E *Customer Authorized Vehicle Sanitization
 IVS CUSTOMER AUTHORIZED VEHICLE SANITATION
 13110 IPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F *Standard Scope
 SCOPE STANDARD SCOPE
 13110 CMNT 89.95 89.95
 PARTS: 0.00 LABOR: 89.95 OTHER: 0.00 TOTAL LINE F: 89.95
 , , , , 130465 PERFORMED STANDARD SCOPE.

G *Basic Package
 BCBSB CBS BASIC
 13110 IPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

H *Complimentary Multipoint Inspection ... a \$49.97 Value
 BMWI BMW FREE MULTI-POINT INSPECTION
 13110 IPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

I *Text Message Customer has agreed to receive text messages from BMW of Chattanooga. Please text stop at any time to no longer receive these messages.
 TEXT Customer has agreed to receive text messages from BMW of Chattanooga. Please text STOP at any time to no longer receive these messages.

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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	

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

INVOICE



BMW OF CHATTANOOGA

6806 E. BRAINERD RD.
CHATTANOOGA, TN 37421
PHONE (423) 894-5660
www.bmwofchattanooga.com

SILVER CREEK, GA

PAGE 3

BUS: [REDACTED] CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 372 ROSS ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
475/Black	16	BMW X3 XDRIVE 28D	5UXWY3C50G[REDACTED]		130463/130465	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07NOV15 IS			WAIT 17JUN22			CASH	17JUN22
R.O. OPENED	READY	OPTIONS:	SOLD-STK:GO	DLR:			
17JUN22	17JUN22						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				13110	IPS		(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE I:	0.00

J** TRANSFER CASE SERVICE
TC TRANSFER CASE SERVICE
13110 CMNT

1	83-22-2-409-710 DTF 1:832514	212.95	212.95
PARTS:	85.00	LABOR:	212.95
OTHER:	0.00	TOTAL LINE J:	297.95

130465 TRANSFER CASE SERVICE PERFORMED. TOPPED UP FLUID LEVEL.

ESTIMATE: 339.09 17JUN22 11:47 SA: 372
CONTACT:

CUSTOMER PAY ENVIRONMENTAL CHARGES FOR REPAIR ORDER 79.95
WAIT CREATED 2022-06-13
10:43:00AM TAKEN BY CHA SITY
ANTINORE

TERMS: STRICTLY CASH I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. In case of default in payment, I agree to pay cost of collection including reasonable attorney fees.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	643.30
PARTS AMOUNT	258.39
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	79.95
TOTAL CHARGES	981.64
LESS INSURANCE	0.00
SALES TAX	90.81
PLEASE PAY THIS AMOUNT	1072.45

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE



BMW of Chattanooga

a Sonic Automotive  Dealership

Your service approvals and declinations have been sent to your Service Advisor for review. After review, your Technician will be notified to perform the services you requested. Should you have any questions, please contact us at (800) 738-6409

Thank You!
Kevin Frazier
Service Manager

© Dealerlogix LLC

RO/TAG # [REDACTED]
Jul 13, 2022
Estimate approved by Customer



BMW of Chattanooga

a Sonic Automotive  Dealership



SILVER CREEK, GA [REDACTED]
VIN: 5UXWY3C50C [REDACTED]

Primary Concerns Analysis

- Concern

OK

For Customer Satisfaction, I Am Requesting That The Shop Forman Reviews Client'S Concern For The Need Of A Return Visit. X _____ Shop Forman

Approved

No Charge

- Concern



OK

Customer States That After Filling The Vehilce With Fuel, A Drivetrain Function Became Present, Please Check And Advise.

Approved

No Charge

Maintenance Services Requested

- Customer Authorized Vehicle Sanitization

Approved: No Charge

- Basic Package

Approved: No Charge

- Complimentary Multipoint Inspection ... a \$49.97 Value

Approved: No Charge

- Text Message Customer has agreed to receive text messages from BMW of Chattanooga. Please text stop at any time to no longer receive these messages.

Approved: No Charge

Your signature

Multi-Point Inspection

Items requiring immediate attention

Additional Service Repair

Critical

Cause

PULLED VEHICLE IN, CONNECTED CHARGER. PERFORMED SHORT TEST. FOUND FAULT CODES FOR DIESEL PARTICULATE FILTER. FOLLOWED TEST PLAN. TEST PLAN STATES REGENERATION PROCESS SHOULD BE PERFORMED ON ENGINE TO DETERMINE CONDITION OF PARTICULATE FILTER. TEST STATED AND VEHICLE DRIVEN 20 MINUTES AT 60 MPH AS STATED. TEST CONCLUDED THAT REPLACEMENT OF PARTICULATE FILTER IS NECESSARY

Correction

REPLACE DIESEL PARTICULATE FILTER

Approved

\$ 4,122.36

Additional Service Repair

Critical



Cause

ENGINE VALVE COVER IS LEAKING HEAVILY AND SHOULD BE REPLACE

Correction

REPLACE VALVE COVER

Declined

\$ 1,455.09

Additional Service Repair

Critical

Cause

WINDSHIELD CHIP IS PRESENT IN DRIVERS VISION. RECOMMEND REPLACEMENT OF WINDSHIELD

Correction

REPLACE WINDSHIELD

Declined

\$ 2,167.54

Additional Service Repair

Critical

Correction

DIFF SERVICE FRONT XDRIVE

Declined

\$ 329.95

Additional Service Repair

Critical

Correction

DIFF SERVICE REAR

Declined

\$ 314.50

Additional Service Repair

Critical

Cause

AS PER SERVICE HISTORY

Correction

TRANSFER CASE SERVICE

Declined

\$ 297.95

Revised total estimate

Estimated shop fees

\$ 79.95

Estimated taxes

\$ 388.72

Total estimate

\$ 4,591.03**Items Passing Inspection**

- OK Front Brakes
- OK Rear Brakes
- OK Battery Inspection
- OK Body, Paint, Trim And Glass
- OK Brake And Clutch Hydraulic Fluid Level
- OK Brake Hydraulic Lines, Visual Inspection
- OK Brake Performance, Including Parking Brake
- OK Clutch Operation (If Equipped)
- OK Condition And Adjustment Of Belts
- OK Condition Of Coolant Hoses And Clamps
- OK Coolant Leaks
- OK Coolant Level And Antifreeze Protection
- OK Drive Shaft Guibo Clutch
- OK Engine Oil Level
- OK Engine/Transmission Mounts
- OK Exhaust System, Leaks And Mounting
- OK Fuel Leaks
- OK Gauges, Warning Lights, Horn, Wipers/Washers
- OK Heating And Air Conditioning Performance
- OK Oil Leaks
- OK Operation Of All Lights And Signals
- OK Operation Of Central Locking System
- OK Power Steering Fluid Level
- OK Seat Belts
- OK Steering Components
- OK Suspension And Shock Absorbers
- OK Transmission Shifting
- OK Wheel And Tire Inspection
- OK Windshield Washer Fluid Level
- OK Windshield Wiper Operation
- OK Tire Inspection

Close

© Dealerlogix LLC



CUSTOMER #: [REDACTED]

INVOICE



BMW OF CHATTANOOGA

6806 E. BRAINERD RD.
CHATTANOOGA, TN 37421
PHONE (423) 894-5660
www.bmwofchattanooga.com

PAGE 1

HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 372 ROSS ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
475/Black	16	BMW X3 XDRIVE 28D	5UXWY3C50G0 [REDACTED]		131562/313562	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07NOV15 IS			WAIT 13JUL22			CASH	13JUL22
07NOV15 DD							
R.O. OPENED	READY	OPTIONS:	SOLD-STK:G0 [REDACTED]	DLR:	[REDACTED]		
13JUL22	13JUL22						

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

A PARTS OR REMEDY NOT CURRENTLY AVAILABLE FROM THE MANUFACTURER:
 MANUFACTURER SAFETY RECALL ISSUED NHTSA #21V-907 RECALL
 #21V-907:404 EXHAUST GAS RECIRCULATION EGR COOLER STATUS:
 REMEDY NOT AVAILABLE
 RECALL RECALL

13110 IPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B FOR CUSTOMER SATISFACTION, I AM REQUESTING THAT THE SHOP FORMAN
 REVIEWS CLIENT'S CONCERN FOR THE NEED OF A RETURN VISIT.
 X SHOP FORMAN

BMWRC FOR CUSTOMER SATISFACTION, I AM REQUESTING
 THAT THE SHOP FORMAN REVIEWS CLIENT'S
 CONCERN FOR THE NEED OF A RETURN VISIT.
 X SHOP FORMAN

13110 IPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUSTOMER STATES THAT AFTER FILLING THE VEHILCE WITH FUEFL, A
 DRIVETRAIN FUNCTION BECAME PRESENT, PLEASE CHECK AND ADVISE.
 DIAG CUSTOMER STATES

13110 IPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D *Customer Authorized Vehicle Sanitization
 IVS CUSTOMER AUTHORIZED VEHICLE SANITIATION

13110 IPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E *Basic Package
 BCBSB CBS BASIC

13110 IPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

TERMS: STRICTLY CASH I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. In case of default in payment, I agree to pay cost of collection including reasonable attorney fees.

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

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

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]



* INVOICE *

BMW OF CHATTANOOGA

6806 E. BRAINERD RD.
CHATTANOOGA, TN 37421
PHONE (423) 894-5660
www.bmwofchattanooga.com

SILVER CREEK, GA

PAGE 2

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 372 ROSS ADAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
475/Black	16	BMW X3 XDRIVE 28D	5UXWY3C50G0 [REDACTED]		131562/313562	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07NOV15 IS							
07NOV15 DD			WAIT 13JUL22			CASH	13JUL22
R.O. OPENED	READY	OPTIONS:		SOLD-STK:G0	DLR:		
13JUL22	13JUL22			[REDACTED]	[REDACTED]		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
F	* Complimentary Multipoint Inspection ... a \$49.97 Value						
	BMW FREE MULTI-POINT INSPECTION						
	13110	IPS					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00

G *Text Message Customer has agreed to receive text messages from BMW of Chattanooga. Please text stop at any time to no longer receive these messages.

TEXT Customer has agreed to receive text messages from BMW of Chattanooga. Please text STOP at any time to no longer receive these messages.

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

ESTIMATE: 0.00 13JUL22 13:19 SA: 372

CONTACT: [REDACTED]

TERMS: STRICTLY CASH I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. In case of default in payment, I agree to pay cost of collection including reasonable attorney fees.

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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

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

BMW of Chattanooga

Date: 07/13/2022
 Salesperson: Gary Ridge Charles Goforth
 Manager: Gary Ridge

FOR INTERNAL USE ONLY

CUSTOMER Home Phone: [REDACTED]

Address: SILVER CREEK, GA [REDACTED] Work Phone:
FLOYD CO

E-Mail: [REDACTED] Cell Phone: [REDACTED]

VEHICLE

Stock #: [REDACTED] New / Used: **New** VIN: 5UX43DP00N[REDACTED] Mileage: 2

Vehicle: 2022 BMW X3 Color: 300/White

Type: sDrive30i (A8) 22XQ

TRADE IN

Payoff: 0 VIN: 5UXWY3C50[REDACTED] Mileage: 131,562

Vehicle: 2016 BMW X3 Color:

Type: xDrive28d 4dr All-wheel Drive Sports Activity Vehicle

Retail Payments		Estimated		
Cash Down		0	2,500	5,000
54 Months	888	833	778	
60 Months	815	764	713	
72 Months	705	661	617	

* Estimated A.P.R. Subject to equity and credit requirements.

Lease Payments		Estimated		
Cash Down		0	2,500	5,000
24 Months	591	471	356	
30 Months	536	440	347	
36 Months	499	418	340	

Annual Mileage Allowed: 15,000

MSRP	50,345.00
Discount	.00
Sonic Price	50,345.00
Rebate	BMW Finance rebate = 750.00
Adjusted Price	49,595.00
Permaplate	499.00
Ding Shield	699.00
Total Purchase	50,793.00
Trade Allowance	14,000.00
Trade Difference	36,793.00
Dealer Doc	609.00
Tax	2,349.27
Title Fee	73.50
TN Tire Fee	5.00
TN Business Tax	114.46
Local Tax	36.00
TN Share Tax	44.00
Net Price	40,024.23
Trade Payoff	
Cash Down	
Balance	40,024.23

Center Name	Applicant's Name
-------------	------------------

SPECIAL NOTICES:

CALIFORNIA RESIDENTS: A married applicant may apply for an individual account.

OHIO RESIDENTS: Ohio laws against discrimination require that all creditors make credit equally available to all credit worthy customers and that credit reporting agencies maintain separate credit histories on each individual upon request. The Ohio civil rights commission administers compliance with this law.

NEW YORK RESIDENTS: Upon your request, you will be informed whether or not a consumer report was requested, and if so, the name and address of the agency that furnished such report.

MARRIED WISCONSIN RESIDENTS: Wisconsin law provides that no provision of any marital property agreement, or unilateral statement or court order applying to marital property will adversely affect a creditor's interests unless, prior to the time that the credit is granted, the creditor is furnished with a copy of the agreement, statement or decree, or has actual knowledge of the adverse provision.

If you are making this application individually, and not jointly with your spouse, please be sure that the full name and current address of your spouse is properly disclosed in Section B on the front cover of this application.

MASSACHUSETTS RESIDENTS: Massachusetts law prohibits discrimination on the basis of marital status or sexual orientation.


IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT

Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account. When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

LIST ALL OPERATORS IN ORDER OF MOST FREQUENT USE:	% of Vehicle Use	Birth Dates			Operator's License Number	State	Years Licensed
		Mo.	Day	Yr.			

The information in this application is true and correct to the best of my knowledge. I authorize BMW Financial Services ("you"), a group that includes BMW Financial Services NA, LLC, BMW Bank of North America, and Financial Services Vehicle Trust, and Dealer to request information from me and to make whatever inquiries you consider necessary and appropriate (including requesting a consumer report from consumer reporting agencies) in considering granting me credit and for the purpose of any updates, renewals, extensions of credit, reviewing or collecting my account, offering me other products and services or for any other lawful purpose. You will rely on this information in deciding whether to grant the credit requested. My application will be considered by the appropriate creditor in the BMW Financial Services group depending on the type of credit I request. If I change the type of credit that I am requesting, I hereby request that a second creditor in your group offering the requested type of credit consider my application; and I consent to Dealer and both creditors reviewing my credit report. I understand that various communications from the creditor to me may be conducted under your group name of BMW Financial Services. I understand that you will retain this application whether or not credit is approved. I understand you use automatic telephone dialing systems, prerecorded/artificial voice messages and text messages to communicate with your customers. I expressly consent to receive autodialed calls, prerecorded/artificial voice messages, and text messages from you or third parties that work for you, using any telephone number I have provided to you, including any number provided on this application, even if that number is for a wireless telephone and/or using that number results in charges to me.

NOTICE TO APPLICANT(S): BY SIGNING BELOW, APPLICANT(S) AUTHORIZE SUBMISSION OF THIS CONSUMER CREDIT APPLICATION TO BMW FINANCIAL SERVICES, 5550 BRITTON PARKWAY, HILLIARD, OH 43026-7456.


 _____ Date _____

 _____ Co-Applicant Signature _____ Date _____



This report provided free of charge by:
BMW of Chattanooga
6806 E Brainerd Rd, Chattanooga, TN 37421
(800) 491-7649

★ 4.4 out of 5.0
12 Verified Reviews



History-Based Value Report

History events affecting this vehicle's value

No Accidents Reported	1-Owner Vehicle	Service History	Open Recall

CARFAX has no way of knowing this X-3 needs \$ spent.

\$12,500 Trade-in Value
** our trade-in is \$14,000 needing repairs*

we are doing the best we can to help.



Vehicle History Report™

US \$39.99

2016 BMW X3 XDRIVE 28D

VIN: 5UXWY3C50G [REDACTED]
4 DOOR WAGON/SPORT UTILITY
2.0L I4 F DOHC 16V
DIESEL
ALL WHEEL DRIVE

- No accidents or damage reported to CARFAX
- 18 Service history records
- At least 1 open recall
- CARFAX 1-Owner vehicle
- Personal vehicle
- 122,414 Last reported odometer reading

This CARFAX Report Provided by:
BMW of Chattanooga


★ 4.4 / 5.0 12 Verified Reviews



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 7/13/22 at 6:20:46 PM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Ownership History		Owner 1
The number of owners is estimated		
Year purchased		2015
Type of owner		Personal
Estimated length of ownership		6 yrs. 8 mo.
Owned in the following states/provinces		Georgia
Estimated miles driven per year		22,021/yr
Last reported odometer reading		122,414












CARFAX Title History		Owner 1
CARFAX guarantees the information in this section		
Salvage Junk Rebuilt Fire Flood Hail Lemon	<input checked="" type="checkbox"/>	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	<input checked="" type="checkbox"/>	Guaranteed No Problem
 GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms View Certificate		

CARFAX Additional History		Owner 1
Not all accidents / issues are reported to CARFAX		
Total Loss No total loss reported to CARFAX.	<input checked="" type="checkbox"/>	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	<input checked="" type="checkbox"/>	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	<input checked="" type="checkbox"/>	No Issues Reported
Odometer Check No indication of an odometer rollback.	<input checked="" type="checkbox"/>	No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	<input checked="" type="checkbox"/>	No Issues Reported
Manufacturer Recall At least 1 manufacturer recall requires service. Locate an authorized BMW dealer near you to schedule an appointment.		Recall Reported
Basic Warranty <u>Original warranty</u> estimated to have expired.		Warranty Expired

CARFAX Detailed History		
Owner 1		Personal Vehicle
Purchased: 2015		22,021 mi/yr
Date	Mileage	Source
04/20/2015	5	Dealer Inventory
Comments		
Vehicle offered for sale		
11/07/2015		Georgia Motor Vehicle Dept.
Vehicle purchase reported - Titled or registered as personal vehicle		
11/07/2015	490	Service Plan Co.
Service contract issued		

Silver Creek, GA

11/30/2015		Georgia Motor Vehicle Dept. Silver Creek, GA	Vehicle purchase reported - Title issued or updated - Title or registration issued - First owner reported - Loan or lien reported - Vehicle color noted as Black
05/06/2016		Georgia Motor Vehicle Dept. Silver Creek, GA	Registration issued or renewed - Loan or lien reported - Vehicle color noted as Black
11/11/2016	35,207	Service Plan Co.	Service contract claim - Tire(s) serviced
12/09/2016	36,997	Service Plan Co.	Service contract claim - Tire(s) serviced
05/12/2017		Georgia Motor Vehicle Dept. Silver Creek, GA	Registration issued or renewed - Loan or lien reported - Vehicle color noted as Black
03/03/2018	71,870	Service Plan Co.	Service contract claim - Tire(s) serviced
05/07/2018		Georgia Motor Vehicle Dept. Silver Creek, GA	Registration issued or renewed - Loan or lien reported - Vehicle color noted as Black
05/02/2019		Georgia Motor Vehicle Dept. Silver Creek, GA	Registration issued or renewed - Loan or lien reported - Vehicle color noted as Black
08/16/2019	101,939	Matt Lloyd Automotive Rome, GA 706-204-8876 ★ 4.6 / 5.0 5 Verified Reviews ✓ ♥ 12 Customer Favorites	Vehicle serviced
10/03/2019	105,390	Roadshow BMW Cordova, TN 901-365-2584 roadshowbmw.com ★ 4.5 / 5.0 241 Verified Reviews ✓ ♥ 287 Customer Favorites	Vehicle serviced - Tire condition and pressure checked
11/19/2019	106,773	Roadshow BMW Cordova, TN 901-365-2584 roadshowbmw.com ★ 4.5 / 5.0 241 Verified Reviews ✓ ♥ 287 Customer Favorites	Vehicle serviced - Tire condition and pressure checked
12/03/2019	107,094	Roadshow BMW Cordova, TN 901-365-2584 roadshowbmw.com ★ 4.5 / 5.0 241 Verified Reviews ✓ ♥ 287 Customer Favorites	Vehicle serviced - Tire condition and pressure checked
12/12/2019	107,272	Roadshow BMW Cordova, TN 901-365-2584	Vehicle serviced - Engine/powertrain computer/module checked

		roadshowbmw.com ★ 4.5 / 5.0 241 Verified Reviews ✓ ♥ 287 Customer Favorites	
12/27/2019	107,273	Roadshow BMW Cordova, TN 901-365-2584 roadshowbmw.com ★ 4.5 / 5.0 241 Verified Reviews ✓ ♥ 287 Customer Favorites	Vehicle serviced
			
01/03/2020		Matt Lloyd Automotive Rome, GA 706-204-8876 ★ 4.6 / 5.0 5 Verified Reviews ✓ ♥ 12 Customer Favorites	Vehicle serviced - Oil and filter changed - Fluids checked
			
01/07/2020	107,274	Roadshow BMW Cordova, TN 901-365-2584 roadshowbmw.com ★ 4.5 / 5.0 241 Verified Reviews ✓ ♥ 287 Customer Favorites	Vehicle serviced
			
01/07/2020		Matt Lloyd Automotive Rome, GA 706-204-8876 ★ 4.6 / 5.0 5 Verified Reviews ✓ ♥ 12 Customer Favorites	Vehicle serviced - Fluids checked - Oil and filter changed
			
01/22/2020	107,275	Roadshow BMW Cordova, TN 901-365-2584 roadshowbmw.com ★ 4.5 / 5.0 241 Verified Reviews ✓ ♥ 287 Customer Favorites	Vehicle serviced
			
03/31/2020	110,062	Matt Lloyd Automotive Rome, GA 706-204-8876 ★ 4.6 / 5.0 5 Verified Reviews ✓ ♥ 12 Customer Favorites	Vehicle serviced - Brakes checked - Rear brake rotor(s) replaced - Rear brakes replaced - Brake rotor(s) replaced
			
05/03/2020		Georgia Motor Vehicle Dept. Silver Creek, GA	Title or registration issued - Loan or lien reported - Vehicle color noted as Black
			
06/16/2020	112,121	Matt Lloyd Automotive Rome, GA 706-204-8876 ★ 4.6 / 5.0 5 Verified Reviews ✓ ♥ 12 Customer Favorites	Vehicle serviced - Oil and filter changed - Fluids checked
			
01/04/2021	116,977	Mike Ford's Auto Service Rome, GA 706-232-4031 ★ 5.0 / 5.0 18 Verified Reviews ✓ ♥ 3 Customer Favorites	Vehicle serviced - Maintenance inspection completed - Oil and filter changed - Tires rotated - Fluids checked - Maintenance reminder reset - Tire condition and pressure checked

03/23/2021	119,788	Gateway Tire & Service Center - Oxford Oxford, MS 662-234-6152 gatewaytire.net ★ 5.0 / 5.0 20 Verified Reviews ✓ ♥ 1 Customer Favorite	Vehicle serviced - Tire(s) replaced
04/26/2021		Georgia Motor Vehicle Dept. Silver Creek, GA	Registration issued or renewed - Loan or lien reported - Vehicle color noted as Black
05/28/2021	122,414	Mike Ford's Auto Service Rome, GA 706-232-4031 ★ 5.0 / 5.0 18 Verified Reviews ✓ ♥ 3 Customer Favorites	Vehicle serviced - Maintenance inspection completed - Oil and filter changed - Fluids checked - Tire condition and pressure checked - Tires rotated - Maintenance reminder reset
11/19/2021		BMW of North America, LLC	Manufacturer Safety recall issued - NHTSA #21V-907 - Recall #21V-907:404 - EXHAUST GAS RECIRCULATION (EGR) COOLER - Status: Remedy Not Available - Need more information about this recall? Find an authorized BMW dealer, email CustomerRelations@bmwusa.com, or call 1-800-525-7417 - Learn more about this recall

Description: The issue involves the Exhaust Gas Recirculation (EGR) system which contains an integrated cooling component ("Cooler"). Over time, a leak of cooling fluid (glycol), could develop in the EGR Cooler.

If cooling fluid leaks in the EGR Cooler, and combines with typical diesel engine soot deposits while the temperature is high (which is normal), this could create smoldering particles. In very rare cases, these particles could contact the engine intake manifold and cause damage by creating small holes in the manifold due to melting. In extremely rare cases, due to the holes in the manifold, this could increase the risk of a fire.

Remedy: The EGR Cooler will be replaced. If it is determined that the EGR Cooler has leaked, the engine intake manifold will also be replaced.

04/17/2022

Georgia
Motor Vehicle Dept.
Silver Creek, GA

Registration issued or renewed
- Loan or lien reported
- Vehicle color noted as Black



Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller. Learn More

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Manufacturer Recall




Automobile manufacturers issue recall notices to inform vehicle owners of a safety defect or failure to meet minimum federal safety or emissions standards. Manufacturer recalls are repaired at no cost to the customer.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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7/13/22 6:20:46 PM (CDT)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2016 BMW X SERIES vehicle (VIN: 5UXWY3C50G0N86722), which is based on information supplied to CARFAX and available as of 7/13/22 at 7:20 PM (EDT).

Customer Signature

Date

Dealer Signature

Date