

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

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 175.00

Paid To Dealer for Claim: 175.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 48,351
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/29/2006	AG Dealer Code: 10695
Repair Entry Date: 10/04/2006	

Defect Code: 1390011500

Defect Description: Fuel tank vent valve (carbon canister) permanent malfunction

Defect Dealer Comments: C/S SERVICES ENGINE LIGHT ON \ FAILED \ \ 48351 CONNECTED CAR TO GT1 FOUND F/C 2772 TANK VENTING OUTPUT STAGE , FOUND PURGE VALVE FAULTY
REPLACED PURGE VALVE CLEARED FAULT ROAD TESTED CAR FINE. FAN 6454011500, VALVE 1390011500

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1390500	REP FUEL TANK VENT VALVE (WITH 1300002)	2	2	\$24.50	\$0.00
Part	13907506739	FUEL TANK BREATHER VALVE	1	1	\$38.55	\$15.42
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$24.50	\$0.00

Totals: Total Value Paid: 87.55 Total Handling Value Paid: 15.42

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 102.97

Defect Code: 3112076900

Defect Description: Rubber/hydraulic mount, tension strut/compression strut (inner) worn / sheared through

Defect Dealer Comments: C/S STEERING WHEEL SHEAKS WHEN GOING OVER SMALL BUMPS \ WORN, NOISY \ \ 48351 TEST DROVE VEHICLE FOUND L/SIDE THRUST ARM FAULTY REMOVED
SEIZED THRUST ARM WITHOUT DAMAGING WHEEL HUB . REPLACED WITH NEW THRUST ARM. NO FLATRATE FOR SINGLE ARM IN KSD

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D [REDACTED]

Labor	3199000	WT.31 SECTION	8	8	\$98.00	\$0.00
Part	31106755474	Flange nut with washer	1	1	\$1.10	\$0.44
Part	31124046441	Tension strut with hydraulic mount, left	1	1	\$92.40	\$36.96

Totals: Total Value Paid: 191.50 Total Handling Value Paid: 37.40

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 228.90

Defect Code: 5116070100

Defect Description: Oddments tray on transmission tunnel cracked / broken / torn off

Defect Dealer Comments: C/S WOOD GRAIN SPLIT CENTER BY ARMREST \ CRACKED \ \ 48351 REMOVED CENTER CONSOLE AND REMOVED ALL PARTS FR OM CONSOLE AND REPLACED WOOD TRIM .

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51167011061	Wood panel, center armrest, front	1	1	\$200.30	\$80.12
Labor	5116685	Removing and installing/replacing decorative strips on	14	14	\$171.50	\$0.00

Totals: Total Value Paid: 371.80 Total Handling Value Paid: 80.12

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 451.92

Defect Code: 5145000100

Defect Description: Complete dashboard panelling (including carriers) cracked / broken / torn off

Defect Dealer Comments: C/S WOOD GRAIN SPLIT PASSENGER SIDE DASH \ CRACKED \ \ 48351 REMOVED DASH WOOD GRAIN , TRANFERED VENTS TO NEW WOOD GRAIN AND REINSTALLED NEW WOOD GRAIN .

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51457025308	Wood panel, instrument panel, right	1	1	\$288.40	\$115.36
Labor	5145763	Removing and installing or replacing finisher on instrume	6	6	\$73.50	\$0.00

Totals: Total Value Paid: 361.90 Total Handling Value Paid: 115.36

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 477.26

Defect Code: 6454011500

Chassis Number : D [REDACTED]

Defect Description: Electric auxiliary fan (pressure fan) permanent malfunction

Defect Dealer Comments: C/S REPLACES AUX FAN AS PER DAIGNOSTIC \ FAILED \ \ 48351 CONNECTED CAR GT 1 FOUND F/C 279D OUTPUT STAGE FOR ELECTRIC FAN PERFORMED TEST PLAN FOR FAN FAN IS STUCK IN LOW SPEED FOUND FAN FAULTY REPLACED FAN .

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1740600	R+R COMPLETE ADD'L FAN	5	5	\$61.25	\$0.00
Part	64546921379	Compression shroud with fan	1	1	\$233.90	\$93.56

Totals: Total Value Paid: 295.15 Total Handling Value Paid: 93.56

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 388.71

Paid To Dealer for Claim: 1,649.76

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 41,228
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 05/18/2005	AG Dealer Code: 10695
Repair Entry Date: 05/26/2005	

Defect Code: 1213001200

Defect Description: Ignition coil permanent failure

Defect Dealer Comments: C/STATES CHECK ENGINE LIGHT IS ON --CAR IS SHAKING-- \ MISSFIRING \ 41228 HOOKED UP TO GT1, PERFORMED SHORT TEST, FOUND CODES IN DME 2747 2746 2743 2742 MISSFIRES, CHECKED COILS, FOUND OLD STYLE BREMI COILS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1213512	REP IGNITION COILS (WITH 1213009)	4	4	\$45.00	\$0.00
Part	12131712219	Ignition coil	8	8	\$132.40	\$52.96
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$45.00	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 222.40 Total Handling Value Paid: 52.96

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 275.36

Defect Code: 6620071500

Defect Description: Park distance control (PDC), transceiver sensors, front permanent malfunction

Defect Dealer Comments: C/STATES PDC SENSOR IS INOP \ FAILED \ 41228 HOOKED UP TO GT1, PERFORMED SHORT TEST, FOUND CODE IN 9E30 FRONT RIGHT ULTRASONIC SENSOR, UNPLAUSABLE SIGNAL, CHECKED SENSOR THROUGH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	66200309541	Ultrasonic-sensor	1	1	\$80.05	\$32.02
Labor	6620520	R&I ORR ONE FRONT ULTRASONIC CONVERTER (W/6620000)	1	1	\$11.25	\$0.00

Totals: Total Value Paid: 91.30 Total Handling Value Paid: 32.02

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 123.32

Paid To Dealer for Claim: 398.68

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 33,741
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/18/2004	AG Dealer Code: 10695
Repair Entry Date: 11/25/2004	

Defect Code: 0061060200

Defect Description: SIB #61-03-04 LBL CODE 420 PGM CONTROL UNITS ON E65/E66 FROM START OF PRODUCTION TO 01/20/2004

Defect Dealer Comments: PROGRAM CONTROLL UNITS,SIB 610304,LABEL 420 \ UPDATE \ 33741 PERFORM SIB 61 03 04 PROGRAM CONTROL UNITS INCLUDING NAV PACK 3 13 FR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0055513	PROGRAM CONTROL UNITS W/NAV	13	13	\$146.25	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 146.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 146.25

Paid To Dealer for Claim: 146.25

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 33,741
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/18/2004	AG Dealer Code: 10695
Repair Entry Date: 11/25/2004	

Defect Code: 1115031500

Defect Description: Valve for crankcase venting permanent malfunction

Defect Dealer Comments: CUST STATES ENG LIGHT IS ON \ FAILED \ 33741 CHECK DME FOR FAULTS FOUND FAULTS 272D 272C MIXTURE ADDITIVE TOO LEAN BANK 1 AND 2 FAULTS 27E3 27E2 KNOCK SENSORS 1 AND 2 CHECK FUEL

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1331529	CHECKING DELIVERY PRESSURE OF FUEL PUMP	2	2	\$22.50	\$0.00
Labor	1115530	Sealing/replacing both control valves for engine venting	4	4	\$45.00	\$0.00
Labor	1300002	CHK FUNCTION OF DIGITAL MOTOR ELECTRONICS (DME)	6	6	\$67.50	\$0.00
Part	11127547058	Repair kit, pressure regulating valve	2	2	\$15.10	\$6.04

Totals: Total Value Paid: 150.10 Total Handling Value Paid: 6.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 156.14

Paid To Dealer for Claim: 156.14

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 28,406
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/03/2004	AG Dealer Code: 46429
Repair Entry Date: 08/11/2004	

Defect Code: 0017200100

Defect Description: SIB #17-01-04 LBL CODE 393 TRANS COOLER LINE BRACKET ON E65/E66 N62 ENG START OF PROD THRU 01/2003

Defect Dealer Comments: CUSTOMER REQUESTS PERFORM OPEN CAMPAIGN SIB#17-01-04 \ \ PERFORMED OPEN RECALL

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	17227531322	BRACKET OIL PIPE	1	1	\$1.85	\$0.74
Part	17227525819	Spacer sleeve	1	1	\$1.46	\$0.58
Part	17227519270	BRACKET OIL PIPE	1	1	\$0.45	\$0.18
Part	07119903994	Hex bolt with washer	1	1	\$0.22	\$0.09
Labor	0054944	CK.COOLER LINES+INSTALL BRACKET	3	3	\$36.00	\$0.00

Totals: Total Value Paid: 39.98 Total Handling Value Paid: 1.59

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 41.57

Paid To Dealer for Claim: 41.57

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid)	Mileage: 28,406
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/03/2004	AG Dealer Code: 46429
Repair Entry Date: 08/11/2004	

Defect Code: 34000077MP

Chassis Number : D [REDACTED]

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: CBS INFO STATES BRAKE FLUID FLUSH DUE \ \ DRAINED BRAKE SYSTEM AND REFILLED WITH PROPER LEVEL OF FLUID BLED SYSTEM OF AIR AS NECESSARY.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000618	Brake fluid service	5	5	\$60.00	\$0.00
Part	81220142156	BRAKE FLUID	2	2	\$3.72	\$2.48

Totals: Total Value Paid: 63.72 Total Handling Value Paid: 2.48

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 66.20

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: SERVICE LIGHT INDICATES ENGINE OIL SERVICE IS DUE (30/50K) DEFECT CODE 85 99 00 91 \ SCHEDULED MAINTENANCE PROGRAM \ PERFORMED ENGINE OIL SERVICE AS REQUESTED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	82141468857	WINDSHIELD WASHER FLUID	1	1	\$0.75	\$0.50
Part	11427511161	Set oil-filter element	1	1	\$5.05	\$5.05
Part	07119963130	Gasket ring	1	1	\$0.05	\$0.04
Labor	0000610	Engine oil service	4	4	\$48.00	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	8	8	\$22.80	\$9.20

Totals: Total Value Paid: 76.65 Total Handling Value Paid: 14.79

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 91.44

Paid To Dealer for Claim: 157.64

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 25,781
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 537897
Repair Order Date: 02/10/2004	AG Dealer Code: 56398
Repair Entry Date: 03/23/2004	

Defect Code: 85990023RT

Defect Description: BMW RETAILER ADMINISTRED TRADE ASSIST - ELECTRICAL SYSTEM (TREAD ACT)

Defect Dealer Comments: TRADE ASSIST FOR MENDELSON. REPLACEMENT VIN #DS49503. SPECIAL DEFECT CODE #85990015RT. SERVOTRONIC AND ELECTRONIC SYSTEM FAILURE. SEE RO#573157. NO OPEN CAMPAIGNS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$24,275.00	\$0.00

Totals: Total Value Paid: 24,275.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 24,275.00

Paid To Dealer for Claim: 24,275.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 25,208
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 02/02/2004	AG Dealer Code: 26711
Repair Entry Date: 02/05/2004	

Defect Code: 34110077MP

Defect Description: FT BRAKE PADS - MAINTENANCE PLAN

Defect Dealer Comments: CUSTOMER STATES BRAKE LINING LIGHT IS ON. PLEASE CHECK AND ADVISE BEFORE DOING ANY WORK (IN 2 WEEKS SHE IS TURNING THE \ ROTORS 28.4 L28.7 R 28.8 FRONT PADS WORN \ REMOVED AND REPLACED FRONT PADS ROTORS AND SENSORS

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$61.15	\$50.85
Part	34356755266	Brake pad wear sensor	1	1	\$8.00	\$6.60
Labor	3411000	R&I ORR ALL FRONT DISC BRAKE PADS	9	9	\$100.17	\$0.00

Totals: Total Value Paid: 169.32 Total Handling Value Paid: 57.45

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 226.77

Defect Code: 64310237MP

Defect Description: MICROFILTER REPLACEMENT

Defect Dealer Comments: CUSTOMER REQUESTS MICRO FILTER REPLACEMENT NORMAL MAINTENANCE MICRO FILTER REPLACEMENT COMPLETE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	2	2	\$26.00	\$26.00
Labor	0000616	Microfilter service	2	2	\$22.26	\$0.00

Totals: Total Value Paid: 48.26 Total Handling Value Paid: 26.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 74.26

Paid To Dealer for Claim: 301.03

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 21,087
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/29/2003	AG Dealer Code: 56398
Repair Entry Date: 01/10/2004	

Defect Code: 3231139900

Chassis Number : D [REDACTED]

Defect Description: Chassis integration module CIM (E65) Fault code stored in diagnosis fault code memory (no warning la

Defect Dealer Comments: SEE ALSO WITH 6111007900 AND 6577060200

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	32306762315	STEERING COLUMN CONTROL UNIT	1	1	\$155.10	\$62.04
Labor	3231802	Replacing steering column control unit (CIM)	15	15	\$165.00	\$0.00
Labor	6620508	Removing and installing control unit	2	2	\$22.00	\$0.00

Totals: Total Value Paid: 342.10 Total Handling Value Paid: 62.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 404.14

Defect Code: 5113113700

Defect Description: Door sill cover trim loose

Defect Dealer Comments: CK SILL PANELS, PEELING. \ REPLACED ALL SILL COVERS \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5147573	R&IORR BOTH COVERS FOR REAR DOOR SILLS	2	2	\$22.00	\$0.00
Part	51477014634	SILL STRIP REAR RIGHT	1	1	\$22.05	\$8.82
Part	51477014633	SILL STRIP REAR LEFT	1	1	\$22.05	\$8.82
Part	51477014610	FRONT RIGHT SILL STRIP	1	1	\$10.20	\$4.08
Part	51477014609	FRONT LEFT SILL STRIP	1	1	\$10.20	\$4.08
Part	51471840960	Clip Natur	3	3	\$0.48	\$0.19
Labor	5147570	R&IORR BOTH COVERS FOR FRONT DOOR SILLS	2	2	\$22.00	\$0.00

Totals: Total Value Paid: 108.98 Total Handling Value Paid: 25.99

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 134.97

Defect Code: 6111007900

Defect Description: Front wiring harness (in engine compartment) incorrect connection /contact

Defect Dealer Comments: SEE ALSO WITH 3231139900 AND 6577060200

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1214550	R&IORR ENGINE CONTROL MODULE (L/R BANK IF APPL)	3	3	\$33.00	\$0.00
Labor	5147950	Removing and installing or replacing all carpets	48	48	\$528.00	\$0.00
Labor	5145529	R+R INSTRUMENT PANEL TRIM	58	58	\$638.00	\$0.00
Labor	1252505	Removing and installing or replacing integrated supply mo	3	3	\$33.00	\$0.00
Labor	1137700	Replacing control unit (Valvetronic)	3	3	\$33.00	\$0.00

Totals: Total Value Paid: 1,265.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,265.00

Defect Code: 6577060200

Defect Description: Airbag control module/safety electronics Software error / internal device fault

Defect Dealer Comments: C/S WHILE DRIVING ALL FAULTS, CAME BACK...ATTN: JD SEE FILE \ 6577060200,6111007900,3 DEFECTS1 SIM,CIM DEFECT2.WIRE HARNES S 3RD,TEST FOR FAULTS REPLACED SIM MODULE,AND CIM,DISCONNECT PDC MOD,AS PER HOTLINE PROBLEM CAUSED BY GROUND INTERFERENC E ON PT CAN,REMOVED FOLLOWING.DASH,CARPETS,DME,IVM,VALVE TRO NIC CONTROL \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6577701	Replacing safety information module	5	5	\$55.00	\$0.00
Part	65776922464	Safety information module	1	1	\$369.50	\$147.80
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$22.00	\$0.00

Totals: Total Value Paid: 446.50 Total Handling Value Paid: 147.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 594.30

Paid To Dealer for Claim: 2,398.41

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 20,761
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/31/2003	AG Dealer Code: 56398
Repair Entry Date: 11/13/2003	

Defect Code: 0061800100

Defect Description: SIB #61-13-03 LBL CODE 374 E65/E66 REPLACE BATTERY ON E65 & E66 PRODUCED 11/2001 TO 03/2003

Defect Dealer Comments: 611303 LC 374 \ WP2 6 0061800100 BATTERY UPDATE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61216924023	Original BMW AGM-battery	1	1	\$131.50	\$52.60
Labor	0054173	CHECK+REPLACE BATTERY	6	6	\$66.00	\$0.00

Totals: Total Value Paid: 197.50 Total Handling Value Paid: 52.60

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 250.10

Paid To Dealer for Claim: 250.10

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 20,761
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/31/2003	AG Dealer Code: 56398
Repair Entry Date: 11/13/2003	

Defect Code: 1614031800

Defect Description: Level sensor, fuel tank, right incorrect/incomplete reading

Defect Dealer Comments: C/S CLOCK ALLWAYS RUNS SLOW...LOOSES TIME \ TEST CLUSTER FOR FULE TANK FAULTS TEST SEND UNITS /CLOCK OPE RATION IS FINE EMOVED BOTH SEND UNITS AND REPLACED R/S

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6210000	CHK FUNCTION OF INSTRUMENT CLUSTER	10	10	\$110.00	\$0.00
Labor	1612505	R+R BOTH FUEL LEVEL SENDERS	8	8	\$88.00	\$0.00
Part	51210030318	Set of keys with CAS control unit	1	1	\$244.30	\$97.72

Totals: Total Value Paid: 442.30 Total Handling Value Paid: 97.72

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 540.02

Defect Code: 6132031500

Defect Description: CAS (car access system) electronic module/control module permanent malfunction

Defect Dealer Comments: CK BRAKES...ABS, BRAKE& DRIVE CONTROL SYSTEM FAILURE, PARKIN BRAKE WITH OUT EMERGENCY BRAKING FUNCTION. \ TROUBLESHOOT ALL FAULTS STORED AS PER DIS TESTER W HELP FROM HOTLINE FOR REPAT FAULTS IN DEFECTIVE CONTROL UNITS REPLACE E CAS UNIT PROGRAMMED CAS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6131501	Replacing ignition switch	13	13	\$143.00	\$0.00
Part	16116759833	RIGHT FUEL LEVEL SENSOR	1	1	\$23.10	\$9.24
Labor	6100009	TROUBLE-SHOOTING ELECTRICAL SYSTEM	10	10	\$110.00	\$0.00

Totals: Total Value Paid: 276.10 Total Handling Value Paid: 9.24

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 285.34

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: C/S WIPERS STREAKING... \ REPLACED INSERTS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6161631	REP BOTH WINDSHIELD WIPER BLADE INSERTS+	1	1	\$11.00	\$0.00
Part	61610154440	WIPER BLADE	1	1	\$1.40	\$1.40

Totals: Total Value Paid: 12.40 Total Handling Value Paid: 1.40

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 13.80

Paid To Dealer for Claim: 839.16

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 20,492
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/20/2003	AG Dealer Code: 56398
Repair Entry Date: 10/29/2003	

Defect Code: 0061790100

Defect Description: E65 E66 Programming control units (lower than I 6.113)

Defect Dealer Comments: 61 10 03 LC 370 \ WP5 15 0061790100

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054780	PROGR.WITH NAV+CAS	15	15	\$165.00	\$0.00

Totals: Total Value Paid: 165.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 165.00

Paid To Dealer for Claim: 165.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 20,492
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/20/2003	AG Dealer Code: 56398
Repair Entry Date: 10/29/2003	

Chassis Number : D [REDACTED]

Defect Code: 0012730100

Defect Description: E65 E66 N62 Replacing ignition coil

Defect Dealer Comments: 12 05 03 REC 03E-A01 \ WP2 8 0012730100 E

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	12131712223	Ignition coil	8	8	\$132.40	\$52.96
Labor	0054111	CK+REPL.COILS AS NECESSARY	8	8	\$88.00	\$0.00

Totals: Total Value Paid: 220.40 Total Handling Value Paid: 52.96

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 273.36

Paid To Dealer for Claim: 273.36

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 20,492
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/20/2003	AG Dealer Code: 56398
Repair Entry Date: 10/29/2003	

Defect Code: 6510031500

Defect Description: Controls on radio / ASK / MASK / CCC permanent malfunction

Defect Dealer Comments: PROGRAMMING ERROR. \ 6211208600 TEST FOR MOST BUSS FAILURE DOWN AFTER PROGRAM JUMPED OUT BOX TO CD,DSPM AMP,TCU,SVS,REPLACED ASK AND CLUSTER AND PERFORMED ABORT

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6512701	Replacing audio system controller	3	3	\$33.00	\$0.00
Labor	6211786	Replacing instrument cluster	4	4	\$44.00	\$0.00
Labor	6512572	Removing and installing amplifier	5	5	\$55.00	\$0.00
Labor	8441510	Disassemble and install/replace control device for voice inp	5	5	\$55.00	\$0.00

Chassis Number : D [REDACTED]

Labor	8411527	Remove and install transceiver	6	6	\$66.00	\$0.00
Labor	6511570	R&IORR CD PLAYER+	7	7	\$77.00	\$0.00
Labor	6582000	Checking function of control display	10	10	\$110.00	\$0.00
Part	65776928267	Gateway module	1	1	\$148.20	\$59.28
Part	65126939015	AT-audio system controller CD	1	1	\$462.00	\$184.80

Totals: Total Value Paid: 1,050.20 Total Handling Value Paid: 244.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,294.28

Defect Code: 6577411400

Defect Description: Central gateway module (ZGM/ZGW) occasional malfunction

Defect Dealer Comments: CK CLUSTER OPERATION...C/S ALL WARNING LIGHTS ON DASH COME ON WHILE DRIVING, SEE FILE. \ TROUBLESHOOT K BUSS FAULTS IN CAS ,CIM UNITS.REPLACED ZGM AN D PERFORMED 1ST ABORT

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100815	Additional work after programming/ encoding abort for 1	7	7	\$77.00	\$0.00
Labor	6100009	TROUBLE-SHOOTING ELECTRICAL SYSTEM	5	5	\$55.00	\$0.00
Part	62116932042	INSTRUMENTS COMBINATION UNCODED	1	1	\$720.00	\$288.00
Labor	6577691	Replacing central gateway module	6	6	\$66.00	\$0.00

Totals: Total Value Paid: 918.00 Total Handling Value Paid: 288.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,206.00

Paid To Dealer for Claim: 2,500.28

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 19,460
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/24/2003	AG Dealer Code: 56398
Repair Entry Date: 10/14/2003	

Chassis Number : D

Defect Code: 3710001500

Defect Description: ARS control unit (active roll stabilization) permanent malfunction

Defect Dealer Comments: C/S STEERING SERVOTRONIC MESSAGE CAME ON... \ 3710043700 TEST ARS FUNCTION POWER SUPPLIES TO CONTROL UNIT D1DD,D1DE,D1E2,TEST AND RECODED CONTROL UNIT,REMOVED FR SPAS H PANELS TIGHTENED LOOSE LINES FOR ARS HOSES RETEST NO FAUKL TS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$22.00	\$0.00
Labor	3710505	Removing and installing or replacing ventilation hose for	9	9	\$99.00	\$0.00
Labor	3714555	Removing and installing DYNAMIC DRIVE control unit	5	5	\$55.00	\$0.00

Totals: Total Value Paid: 176.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 176.00

Defect Code: 6135920200

Defect Description: E60 E61 E63 E64 E65 E66 Various electrical problems

Defect Dealer Comments: CK FOR UPDATES \ UPDATED PROGRAMS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054544	PROGR.C.U'S W/NAV	16	16	\$176.00	\$0.00

Totals: Total Value Paid: 176.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 176.00

Defect Code: 6211208600

Defect Description: LCD display / pixel / backlighting (in the instrument panel) does not light up

Defect Dealer Comments: C/S LIGHTS FOR P, D, AND R, GO OUT AT TIMES... \ TEST FOR FAULTS KOM TEST CLUSTER REPLACED AND RECODE PERFORM ED 1ST ABORT ON AFTER REPROGRAMM ERROR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6210000	CHK FUNCTION OF INSTRUMENT CLUSTER	2	2	\$22.00	\$0.00

Chassis Number : D [REDACTED]

Labor	6100800	PROGR/ENCODE CU(S)W/O CAS/ZAS	4	4	\$44.00	\$0.00
Labor	6211786	Replacing instrument cluster	4	4	\$44.00	\$0.00
Part	62116932042	INSTRUMENTS COMBINATION UNCODED	1	1	\$696.00	\$278.40
Labor	6100805	Additional work after programming/ encoding abort for 1	6	6	\$66.00	\$0.00

Totals: Total Value Paid: 872.00 Total Handling Value Paid: 278.40

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,150.40

Paid To Dealer for Claim: 1,502.40

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 14,910
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/09/2003	AG Dealer Code: 56398
Repair Entry Date: 06/11/2003	

Defect Code: 6213048600

Defect Description: Clock controls (analogue) does not light up

Defect Dealer Comments: C/S VEHICLE DOES NOT RETAIN IT'S MEMEORY FOR TIME. \ CHECKED FUNCTION OF CLUSTER,REMOVED CLUSTER AND RECODED NEW CLUSTER \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	62116932042	INSTRUMENTS COMBINATION UNCODED	1	1	\$696.00	\$278.40
Labor	6210000	CHK FUNCTION OF INSTRUMENT CLUSTER	4	4	\$44.00	\$0.00
Labor	6211786	Replacing instrument cluster	4	4	\$44.00	\$0.00
Labor	6100800	PROGR/ENCODE CU(S)W/O CAS/ZAS	4	4	\$44.00	\$0.00

Totals: Total Value Paid: 828.00 Total Handling Value Paid: 278.40

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,106.40

Defect Code: 6512005700

Defect Description: Speakers vibration / oscillation

Chassis Number : D [REDACTED]

Defect Dealer Comments: C/S LEFT FRONT SPEAKER IS CRACKLING. \ \ REFITTED LEFT FRONT SPEAKER

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6513571	Removing and installing or replacing loudspeaker	6	6	\$66.00	\$0.00

Totals: Total Value Paid: 66.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 66.00

Defect Code: 8411101400

Defect Description: Phone board occasional malfunction

Defect Dealer Comments: C/S WHEN USING PHONE PAD IT IS TO SENSITIVE HITTING ONE KEY WILL TRIGGER TWO KEYS. \ \ CHECKED OPERATION OF PHONE AND REPLACED PHONE BOARD

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61316925812	Phone board	1	1	\$125.60	\$50.24
Labor	8410003	CK.TELEPHONE FUNCTION	2	2	\$22.00	\$0.00
Labor	6131690	Removing and installing or replacing phone board	4	4	\$44.00	\$0.00

Totals: Total Value Paid: 191.60 Total Handling Value Paid: 50.24

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 241.84

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: C/S PERFORM BMW FIRST OIL SERVICE ALSO STANDARD SCOPE \ CHECKED FOR ANY OPEN CAMPAIGNS \ PERFORMED OIL SERVICE (CHANGED OIL AND FILTER) ,
CHECKED 85990067MP

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$44.00	\$0.00
Labor	0000610	Engine oil service	4	4	\$44.00	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$5.00	\$5.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	8	8	\$22.80	\$7.60

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 115.80 Total Handling Value Paid: 12.60

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 128.40

Paid To Dealer for Claim: 1,542.64

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 12,242
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/18/2003	AG Dealer Code: 56398
Repair Entry Date: 04/23/2003	

Defect Code: 0065660100

Defect Description: SIB #61-01-03 LABEL CODE 353 CK AND REPL (ZGM) FOR E65/E66 PROD FROM 05/04/2002 TO 06/24/2002

Defect Dealer Comments: PERFORM SIB#61-01-03 LABEL CODE 353 CK AND REPORT \ \ WP3 19 0065660100

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054610	CK,REPL+PROGRM ZGM	19	19	\$209.00	\$0.00
Part	65776928267	Gateway module	1	1	\$148.20	\$59.28

Totals: Total Value Paid: 357.20 Total Handling Value Paid: 59.28

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 416.48

Paid To Dealer for Claim: 416.48

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 12,242
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/18/2003	AG Dealer Code: 56398
Repair Entry Date: 04/23/2003	

Defect Code: 6577398100

Defect Description: Seat occupancy detection mat, rear interruption

Defect Dealer Comments: C/S THE P/S REAR HEADREST WILL MOVE ON IT'S OWN DURING DRIVING. \ \ TROUBLESHOOT HEADRESR UP AND DOWN FUNCTION WHILE DRIVING 9EB2 TEST AND REPALCED REAR SENSOR MAT

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6577630	Replacing sensor mat for rear seat occupancy detection,	23	23	\$253.00	\$0.00
Part	65776914669	Sensor mat, rear seats	1	1	\$57.00	\$22.80
Labor	5200010	Localizing seat problem(s)	10	10	\$110.00	\$0.00

Totals: Total Value Paid: 420.00 Total Handling Value Paid: 22.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 442.80

Defect Code: 8411011400

Defect Description: Control module communication (transceiver) occasional malfunction

Defect Dealer Comments: C/S WHEN USING THE PHONE PAD AND DIALING A PHONE NUMBER IF BUTTON IS HIT ONCE IT WILL SHOW UP ON SCREEM \ \ TEST PHONE OPERATION FOR FAULTS REPLAXCED TCU AND PERFORMED ABORTS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	84116929241	Transmitter-receiver	1	1	\$412.50	\$165.00
Labor	6100815	Additional work after programming/ encoding abort for 1	7	7	\$77.00	\$0.00
Labor	8411528	Replace transceiver	6	6	\$66.00	\$0.00
Labor	6100816	Additional work after programming/ encoding abort for 2	6	6	\$66.00	\$0.00
Labor	8410003	CK.TELEPHONE FUNCTION	15	15	\$165.00	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 786.50 Total Handling Value Paid: 165.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 951.50

Paid To Dealer for Claim: 1,394.30

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 9,333
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/24/2003	AG Dealer Code: 36388
Repair Entry Date: 01/28/2003	

Defect Code: 1213001200

Defect Description: Ignition coil permanent failure

Defect Dealer Comments: C/S CHK ENG LIGHT IS ON WARNING ALSO TO DRIVE VEHICLE CAREFULLY. DEFECTIVE CYLINDER COIL. VERIFIED CUST CONCERN. PERFORMED DIS TEST, DME FAULT 2744 & 27EE PRESENT. PERFORMED ENG TEST, CYLINDER#4 MISSING. SWAPPED COILS AND RETESTED. COILS NO GOOD. REMOVED AND REPLACED COIL#4 WT= FOR SWAPPING COILS ENGINE TEST.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1213511	REP IGNITION COIL (WITH 1213009)	1	1	\$10.63	\$0.00
Part	12131712223	Ignition coil	1	1	\$16.55	\$6.62
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$21.26	\$0.00
Labor	1213009	CHK IGNITION COIL	8	8	\$85.04	\$0.00

Totals: Total Value Paid: 133.48 Total Handling Value Paid: 6.62

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 140.10

Defect Code: 6135920200

Defect Description: E60 E61 E63 E64 E65 E66 Various electrical problems

Defect Dealer Comments: CUST STATES THE TEMP WILL CHANGE FROM FAR. TO CEL AND FROM STANDARD TIME TO MILITARY TIME. PERFORMED SIB 61-13-02.PRINT OUT ALL MOST BUS FAULTS FUNCTION TEST PHONE, CHECK CIP LEVEL, PRINT OUT. PERFORMED CIP, REPROGRAMM FOR THE VARIOUS SOFTWARE PROBLEMS, NAV & CAS INCLUDED. REFER TO SIB 61-13-02.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054546	PROGR.C.U'S W/CAS+NAV	18	18	\$191.34	\$0.00

Totals: Total Value Paid: 191.34 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 191.34

Paid To Dealer for Claim: 331.44

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 6,763
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 422804
Repair Order Date: 11/20/2002	AG Dealer Code: 36388
Repair Entry Date: 12/18/2002	

Defect Code: 11009999ER

Defect Description: GW RENTAL- "ONLY"

Defect Dealer Comments: LOANER VEHICLE SUPPLIEDSPI INSPECTIONRENTAL VEHUICLE SUPPLIED WHILE WAITING FOR SPI INSPECTION & REPORT

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	3	PAINT OR OTHER SUBLET WORK			\$1,323.00	\$0.00

Totals: Total Value Paid: 1,323.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,323.00

Paid To Dealer for Claim: 1,323.00

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 5,746
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/07/2002	AG Dealer Code: 56398
Repair Entry Date: 00/00/0000	

Defect Code: 0012580100

Defect Description: SIB #12-06-02 LABEL CODE 339 (IVM) REPLACEMENT E65/E66 FROM START OF PRODUCTION UP TO 06/14/2002

Defect Dealer Comments: C/R TO PERFORM SIB#120602 LABEL CODE#339 PART ON HOLDW.P.#1-3 FRUS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0053922	REPL.IVM	3	3	\$30.38	\$0.00
Part	12527510638	Integrated supply module	1	1	\$42.45	\$16.98

Totals: Total Value Paid: 72.83 Total Handling Value Paid: 16.98

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 89.81

Paid To Dealer for Claim: 89.81

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 5,746
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/07/2002	AG Dealer Code: 56398
Repair Entry Date: 00/00/0000	

Defect Code: 6510091400

Defect Description: Radio / ASK / MASK receiver occasional malfunction

Defect Dealer Comments: C/S NAVIGATION SCREEN FLICKERS ON AND OFF CHECK AND REPORTTROUBLESHOOT NAVIGATION,REPLACED ASK,REPROGRAMMED ASK ALSO REPROGRAMMED CONTROL DISP UNDER SPECIAL FUNCTION

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6512700	Removing and installing audio system controller	3	3	\$30.38	\$0.00
Labor	6100800	PROGR/ENCODE CU(S)W/O CAS/ZAS	4	4	\$40.50	\$0.00
Labor	6100805	Additional work after programming/ encoding abort for 1	6	6	\$60.75	\$0.00
Labor	6100005	INSPECTION USING DIS	8	8	\$81.00	\$0.00
Part	65106925882	Audio system controller CD	1	1	\$420.00	\$168.00

Totals: Total Value Paid: 632.63 Total Handling Value Paid: 168.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 800.63

Defect Code: 6577391400

Defect Description: Seat occupancy detection mat, rear occasional malfunction

Defect Dealer Comments: C/S REAR HEAD REST ON LEFT SIDE MOVES UP AN DOWN WHILE DRIVING.CHECKED FUNCTION OF REAR HEADREST,REFITTED SENSOR FOR PASS REAR SEAT OCCUPANCY DETECTOR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5200010	Localizing seat problem(s)	4	4	\$40.50	\$0.00
Labor	6577630	Replacing sensor mat for rear seat occupancy detection,	23	23	\$232.88	\$0.00

Totals: Total Value Paid: 273.38 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 273.38

Defect Code: 8411101400

Defect Description: Phone board occasional malfunction

Defect Dealer Comments: C/S TELEPHONE NOT WORKING PROPERLY,TOUCH PAD NUMBER STICK ESP.#3,ALSO DIALING OUT IS OK BUT ABLE TO HEAR PERSON ONCHECKED FOR,CODE#D687,REMOVED PHONE TCU TO TEST INPUTS. REPLACED PHONE BOARD

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6131690	Removing and installing or replacing phone board	4	4	\$40.50	\$0.00
Part	61316925812	Phone board	1	1	\$125.60	\$50.24

Chassis Number : D [REDACTED]

Labor	8411527	Remove and install transceiver	6	6	\$60.75	\$0.00
Labor	8410003	CK.TELEPHONE FUNCTION	4	4	\$40.50	\$0.00

Totals: Total Value Paid: 267.35 Total Handling Value Paid: 50.24

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 317.59

Paid To Dealer for Claim: 1,391.60

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 1,983
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/23/2002	AG Dealer Code: 56398
Repair Entry Date: 00/00/0000	

Defect Code: 3612085700

Defect Description: Tires - Bridgestone vibration / oscillation

Defect Dealer Comments: C/S FEELS SHIMMY IN STEERING WHEELCHECK FOR SHIMMY,BALANCED WHEELS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3610567	Balancing front and rear wheels stationary	10	10	\$101.25	\$0.00

Totals: Total Value Paid: 101.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 101.25

Defect Code: 4152004100

Defect Description: Rear doors poorly adapted/fitted

Defect Dealer Comments: C/S L/REAR DOOR HARD TO CLOSEADJUSTED L/REAR DOOR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	4152504	ADJ LEFT OR RIGHT REAR DOOR	2	2	\$20.25	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 20.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 20.25

Defect Code: 6590051500

Defect Description: Voice output, navigation (CCC / MASK / navigation system) permanent malfunction

Defect Dealer Comments: C/S NAV. COMP WILL NOT SPEAKTROUBLESHOOT NAV. SYS.LOAD OPERATION SOFTWARE FOR NAV.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6590000	CK.FUNCT.OF NAVIG.SYSTEM	4	4	\$40.50	\$0.00
Labor	6590505	Loading operating software for navigation system	2	2	\$20.25	\$0.00

Totals: Total Value Paid: 60.75 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 60.75

Defect Code: 8411191100

Defect Description: Telephone interface occasional failure

Defect Dealer Comments: C/S PHONE POWER WILL GO OFFCHECKED FUNCTION OF PHONE WORKS FINE3 8411191100

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	8410003	CK.TELEPHONE FUNCTION	2	2	\$20.25	\$0.00

Totals: Total Value Paid: 20.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 20.25

Paid To Dealer for Claim: 202.50

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 2
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/20/2002	AG Dealer Code: 56398
Repair Entry Date: 00/00/0000	

Defect Code: 65777780BV

Defect Description: ACTIVATE REAR SIDE AIRBAGS

Defect Dealer Comments: ACTIVATE REAR AIR BAGS72 12 157-15 ACTIVATE REAR DOOR SIDE AIRBAGS - E65 & E66AVTIVATED REAR AIRBAGS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	7212157	ACTIVATE L+R RR.SIDE AIRBAGS	15	15	\$151.88	\$0.00

Totals: Total Value Paid: 151.88 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 151.88

Paid To Dealer for Claim: 151.88

Warranty Vehicle Inquiry

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Thu Oct 13 12:22:40 EDT 2011

D [REDACTED] **CONFIDENTIAL**

Vehicle Data

VIN: WBAGN634X2D [REDACTED]
Chassis Number: D [REDACTED]
Line Make: 01 - BMW
Model Year: 2002
AG Model Code/Desc: GN63 - 745LI US
NA Model Code/Desc: 0279 - 745Li
Exterior Trim Code: 300 - Alpine White
Interior Color Code: U6BA - Beige Nasca Leather
MSRP: \$74,095.00

Davis #: N/A
TCU MIN:
Vehicle Production Date: 2002/06
Motor Type: N62
Platform/Engineering Series: E66
Wholesale Center ID/Loc: 40800-01
Wholesale Date: 07/17/2002
Retail Center ID/Loc: 40800-01
Retail Date: 07/25/2002
In-Service Date: 07/25/2002

New Vehicle Warranty Info

No Coverage As Of: 07/25/2008

Expiration Mileage: 100,000

NO OPEN CAMPAIGNS

Option Information

Code	Description	Code	Description
0ZCV	Convenience Package	0205	STEPTRONIC automatic trans.
0248	Heated Steering Wheel	0494	Heated front seats
0AAA	100% OPTIONS	0ZFA	First aid kit

Chassis Number : D [REDACTED]

Customer Information

Name (First/Last): MR. [REDACTED]

Address: [REDACTED]

MAPLE GROVE MN [REDACTED] UNITED STATES

Contract/Service Program Information

Type	Program Code/Desc	Contract Number/Status	Eff Date	Enrollment Date	No Coverage As Of	Exp Age (Mth)	Exp Odometer (Miles)	Retail Center	Center Name	Vendor Code Used	Contract Holder (First/Last)
MP	0000000119 - MP 36 MO/036K MLS	0000000 EXPIRED	07/25/2002	07/25/2002	07/25/2005	36	36,000	40800	Habberstad BMW	MP	
CPO	0000000009 - CPO 72 MO/100K MLS	0000000 EXPIRED	07/25/2002	09/29/2005	07/25/2008	72	100,000	66593	Motorwerks BMW	UW	

Repair History (Claims)

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 12/23/2010

Repair Entry Date: 12/23/2010

Mileage: 91,318

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 30414

Defect Code: 0034910100

Defect Description: Ck Brake Booster line N62, B34 04 10

Complaint: CUSTOMER STATES THE CAR IS DUE FOR SIB 34-04-10

Cause: RECALL

Correction: CHECK AND REPLACED BOOSTER HOSE PER RECALL.

Technician Notes:

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11151726339	Hose clamp	1	1	\$0.61	\$0.24
Labor	0059055	Unterdruckleitung prüfen und ersetzen	10	10	\$111.50	\$0.00
Part	11667611337	VACUUM PIPE	1	1	\$16.70	\$6.68

Totals: Total Value Paid: 128.81 Total Handling Value Paid: 6.92

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 135.73

Paid To Dealer for Claim: 135.73

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 76,329
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 560300
Repair Order Date: 04/07/2010	AG Dealer Code: 30414
Repair Entry Date: 04/07/2010	

Defect Code: 85990022TR

Defect Description: NON REPAIR SPECIAL GOODWILL - POWER TRAIN (ENG, TRANS, DIFF) (TREAD ACT)

Defect Dealer Comments: \$500.00 PAYMENT TO CUSTOMER FOR HALF OF CUSTOMER DEDUCTIBLE FOR REPAIRS TO VEHICLE THAT CRASHED INTO GARAGE. CUSTOMER REPORTS VEHICLE WAS NOT OCCUPIED AND IN PARK WHEN IT HIT GARAGE. GOODWILL PROVIDED BY MOTORWERKS BMW TO BE AUTH BY REP. MOTORWERKS BMW TO CONTRIBUTE \$152.88 TOWARDS REPAIRS. ISSUE \$500.00 PAYMENT TO CUSTOMER.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$500.00	\$0.00

Totals: Total Value Paid: 500.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 500.00

Chassis Number : D [REDACTED]

Paid To Dealer for Claim: 500.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 100
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: 0	Authorization Number: 0
Repair Order Date: 03/30/2010	AG Dealer Code: 26591
Repair Entry Date: 04/14/2010	

Defect Code: 85990022NA

Defect Description: NATIONAL GOODWILL - POWER TRAIN (ENGINE, TRANS, DIFFERENTIAL) (TREAD ACT)

Defect Dealer Comments: UES COMPLAINT / WARRANTY SPECIAL GOODWILL CHECK REQ / CUSTOMER LOWE / CHECK PAYABLE TO CUSTOMER / 4/14/10 LS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	3	PAINT OR OTHER SUBLET WORK			\$868.00	\$0.00

Totals: Total Value Paid: 868.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 868.00

Paid To Dealer for Claim: 868.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 15,004
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/25/2009	AG Dealer Code: 30414
Repair Entry Date: 10/01/2009	

Chassis Number : D [REDACTED]

Defect Code: 3241064800

Defect Description: Return line from steering gear to oil tank leaking

Complaint: *CUSTOMER STATES, POWER STEERING FLUID LEAK, SEE HISTORY, ADVISE.

Cause: POWER STEERING RETURN HOSE FROM STEERING GEAR TO COOLER LEAKING DUE TO FAULTY O-RING. PARTS WARRANTY FROM RO 333775 3/19/09 52594 MILES. SUBLET CODE 4 - FLUIDS

Correction: R AND R LOWER ENGINE COVER. FOUND FLUID LEAKING AT FITTING ON OIL COOLER INTAKE SIDE. REPLACED POWER STEERING RETURN HOSE FROM STEERING GEAR TO COOLER. REFILL POWER STEERING FLUID. BLEED DYNAMIC DRIVE AND POWER STEERING. HAD TO TOP OFF FLUID WITH ANOTHER

Technician Notes:

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	32416754986	Repair kit for FCD-coupling	1	1	\$12.32	\$4.93
Part	32416753820	Return pipe	1	1	\$98.88	\$39.55
Sublet	4	OIL,LUBRICANTS ETC			\$4.26	\$0.00
Labor	3241351	REPL.PWR.STR.RETURN HOSE	9	9	\$95.94	\$0.00

Totals: Total Value Paid: 211.40 Total Handling Value Paid: 44.48

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 255.88

Paid To Dealer for Claim: 255.88

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 52,594
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/24/2009	AG Dealer Code: 30414
Repair Entry Date: 03/30/2009	

Defect Code: 99999977CL

Defect Description: CORE CREDITS - AUTOMATIC VIA IWS - MINOOKA PDC

Chassis Number : D [REDACTED]

Defect Dealer Comments: CORE CREDIT

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	C	CORE CREDITS			\$500.00	\$0.00

Totals: Total Value Paid: 500.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 500.00

Paid To Dealer for Claim: 500.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 52,594
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 366263
Repair Order Date: 03/24/2009	AG Dealer Code: 30414
Repair Entry Date: 03/30/2009	

Defect Code: 24002159CR

Defect Description: AUTO TRANS SHIFT-TOO SOON

Defect Dealer Comments: CUSTOMER STATES TRANSMISSION SHIFTS ERRATIC-EXPERIENCING HARSH 2-1 DOWN SHIFT. TRANSMISSION FAULTY. PUMA CASE 19560818 REPLACED TRANSMISSION. REPLACED O-RING FOR OIL COOLER PIPES. REPLACED NUTS FOR EXHAUST HEADER.GOODWILL-AUTH BY REP.CUST PD FOR LABOR-BMW PAID FOR PARTS AT 20%-CTR PAY 20%

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	18107523805	Collar nut	4	4	\$5.26	\$2.11
Part	17211742636	O-ring	2	2	\$0.83	\$0.33
Part	24007521144	Rmfd automatic transmission EH	1	1	\$3,183.98	\$1,273.59

Totals: Total Value Paid: 3,190.07 Total Handling Value Paid: 1,276.03

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 4,466.10

Chassis Number : D [REDACTED]

Paid To Dealer for Claim: 4,466.10

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 40,464
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 249200
Repair Order Date: 08/25/2008	AG Dealer Code: 30414
Repair Entry Date: 08/29/2008	

Defect Code: 24003961CR

Defect Description: SHIFT QUALITY, ROLLING STOP GEARSHIFTS, AUTOMATIC TRANSMISSION TOO ROUGH

Defect Dealer Comments: CUSTOMER STATES HE IS EXPERIENCING HARSH DOWN SHIFTS JUST PRIOR TO STOPPING AND TURNING AT LOW SPEED. VEHICLE ALSO SEEMS TO SURGE FORWARD WHILE STOPPED WITH FOOT ON BRAKE TEST DROVE VEHICLE. VERIFIED CONCERN. ALSO NOTED HARSH 3-2 AND 2-1 DOWNSHIFTS. PROGRAMMED VEHICLE AS PER SI B24 17 07. TEST DROVE VEHICLE. DOWNSHIFTS NO LONGER HARSH.GOODWILL-JUST OUT OF CPO WARRANTY.CUSTOMER PAID 50.00 TOWARDS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100801	Programming/encoding control unit(s) (not including CAS)	7	7	\$60.61	\$0.00
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$34.63	\$0.00

Totals: Total Value Paid: 95.24 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 95.24

Paid To Dealer for Claim: 95.24

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status [REDACTED] (Paid) Claim Center ID: [REDACTED] Repair Order Number: [REDACTED] Repair Order Date: 12/28/2006 Repair Entry Date: 01/05/2007	Mileage: 30,078 Davis #: N/A Authorization Number: 0 AG Dealer Code: 30414
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Defect Code: 5133123900

Defect Description: Power window, front unpleasant noises

Defect Dealer Comments: CUSTOMER STATES DRIVERS SIDE FRONT WINDOW MAKE NOISE AND HANGS UP \ DRIVER WINDOW REGULATOR BROKEN. REPLACED DRIVER WINDOW REGULATOR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51337138861	ELECTR.WINDOW LIFTER FRONT LEFT	1	1	\$121.30	\$48.52
Labor	5133503	Replacing electrical window regulator in left or right fro	17	17	\$214.71	\$0.00

Totals: Total Value Paid: 336.01 Total Handling Value Paid: 48.52

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 384.53

Paid To Dealer for Claim: 384.53

Claim Header:

Claim Number/Status [REDACTED] (Paid) Claim Center ID: [REDACTED] Repair Order Number: [REDACTED] Repair Order Date: 07/20/2006 Repair Entry Date: 07/29/2006	Mileage: 26,864 Davis #: N/A Authorization Number: 0 AG Dealer Code: 30414
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Defect Code: 0011270200

Defect Description: SIB #11-03-06 RECALL 06E-A02 CRANK VENT VALVE ON E53/60/63/64/65/66 WITH N62 PROD START TO 6/30/04

Defect Dealer Comments: RECALL 11-03-06 \ RECALL TO REPLACE THE CRANKCASE VENT VALVES. REPLACED BOTH CRANKCASE VENT VALVES PER RECALL.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0056138	Replacement of crankcase ventilation vales	5	5	\$63.15	\$0.00
Part	11127547058	Repair kit, pressure regulating valve	2	2	\$20.20	\$8.08

Totals: Total Value Paid: 83.35 Total Handling Value Paid: 8.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 91.43

Paid To Dealer for Claim: 91.43

Claim Header:

Claim Number/Status [REDACTED] (Paid)	Mileage: 26,864
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/20/2006	AG Dealer Code: 30414
Repair Entry Date: 07/29/2006	

Defect Code: 1178031500

Defect Description: Oxygen monitor sensor permanent malfunction

Defect Dealer Comments: CUSTOMER STATES THAT THE SERVICE ENGINE SOON LIGHT IS ON. RUNNING ROUGH \ FAULT STORED FOR POST CAT BANK 2 O2 SENSOR. FOUND FAULTS FOR BANK 2 O2 SENSOR POST CAT. REPLACED THE SENSOR, FAULT ALSO STORED FOR MISFIRE CYL #5 AFTER THE O2 SENSOR WAS REPLACED. FAULT FOR COIL AND PLUG.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11787512567	Lambda probe, black	1	1	\$103.95	\$41.58
Labor	1178540	Replacing left-hand oxygen monitor sensor	3	3	\$37.89	\$0.00

Totals: Total Value Paid: 141.84 Total Handling Value Paid: 41.58

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 183.42

Defect Code: 1212001500

Chassis Number : D [REDACTED]

Defect Description: Spark plugs permanent malfunction

Defect Dealer Comments: FAULT STORED IN DME FOR CYL #5 MISFIRE BAD COIL AND PLUG. RE \ FAULT STORED FOR MISFIRE CTL#5 PLUG IS CRACKED AND COIL HAS BEEN COMPROMISED.
REPLACED THE IGNITION COIL AND SPARK PLUG FOR CYL#5

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	12129071003	Spark plug, High Power	1	1	\$8.25	\$3.30
Part	12131712219	Ignition coil	1	1	\$16.55	\$6.62
Labor	1299000	WT.12 SECTION	1	1	\$12.63	\$0.00
Labor	1213511	REP IGNITION COIL (WITH 1213009)	1	1	\$12.63	\$0.00

Totals: Total Value Paid: 50.06 Total Handling Value Paid: 9.92

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 59.98

Paid To Dealer for Claim: 243.40

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 26,009
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 05/25/2006	AG Dealer Code: 30414
Repair Entry Date: 06/02/2006	

Defect Code: 99999977CS

Defect Description: CORE CREDITS - AUTOMATIC VIA IWS - SENATOBIA PDC

Defect Dealer Comments: CORE CREDITS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	C	CORE CREDITS			\$500.00	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 500.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 500.00

Paid To Dealer for Claim: 500.00

Claim Header:

Claim Number/Status: [REDACTED] Paid)	Mileage: 26,009
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 05/25/2006	AG Dealer Code: 30414
Repair Entry Date: 06/02/2006	

Defect Code: 6510021500

Defect Description: CD/MD/CD-ROM/DVD player (in radio, ASK, MASK) permanent malfunction

Defect Dealer Comments: CUSTOMER STATES: WIH RADIO OFF CAN HEAR BUZZING NOISE FROM LF SPEAKER AREA. RADIO ON THE RF SPEAKERS \ ASK CONTROL UNIT FAULTY. REPLACED ASK CONTROL UNIT. REPROGRAM COMPLETE VEHICLE INCLUDING NAV. RADIO WORKS NORMAL.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	65126985566	AT-audio system controller CD	1	1	\$462.00	\$184.80
Labor	6100811	Programming/encoding control unit(s) (with CAS)	8	8	\$101.04	\$0.00
Labor	6590507	PROGRAM NAV SYSTEM	5	5	\$63.15	\$0.00
Labor	6512701	Replacing audio system controller	3	3	\$37.89	\$0.00

Totals: Total Value Paid: 664.08 Total Handling Value Paid: 184.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 848.88

Paid To Dealer for Claim: 848.88

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 22,760
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 02/27/2006	AG Dealer Code: 66593
Repair Entry Date: 03/04/2006	

Defect Code: 6135621500

Defect Description: Remote control key/ID transmitter permanent malfunction

Defect Dealer Comments: CUSTOMER REPORTS:REMOTE INOP ORDERED NEW ONE PER JON RYERSON \ INTERNAL MALFUNCTION IN REMOTE \ REPLACED AND INITIALIZED REMOTE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6199000	WT.61 SECTION	2	2	\$24.50	\$0.00
Part	66120396044	Radio remote control (code)	1	1	\$65.25	\$26.10

Totals: Total Value Paid: 89.75 Total Handling Value Paid: 26.10

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 115.85

Paid To Dealer for Claim: 115.85

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 21,985
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/26/2006	AG Dealer Code: 66593
Repair Entry Date: 02/03/2006	

Defect Code: 0012100200

Defect Description: SIB #12-13-05 RECALL 05E-A01 BREMI IGN COILS REPLACEMENT

Defect Dealer Comments: RECALL 12-13-05 COILS- HAD BOSCH COIL NO REPAIR NEEDED

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0056689	Checking all ignition coils and.....replacing if necessa	5	5	\$61.25	\$0.00

Totals: Total Value Paid: 61.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 61.25

Defect Code: 6131711500

Defect Description: Gear selector switch (lever) permanent malfunction

Defect Dealer Comments: CUSTOMER STATES SHIFTER STALK HAS FALLEN APART, BROKEN AND BENT. REPLACED SHIFTER ON COLUM

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6131761	Removing and installing or replacing gear change switch	3	3	\$36.75	\$0.00
Part	61316927887	Gear selector switch	1	1	\$83.00	\$33.20

Totals: Total Value Paid: 119.75 Total Handling Value Paid: 33.20

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 152.95

Paid To Dealer for Claim: 214.20

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 20,171
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/19/2005	AG Dealer Code: 66593
Repair Entry Date: 10/21/2005	

Defect Code: 5116052900

Defect Description: Ashtray, centre console sticking/jammed

Defect Dealer Comments: THE ASHTRAY SOFT TOUCH OPEN FUNCTION DOESN'T WORK ASHTRAY WON'T STAY OPEN \SMALL PEG THAT SLIDES IN THE SLOT THAT KEEPS IT OPEN IS GONE \ REMOVED ENTIRE CENTER CONSOLE, REMOVED AND REPLACED THE ENTIRE ASHTRAY ASSEMBLY, REINSTALLED THE CENTER CONSOLE. FUNCTIONS OK NOW.

Chassis Number : D

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5199000	WT.51 SECTION	4	4	\$49.00	\$0.00
Part	51167040340	Module carrier, center console, wood	1	1	\$215.00	\$86.00

Totals: Total Value Paid: 264.00 Total Handling Value Paid: 86.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 350.00

Defect Code: 5116077800

Defect Description: Oddments tray on transmission tunnel poor surface finish

Defect Dealer Comments: THE LOCK BUTTONS FOR THE CENTER CONSOLE/ARMREST ARE PEELING \ THE LAMINATE ON THE ARMREST LOCK BUTTONS IS PEELING OFF \ REMOVED THE ARMREST, REMOVED AND REPLACED THE LOCKING BUTTONS. REASSEMBLED AND INSTALLED THE ARMREST

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51437162021	COVERING COLUMN-CENTER LOWER LEFT	1	1	\$111.70	\$44.68
Labor	5116690	Removing and installing/replacing lock cylinder in cen	15	15	\$183.75	\$0.00
Part	51437162022	Trim panel, right lower centre column	1	1	\$111.70	\$44.68

Totals: Total Value Paid: 407.15 Total Handling Value Paid: 89.36

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 496.51

Defect Code: 5121107500

Defect Description: Outer weather strips, front corroded

Defect Dealer Comments: BOTH FRONT DOOR OUTER CHROME TRIM IS CLOUDED \ THE CHROME IS CLOUDY AND WON'T CLEAN UP \ REMOVED AND REPLACED THE OUTER DOOR TRIM(CHROME)

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51217010542	Outer weatherstrip, right	1	1	\$21.30	\$8.52
Part	51217010541	Outer weatherstrip, left	1	1	\$21.30	\$8.52
Labor	5121822	Removing and installing or replacing chrome strips for wi	2	2	\$24.50	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 67.10 Total Handling Value Paid: 17.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 84.14

Defect Code: 5122107500

Defect Description: Outer weather strips, rear corroded

Defect Dealer Comments: BOTH REAR DOOR OUTER CHROME TRIM IS CLOUDED \ CHROME TRIM IS CLOUDY AND WON'T CLEAN UP \ REMOVED ADN REPLACED THE TRIM

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5122822	Removing and installing or replacing chrome strips for wi	3	3	\$36.75	\$0.00
Part	51227010900	Outer weatherstrip, right	1	1	\$25.45	\$10.18
Part	51227010899	Outer weatherstrip, left	1	1	\$25.45	\$10.18

Totals: Total Value Paid: 87.65 Total Handling Value Paid: 20.36

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 108.01

Defect Code: 5143057800

Defect Description: B-pillar trim panel (inner) poor surface finish

Defect Dealer Comments: BOTH INNER LOWER B-PILLAR COVERS ARE PEELING \ TGHE LAMINATE IS PEELING OFF THE COVERS \ REMOVED AND REPLACED BOTH LOWER B-PILLAR COVERS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5143670	Removing and installing or replacing trim panels for both	6	6	\$73.50	\$0.00
Part	51477014632	SILL STRIP REAR RIGHT	1	1	\$22.30	\$8.92
Part	51477014631	SILL STRIP REAR LEFT	1	1	\$22.30	\$8.92

Totals: Total Value Paid: 118.10 Total Handling Value Paid: 17.84

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 135.94

Defect Code: 5147004100

Defect Description: Scuff panel (inner carpet edge protector) poorly adapted/fitted

Defect Dealer Comments: BOTH FRONT DOOR INNER SILL COVERS ARE PEELING AND BOTH REAR DOOR INNER SILL ARE PEELING. LAMINATE IS PEELING OFF OF THE COVERS. REMOVED AND REPLACED ALL INNER SILL COVERS

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5147550	Removing and installing or replacing both rear door acces	4	4	\$49.00	\$0.00
Part	51477014608	FRONT RIGHT SILL STRIP	1	1	\$10.30	\$4.12
Part	51167002397	Lock f center armrest covers	1	1	\$19.60	\$7.84
Part	51477014607	FRONT LEFT SILL STRIP	1	1	\$10.30	\$4.12
Labor	5147520	Removing and installing or replacing both front door acce	1	1	\$12.25	\$0.00

Totals: Total Value Paid: 101.45 Total Handling Value Paid: 16.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 117.53

Paid To Dealer for Claim: 1,292.13

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 17,742
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/12/2005	AG Dealer Code: 96425
Repair Entry Date: 04/14/2005	

Defect Code: 1042023500

Defect Description: Transition to idling speed after disengaging clutch/neutral under all operating conditions uneven ru

Defect Dealer Comments: CUSTOMER STATES CAR SEEMS TO HAVE LACK OF POWER LIGHT COMES ON CANNOT ACCELERATE CALL BMW \ \ INCREASED MIN. VALVE OPENING AND IDLE SPEED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$49.08	\$0.00

Totals: Total Value Paid: 49.08 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 49.08

Defect Code: 3521063700

Chassis Number : D [REDACTED]

Defect Description: Brake pedal rubber loose

Defect Dealer Comments: CUSTOMER STATES BRAKE PEDAL RUBBER KEEPS FALLING OFF \ \ R/R RUBBER BRAKE PEDAL PAD

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3599000	WT.35 SECTION	3	3	\$36.81	\$0.00
Part	35211160421	Rubber pad	1	1	\$2.70	\$1.08

Totals: Total Value Paid: 39.51 Total Handling Value Paid: 1.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 40.59

Paid To Dealer for Claim: 89.67

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 16,410
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/06/2005	AG Dealer Code: 96425
Repair Entry Date: 01/11/2005	

Defect Code: 0061060200

Defect Description: SIB #61-03-04 LBL CODE 420 PGM CONTROL UNITS ON E65/E66 FROM START OF PRODUCTION TO 01/20/2004

Defect Dealer Comments: RECALL 61-03-04 0061060200 \ \ COMPLETE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0055512	PROGRAM CONTROL UNITS	10	10	\$122.70	\$0.00

Totals: Total Value Paid: 122.70 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 122.70

Paid To Dealer for Claim: 122.70

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 16,410
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/06/2005	AG Dealer Code: 96425
Repair Entry Date: 01/11/2005	

Defect Code: 0017200100

Defect Description: SIB #17-01-04 LBL CODE 393 TRANS COOLER LINE BRACKET ON E65/E66 N62 ENG START OF PROD THRU 01/2003

Defect Dealer Comments: RECALL17-01-04 0017200100 \ \ COMPLETE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	17227525819	Spacer sleeve	1	1	\$1.46	\$0.58
Part	17227531322	BRACKET OIL PIPE	1	1	\$1.85	\$0.74
Labor	0054944	CK.COOLER LINES+INSTALL BRACKET	3	3	\$36.81	\$0.00
Part	07119903994	Hex bolt with washer	1	1	\$0.22	\$0.09
Part	17227519270	BRACKET OIL PIPE	1	1	\$0.45	\$0.18

Totals: Total Value Paid: 40.79 Total Handling Value Paid: 1.59

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 42.38

Paid To Dealer for Claim: 42.38

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 16,410
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/06/2005	AG Dealer Code: 96425
Repair Entry Date: 01/11/2005	

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: CUSTOMER STATES PERFORM SCHEDULED BRAKE FLUID FLUSH \ \ ROAD TESTED AFTER REPAIR - OK!

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	81220142156	BRAKE FLUID	2	2	\$6.20	\$0.00
Labor	0000618	Brake fluid service	5	5	\$61.35	\$0.00

Totals: Total Value Paid: 67.55 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 67.55

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: CUSTOMER STATES WINDSHIELD WIPERS DO NOT CLEAR PROPERLY \ WIPER REFILLS SEPERATING AND NOT CLEARING \ REPLACE WIPER REFILLS CHECKED OPERATION - OK!

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61610154440	WIPER BLADE	2	2	\$5.60	\$0.00
Labor	6161631	REP BOTH WINDSHIELD WIPER BLADE INSERTS+	1	1	\$12.27	\$0.00

Totals: Total Value Paid: 17.87 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 17.87

Defect Code: 64007777MP

Chassis Number : D [REDACTED]

Defect Description: ENG COMPARTMENT MICROFILTERS-MP

Defect Dealer Comments: MICRO-FILTER DUE FOR REPLACEMENT \ \ COMPLETE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	2	2	\$52.00	\$0.00
Labor	0000616	Microfilter service	2	2	\$24.54	\$0.00

Totals: Total Value Paid: 76.54 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 76.54

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: CUSTOMER STATES PERFORM SCHEDULED OIL SERVICE \ \ COMPLETED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000610	Engine oil service	4	4	\$49.08	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	8	8	\$32.00	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$10.50	\$0.00

Totals: Total Value Paid: 91.58 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 91.58

Defect Code: 85990101MP

Defect Description: VEHICLE CHECK

Defect Dealer Comments: VEHICLE CHECK \ \ COMPLETE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000624	Service, vehicle check	6	6	\$73.62	\$0.00

Totals: Total Value Paid: 73.62 Total Handling Value Paid: 0.00

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 73.62

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: STANDARD SCOPE \ \ COMPLETE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$49.08	\$0.00

Totals: Total Value Paid: 49.08 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 49.08

Paid To Dealer for Claim: 376.24

Claim Header:

Claim Number/Status [REDACTED] (Paid)	Mileage: 11,492
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/25/2004	AG Dealer Code: 96425
Repair Entry Date: 03/27/2004	

Defect Code: 5114006800

Defect Description: Badge (BMW/MINI/RR) bonnet/rear lid peels off / detaches itself

Defect Dealer Comments: CUSTOMER STATES HOOD EMBLEM PEELING \ FOUND HOOD EMBLEM PEALING \ REPLACED FRONT HOOD EMBLEM

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51148132375	Badge	1	1	\$8.40	\$3.36
Labor	5114500	R&IORR FRONT BMW EMBLEM+	1	1	\$11.75	\$0.00

Totals: Total Value Paid: 20.15 Total Handling Value Paid: 3.36

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 23.51

Defect Code: 6130242900

Defect Description: Switch/button, multifunction steering wheel (MFL) sticking/jammed

Defect Dealer Comments: CUSTOMER STATES REMOTE INOP INSTALL SOP KEY CUSTOMER TO BRING BACK OLD KEY. \ FOUND MASTER KEY AT FAULT \ REPLACED MASTER KEY AND RECODE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	66120142781	Radio remote control (code)	1	1	\$53.70	\$21.48
Labor	6100550	CHANGE CAR/KEY MEMORY	3	3	\$35.25	\$0.00

Totals: Total Value Paid: 88.95 Total Handling Value Paid: 21.48

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 110.43

Defect Code: 6135920200

Defect Description: E60 E61 E63 E64 E65 E66 Various electrical problems

Defect Dealer Comments: CUSTOMER STATES SRS LAMP IS ON CHECK AND REPORT \ PERFORM RECODE 61 13 02 \ ROAD TESTED AFTER REPAIR - OK!

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054546	PROGR.C.U'S W/CAS+NAV	15	15	\$176.25	\$0.00

Totals: Total Value Paid: 176.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 176.25

Paid To Dealer for Claim: 310.19

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 10,482
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/30/2004	AG Dealer Code: 96425
Repair Entry Date: 02/06/2004	

Chassis Number : D [REDACTED]

Defect Code: 0061790100

Defect Description: E65 E66 Programming control units (lower than I 6.113)

Defect Dealer Comments: PROGRAMMING CONTROL UNITS INCLUDING NAV SYSTEM AND CAS/ZAS.-COMPLETED RECALL-WP#5

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054780	PROGR.WITH NAV+CAS	15	15	\$176.25	\$0.00

Totals: Total Value Paid: 176.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 176.25

Paid To Dealer for Claim: 176.25

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 10,482
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/27/2004	AG Dealer Code: 96425
Repair Entry Date: 02/03/2004	

Defect Code: 0061790100

Defect Description: E65 E66 Programming control units (lower than I 6.113)

Defect Dealer Comments: 61 10 03 LBL CODE 370 CIP PROGRAMMING \ \ COMPLETED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054776	CIP UPDATED ALREADY-NO WORK AT THIS TIME	1	1	\$(11.75)	\$0.00

Totals: Total Value Paid: (11.75) Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): (11.75)

Paid To Dealer for Claim: (11.75)

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 10,482
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/27/2004	AG Dealer Code: 96425
Repair Entry Date: 02/03/2004	

Defect Code: 0061790100

Defect Description: E65 E66 Programming control units (lower than I 6.113)

Defect Dealer Comments: 61 10 03 LBL CODE 370 CIP PROGRAMMING \ \ COMPLETED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054776	CIP UPDATED ALREADY-NO WORK AT THIS TIME	1	1	\$11.75	\$0.00

Totals: Total Value Paid: 11.75 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 11.75

Paid To Dealer for Claim: 11.75

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 10,482
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/27/2004	AG Dealer Code: 96425
Repair Entry Date: 02/03/2004	

Defect Code: 3231151200

Chassis Number : D [REDACTED]

Defect Description: Steering column adjustment, electric permanent failure

Defect Dealer Comments: COLUMN ADJUSTING SWITCH BROKEN S.O.P. \ SWITCH KNOB BROKEN \ REPLACE SWITCH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6131511	R&IORR ADJ DEVICE FOR STEERING COLUMN+	4	4	\$47.00	\$0.00
Part	61316911535	SWITCH ADJUSTER STEERING COLUMN	1	1	\$21.80	\$8.72

Totals: Total Value Paid: 68.80 Total Handling Value Paid: 8.72

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 77.52

Defect Code: 34110038MP

Defect Description: R&R FRONT AND REAR BRAKE ROTORS AT THE SAME TIME - MAINTENANCE PLAN

Defect Dealer Comments: CUSTOMER STATES BRAKES GRINDING \ ROTORS AND PADS UNDER SPECS \ REPLACE FRONT AND REAR PADS AND ROTORS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34356755267	Brake pad wear sensor	1	1	\$7.90	\$5.30
Labor	3411652	Replacing front and rear brake discs	20	20	\$235.00	\$0.00
Part	34216761286	Repair kit, brake pads asbestos-free	1	1	\$46.05	\$37.70
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$60.50	\$49.50
Part	34211166129	Brake disc, ventilated	2	2	\$88.50	\$72.50
Part	34116750267	Brake disc, ventilated	2	2	\$102.70	\$84.30
Part	34356755266	Brake pad wear sensor	1	1	\$7.90	\$5.30

Totals: Total Value Paid: 548.55 Total Handling Value Paid: 254.60

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 803.15

Defect Code: 6577138100

Defect Description: Side airbag, front (driver's side) interruption

Defect Dealer Comments: CUSTOMER STATES SRS WARNING IS ON \ INTEROGATE FAULT MEMORY SPORADIC FAULT STVL SENSOR \ RESET FAULT MEMORY

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D [REDACTED]

Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$47.00	\$0.00
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Totals: Total Value Paid: 47.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 47.00

Paid To Dealer for Claim: 927.67

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 09/29/2003

Repair Entry Date: 10/01/2003

Mileage: 8,259

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 96425

Defect Code: 0065660100

Defect Description: SIB #61-01-03 LABEL CODE 353 CK AND REPL (ZGM) FOR E65/E66 PROD FROM 05/04/2002 TO 06/24/2002

Defect Dealer Comments: 0065660100 61 01 03 RECALL \ \ WP1

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054608	CK.ONLY-ZGM	6	6	\$70.50	\$0.00

Totals: Total Value Paid: 70.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 70.50

Paid To Dealer for Claim: 70.50

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 8,259
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/29/2003	AG Dealer Code: 96425
Repair Entry Date: 10/01/2003	

Defect Code: 0012730100

Defect Description: E65 E66 N62 Replacing ignition coil

Defect Dealer Comments: 0012730100 12 05 03 RECALL \ \ WP1

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054111	CK+REPL.COILS AS NECESSARY	8	8	\$94.00	\$0.00

Totals: Total Value Paid: 94.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 94.00

Paid To Dealer for Claim: 94.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 8,259
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/29/2003	AG Dealer Code: 96425
Repair Entry Date: 10/01/2003	

Defect Code: 5124951400

Defect Description: E65 E66 (with SA 316) Malfunction in automatic trunk lid

Defect Dealer Comments: CUSTOMER STATES TRUNK DOES NOT OPEN/CLOSE PROPERLY \ \ PERFORM HYDRAULIC LINE/CYLINDER UPDATE SIB

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51247134592	Hydraulic cylinder	1	1	\$122.60	\$49.04
Labor	0054691	REPL.HYDRAULIC CYL./LINES	11	11	\$129.25	\$0.00

Totals: Total Value Paid: 251.85 Total Handling Value Paid: 49.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 300.89

Defect Code: 6135920200

Defect Description: E60 E61 E63 E64 E65 E66 Various electrical problems

Defect Dealer Comments: CUSTOMER STATES:THERE IS A LOUD POPPING/CRACKING TYPE SOUND HEARD FROM PASSENGER FRONT SPEAKER IN MOST I-DRIVE \ \ RECODE VEHICLE AS PER 6113 02

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054546	PROGR.C.U'S W/CAS+NAV	18	18	\$211.50	\$0.00

Totals: Total Value Paid: 211.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 211.50

Defect Code: 6138001400

Defect Description: Control module (micro) power module (MPA) / closed-circuit current shutdown occasional malfunction

Defect Dealer Comments: ADDITIONAL PROGRAMMING TIME \ \ POWER MODULE WOULD NOT CODE,RECODE USING SPECIAL MEASURES

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100815	Additional work after programming/ encoding abort for 1	7	7	\$82.25	\$0.00

Totals: Total Value Paid: 82.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 82.25

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Chassis Number : D [REDACTED]

Defect Dealer Comments: CUSTOMER STATES:WIPERS STREAK \ \ REPLACE REFILLS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6161631	REP BOTH WINDSHIELD WIPER BLADE INSERTS+	1	1	\$11.75	\$0.00
Part	61618265555	Wiper rubber	2	2	\$11.90	\$11.90

Totals: Total Value Paid: 23.65 Total Handling Value Paid: 11.90

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 35.55

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: PERFORM BMW OIL SERVICE \ \ OIL SERVICE COMPLETED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$25.65	\$10.35
Labor	0000105	Service - standard scope	4	4	\$47.00	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$5.00	\$5.00
Labor	0000610	Engine oil service	4	4	\$47.00	\$0.00

Totals: Total Value Paid: 124.65 Total Handling Value Paid: 15.35

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 140.00

Paid To Dealer for Claim: 770.19

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 4,027
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 02/10/2003	AG Dealer Code: 96425
Repair Entry Date: 02/12/2003	

Chassis Number : D [REDACTED]

Defect Code: 4163004100

Defect Description: Fuel filler flap (including cover bowl) poorly adapted/fitted

Defect Dealer Comments: CUSTOMER STATES:GAS DOOR IS LOOSE AND DOES NOT CLOSE PROPERLY.----TECHNICIAN VERIFIED COMPLAINT AND FOUND FAILURE IN GAS DOOR HINGE ASSEMBLY----REPLACE HINGE ASSEMBLY AND RECHECK OPERATION,OK AT THIS TIME

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51177003915	Cover pot	1	1	\$24.40	\$9.76
Part	51177044256	Plug	4	4	\$1.20	\$0.48
Labor	5199000	WT.51 SECTION	8	8	\$94.00	\$0.00

Totals: Total Value Paid: 119.60 Total Handling Value Paid: 10.24

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 129.84

Paid To Dealer for Claim: 129.84

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 2,652
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/24/2002	AG Dealer Code: 96425
Repair Entry Date: 00/00/0000	

Defect Code: 1214151100

Defect Description: Component, DME control unit occasional failure

Defect Dealer Comments: CUSTOMER STATES:ENGINE WILL NOT START AT TIMES AT FIRST START UP/ENGINE COLD.---CUSTOMER HAS TO KEEP PRESSING START BUTTON IN ORDER TO GET ENGINE TO START--CUSTOMER DOES NOT HEAR ENGINE CRANK----AS PER JOB 1, RECODE ALL CONTROL UNITS AS PER BULLETIN---09-05-01---RECHECK OPERATION OF ALL VEHICLE FUNCTIONS,ALL OK AT THIS TIME.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D [REDACTED]

Labor	6100810	PROGR.C.U.'S INCL.CAS/ZAS	6	6	\$70.50	\$0.00
Labor	6100816	Additional work after programming/ encoding abort for 2	6	6	\$70.50	\$0.00
Labor	6100815	Additional work after programming/ encoding abort for 1	7	7	\$82.25	\$0.00
Labor	6100561	Entering settings in car&key memory	1	1	\$11.75	\$0.00
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$23.50	\$0.00
Labor	6100870	Initialising all systems	5	5	\$58.75	\$0.00

Totals: Total Value Paid: 317.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 317.25

Defect Code: 6577060200

Defect Description: Airbag control module/safety electronics Software error / internal device fault

Defect Dealer Comments: CUSTOMER STATES:SRS LIGHT IS ON.--TECH FOUND INTERNAL EQUIPMENT ERROR IN MODULE----REPLACE SIM MODULE AND REPROGRAM. SEE JOB 2 FOR REPROGRAMMING.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	65776922463	Safety information module	1	1	\$369.50	\$147.80
Labor	6577701	Replacing safety information module	5	5	\$58.75	\$0.00

Totals: Total Value Paid: 428.25 Total Handling Value Paid: 147.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 576.05

Paid To Dealer for Claim: 893.30

Warranty Vehicle Inquiry

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Thu Oct 13 12:23:06 EDT 2011

D [REDACTED] **CONFIDENTIAL**

Vehicle Data

VIN: WBAGN63402D [REDACTED]	Davis #: N/A
Chassis Number: D [REDACTED]	TCU MIN:
Line Make: 01 - BMW	Vehicle Production Date: 2002/07
Model Year: 2002	Motor Type: N62
AG Model Code/Desc: GN63 - 745LI US	Platform/Engineering Series: E66
NA Model Code/Desc: 0279 - 745Li	Wholesale Center ID/Loc: 25770-01
Exterior Trim Code: 475 - Black Sapphire Metallic	Wholesale Date: 08/09/2002
Interior Color Code: U6SW - Black Nasca Leather	Retail Center ID/Loc: 25770-01
MSRP: \$80,395.00	Retail Date: 08/29/2002
	In-Service Date: 08/29/2002

New Vehicle Warranty Info

No Coverage As Of: 08/29/2008

Expiration Mileage: 100,000

Open Campaign Information

Campaign Code	Campaign Description
0034910100	Ck Brake Booster line N62, B34 04 10

Option Information

Code	Description	Code	Description
0ZAR	Adaptive Ride Package	0ZCV	Convenience Package
0ZLS	Luxury Seating Package	0ZPS	Premium Sound Package
0205	STEPTRONIC automatic trans.	0248	Heated Steering Wheel

Chassis Number : D [REDACTED]

0415	Power rear sunshade	0416	Rear sunshades
0438	Dark Poplar Wood trim	0508	Park Distance Control
0AAC	100% OPTIONS	0ZFA	First aid kit

Customer Information

Name (First/Last):

Address:

Contract/Service Program Information

Type	Program Code/Desc	Contract Number/Status	Eff Date	Enrollment Date	No Coverage As Of	Exp Age (Mth)	Exp Odometer (Miles)	Retail Center	Center Name	Vendor Code Used	Contract Holder (First/Last)
MP	0000000119 - MP 36 MO/036K MLS	0000000 EXPIRED	08/29/2002	08/29/2002	08/29/2005	36	36,000	25770	Wide World BMW	MP	

Repair History (Claims)

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 74,483
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 223572
Repair Order Date: 06/09/2008	AG Dealer Code: 21390
Repair Entry Date: 07/16/2008	

Defect Code: 11009999WR

Defect Description: GW RENTAL - "ONLY"

Defect Dealer Comments: RENTAL CARE PROGRAM F 74483 RENTAL GOODWILL PROVIDED BY BEVERLY HILLS BMW. SUBLET \$ 106.09 FOR 2 DAY RENTAL FROM PLATINUM RENTAL CAR COST 49.00 +TAX INVOICE # 2557. RENTAL FOR TRANSMISSION SAFETY AND PROGRAMMING.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$106.09	\$0.00

Totals: Total Value Paid: 106.09 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 106.09

Paid To Dealer for Claim: 106.09

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 74,483
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/09/2008	AG Dealer Code: 21390
Repair Entry Date: 06/19/2008	

Defect Code: 11410048R7

Defect Description: OIL PUMP/OIL-VACUUM PUMP LEAKING

Defect Dealer Comments: CUSTOMER STATES OIL LEAKING ON ENGINE AREA F 74483 CHECKED FOR OIL LEAKS. RACKED CAR AND REMOVED SPLASH PANEL . FOUND OIL FILTER HOUSING CAP TO BE WARPED AND DEFECCTIVE. REPLACE DEFECTIVE OIL FITER CAP.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11427521353	OIL FILTER COVER	1	1	\$15.30	\$6.12

Totals: Total Value Paid: 15.30 Total Handling Value Paid: 6.12

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 21.42

Defect Code: 12130012R7

Defect Description: COIL FAILED

Defect Dealer Comments: CK ENG LT CAME ON DISPLAY.CK FUNCTION OF DME.FND FAULT FOR MISFIRE CYL 1.PERF TEST PLAN. CK ALL COILS FOR BREMI INSTALLED. THEY WERE ALL BOSCH COILS. OK.CK FUEL PRESS = 3.2 BAR. OK. R/I SPARK PLUG # 1.CK COIL.REPLACE COIL #1 SPARK PLUG #1 BADLY FOULED DUE TO DEFECTIVE COIL.REPL.SPARK PLUG.SUBSEQUENT DAMAGE.CLEAR FAULTS

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	12131712219	Ignition coil	1	1	\$23.04	\$9.22
Labor	1212521	REP ALL SPARK PLUGS (W/1100005/6 & 0000400)+	8	8	\$117.68	\$0.00
Labor	1213511	REP IGNITION COIL (WITH 1213009)	1	1	\$14.71	\$0.00
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$29.42	\$0.00
Part	12129071003	Spark plug, High Power	1	1	\$9.53	\$3.81

Totals: Total Value Paid: 194.38 Total Handling Value Paid: 13.03

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 207.41

Defect Code: 24002160R7

Defect Description: AUTO TRANS SHIFT-TOO LATE

Defect Dealer Comments: Recommendation 6/3/08 2:44 PM EST Scott Leatherman Replace trans.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	2499000	WT 24 SECTION	8	8	\$117.68	\$0.00
Labor	2400543	Installing exchange transmission	74	74	\$1,088.54	\$0.00
Sublet	4	OIL,LUBRICANTS ETC			\$80.31	\$0.00
Part	17211742636	O-ring	2	2	\$0.94	\$0.38
Part	18107523805	Collar nut	4	4	\$5.96	\$2.38
Part	24007521144	Rmfd automatic transmission EH	1	1	\$3,400.00	\$1,360.00
Part	61131377134	Cable strap	6	6	\$2.70	\$1.08
Labor	6100801	Programming/encoding control unit(s) (not including CAS)	7	7	\$102.97	\$0.00

Totals: Total Value Paid: 4,799.10 Total Handling Value Paid: 1,363.84

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 6,162.94

Defect Code: 51160665R7

Defect Description: REAR ASHTRAY DOES NOT LOCK INTO POSITION

Defect Dealer Comments: CUSTOMER STAETS LT REAR DOOR ASHTRAY WONT OPEN OR CLOSE F 74483 REPLACE DEFECTIVE LEFT REAR DOOR ASHTRAY HOUSING

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5142540	Removing and installing or replacing finisher for ashtray	2	2	\$29.42	\$0.00
Part	51427023899	Ashtray finisher, left	1	1	\$70.01	\$28.00

Totals: Total Value Paid: 99.43 Total Handling Value Paid: 28.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 127.43

Defect Code: 51164052R7

Defect Description: HINGED BOX LOCK, FRONT CENTRE ARMREST NOT OPENING

Defect Dealer Comments: CUSTOMER STAETS CENTER BUTTON INOP WONT OPEN 74483 R AND R CENTER CONSOL BOX TO DISASSEMBLE BOX TO REPLACE DEFECTIVE LOCK BUTTONS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51167002397	Lock f center armrest covers	1	1	\$24.65	\$9.86

Totals: Total Value Paid: 24.65 Total Handling Value Paid: 9.86

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 34.51

Defect Code: 51331229R7

Defect Description: WINDOW REGULATOR, FRONT STICKING/JAMMED

Defect Dealer Comments: CUSTOOMER STAETS RT FRONT WINDOW MAKING NOISE WHEN ROLL DOWN F 74483 CHECKED FUNCTION OF RIGHT FRONT WINDOW. I REMOVED DOOR PANEL AND MOISTURE BARRIER. I FOUND REGULATOR TO BE BINDING. I TRIED LUBRICCATING REGULATOR. STILL BINDING. REPLACED DEFECTIVE WINDOW REGULATOR. INITIALISE WINDOW.....PAY TECH 166

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51337202480	ELECTR.WINDOW LIFTER FRONT RIGHT	1	1	\$156.13	\$62.45
Labor	5133503	Replacing electrical window regulator in left or right fro	17	17	\$250.07	\$0.00

Totals: Total Value Paid: 406.20 Total Handling Value Paid: 62.45

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 468.65

Chassis Number : D [REDACTED]

Paid To Dealer for Claim: 7,022.36

Claim Header:

Claim Number/Status: [REDACTED] Paid)	Mileage: 73,473
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 05/05/2008	AG Dealer Code: 21390
Repair Entry Date: 05/06/2008	

Defect Code: 63122312R7

Defect Description: LOW BEAM, XENON LAMP PERMANENT FAILURE

Defect Dealer Comments: CUSTOMER STAETS CHECK RT SIDE PARLING LIGHT CAME OND ISPLAY F 73473 I CHECKED FUNCTION OF RIGHT SIDE HEAD LAMP CONTROL. I CHECKED POWER AND GROUND TO HEADLIGHT . 12 VOLTS, I REMOVED RF LIGHT ASSEMBLY TO REPLACE DEFECTIVE HEAD LIGHT BULB. CLEAR FAULTS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	63217160806	Bulb Xenon light	1	1	\$111.23	\$44.49
Labor	6399582	REP LIGHT BULB FOR RIGHT XENON HEADLIGHT	4	4	\$58.84	\$0.00
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$58.84	\$0.00

Totals: Total Value Paid: 228.91 Total Handling Value Paid: 44.49

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 273.40

Paid To Dealer for Claim: 273.40

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 69,757
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/26/2007	AG Dealer Code: 21390
Repair Entry Date: 11/28/2007	

Defect Code: 6312211200

Defect Description: High beam halogen lamp bulb permanent failure

Defect Dealer Comments: CHECK LT FRONT HIGH BEAM INOP CAME ON DISPLAY LT HIGH BEAM BULB BURNT. 69757 LT HIGH BEAM BULB BURNT. REPLACE LT FRONT HIGH BEAM.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6399002	Replacing halogen light bulb for left high beam headlight	3	3	\$44.13	\$0.00
Part	63217160781	Longlife bulb	1	1	\$6.75	\$2.70

Totals: Total Value Paid: 50.88 Total Handling Value Paid: 2.70

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 53.58

Paid To Dealer for Claim: 53.58

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 68,560
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/15/2007	AG Dealer Code: 21390
Repair Entry Date: 10/17/2007	

Defect Code: 6312181200

Defect Description: Parking lamp bulb permanent failure

Defect Dealer Comments: CHECK LT PARKING LIGHT MALFUNCTION CAME ON DISPLAY PARKING LIGHT BULB OPEN FILAMENT 68560 PARKING LIGHT BULB OPEN FILAMENT CHECK AND FOUND LEFT FRONT PARKING LIGHT INOP CHECK HEAD LIGHT CONNECTION ALL NORMAL. R/I FRONT BUMPER COVER .TO REMOVE HEAD LIGHT ASSAMBLE. AND REPLACE DEFECTIVE PARKING LIGHT

Chassis Number : D [REDACTED]

SOCKET AND BULB.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	63126916097	Bulb, parking light	1	1	\$12.90	\$5.16
Labor	6399132	Replacing lamp bulb for front left side light	14	14	\$205.94	\$0.00

Totals: Total Value Paid: 218.84 Total Handling Value Paid: 5.16

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 224.00

Paid To Dealer for Claim: 224.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 62,618
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/16/2007	AG Dealer Code: 21390
Repair Entry Date: 05/01/2007	

Defect Code: 1213001100

Defect Description: Ignition coil occasional failure

Defect Dealer Comments: CHECK AND RECHARGE BATTERY WARNING LIGHT CAME ON DISPLAY \ CHECK FOR FAULTS FOUND ONE FAULT FOR MISSFIRE CHECK THE COILS AND THEY ARE THE RIGHT ONES BOSCH. CLEARED THE FAULT AND SWITCH THE COIL NIMBER 2 TO 6 AND TEST DROVE TO SEE IF THE FAULT RETURN NOTHING AT THIS TIME DONE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$27.90	\$0.00

Totals: Total Value Paid: 27.90 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 27.90

Defect Code: 6121001200

Chassis Number : D [REDACTED]

Defect Description: Vehicle battery permanent failure

Defect Dealer Comments: CHECK ENGINE WARNING LIGHT CAME ON DISPLAY WARRANTY CODE ALOGG-MKUE5. \ F \ \ 62618 CHECK AND FOUND THE BATTERY WAS BAD FAILED THE TEST I REPLACE THE BATTERY AND RESGERSTERD THE BATTERY AND PERFORME CHARGE AND DRAW TEST ALL FINE AT THIS TIME DONE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6121017	Replacing battery - with registering b	6	6	\$83.70	\$0.00
Part	61217553954	Battery, East Penn (warranty only)	1	1	\$127.95	\$51.18
Labor	6120505	Checking battery with battery tester	2	2	\$27.90	\$0.00

Totals: Total Value Paid: 239.55 Total Handling Value Paid: 51.18

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 290.73

Paid To Dealer for Claim: 318.63

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 62,313
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/02/2007	AG Dealer Code: 21390
Repair Entry Date: 05/01/2007	

Defect Code: 1153011500

Defect Description: Thermostat permanent malfunction

Defect Dealer Comments: CUSTOMR STATES VEHICLE OVERHEATING AND COOLANT LEAKING \ COOLANT TEMP FAULTS IN DME. PREESURE TESTED COOLING SYSTEM FOR 10 MINS AT 20 PSI. UPPER RADIATOR HOSE LEAKING. THIS CAUSED OVER HEAT AND DAMAGE TO THERMOSTAT. R/R T-STAT AND UPPER RADIATOR HOSE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1153500	Removing and installing or replacing coolant thermostat	13	13	\$181.35	\$0.00
Part	11537502779	Thermostat	1	1	\$29.30	\$11.72
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$27.90	\$0.00

Chassis Number : D [REDACTED]

Part	17127508010	Supply hose	1	1	\$48.30	\$19.32
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Totals: Total Value Paid: 286.85 Total Handling Value Paid: 31.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 317.89

Defect Code: 5121007900

Defect Description: Rotary latch lock/system lock, front incorrect connection /contact

Defect Dealer Comments: CUSTOMER STATES DOOR WONT LOCK WHEN DRIVE OFF \ CHECKED FUNCTION OF DRIVE AWAY LOCKS . NONE. TRIED PROGRAMMING CAR KEY MEMORY. IT STILL WOULD NOT LOCK. CHECKED STAUUS OF LOCKING SYSTEM. ALL INPUTS AND OUTPUTS ARE GOOD. PUMA CASE # 9164818. PERSONALIZATION # OF KEY. FOUND 15. SET TO #2. 5199000 6 FRU CHECKING OPERATION OF LOCKING SYST. CHANGING P.# OF KEY.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5199000	WT.51 SECTION	6	6	\$83.70	\$0.00

Totals: Total Value Paid: 83.70 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 83.70

Paid To Dealer for Claim: 401.59

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 62,228
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/30/2007	AG Dealer Code: 21390
Repair Entry Date: 04/11/2007	

Defect Code: 1711024800

Defect Description: Radiator compensating tank leaking

Defect Dealer Comments: CUSTOEMR STATES CHECK COOLANT LIGHT DISPLAY AND LEAKING \ EXPANSION TANK LEAKING. SUBSEQUENT DAMAGE TO RADIATOR CAP. PRESSURE TEST COOLING SYSTEM AT 20 PSI FOR 10 MINS. FOUND COOLANT RESEVOIR LEAKING AND SUBSEQUENT DAMAGE TO RADIATOR CAP. REPLACE DEFECTIVE CAP AND EXPANSION TANK. PRESSURE TEST AGAIN AT 20PSI OKAY.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	17137543003	Cooling water expansion tank	1	1	\$42.90	\$17.16
Part	17111742231	Radiator cap	1	1	\$8.65	\$3.46
Labor	1711550	Removing and installing or replacing coolant expansion ta	3	3	\$41.85	\$0.00
Labor	1700009	CHK COOLING SYSTEM FOR LEAKS WITH TESTER	4	4	\$55.80	\$0.00

Totals: Total Value Paid: 149.20 Total Handling Value Paid: 20.62

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 169.82

Paid To Dealer for Claim: 169.82

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 57,087
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/24/2006	AG Dealer Code: 21390
Repair Entry Date: 10/27/2006	

Defect Code: 5146052900

Defect Description: Roller sun blind / curtain, rear door window sticking/jammed

Defect Dealer Comments: CUSTOMR STATES LT REAR QUATER GLASS SHADE INOP STUCK \... \ CHECK FUNCTION OF LFT REAR 1/4 GLASS SHADE. FOUND SHADE TO BE JAMMED. REMOVED LR DOOR PANEL TO CHECK SHADE. FOUND SHADE TO BE DEFECTIVE. REPLACE LR 1/4 GLASS SUNSHADE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51168240519	Roller sun screen,triangular window left	1	1	\$102.00	\$40.80
Labor	5116400	R+R SIDE FIXED WINDOW BLIND	7	7	\$97.65	\$0.00
Part	51167013105	Cover, sun blind, rear left	1	1	\$26.30	\$10.52

Totals: Total Value Paid: 225.95 Total Handling Value Paid: 51.32

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 277.27

Paid To Dealer for Claim: 277.27

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 56,817
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/17/2006	AG Dealer Code: 21390
Repair Entry Date: 10/25/2006	

Defect Code: 1614031800

Defect Description: Level sensor, fuel tank, right incorrect/incomplete reading

Defect Dealer Comments: CUST STATE THE FUEL TANK WILL BE FILLED BUT COMPUTER STILL SHOW EMPTY \ RIGHT SIDE FUEL SENDING UNIT DEFECTIVE \ \ CHECKED FUNCTION OF CLUSTER. FOUND 9318 AS PER BULL# 16 03 05, CHECKED RESISTENCE OF BOTH FUEL SENDER UNITS THROUGH CLUSTER TEST. FOUND RS SENDING UNIT TO BE DEFECTIVE CK RESISTENCE OF BOTH SENDING UNITS. FOUND RS TO BE READING 4700HMS. LS READ 450 OHMS.REPL DEFECT RS SENDING U & CLR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$27.90	\$0.00
Part	16117183795	RIGHT FUEL LEVEL SENSOR	1	1	\$36.95	\$14.78
Labor	1612505	R+R BOTH FUEL LEVEL SENDERS	8	8	\$111.60	\$0.00

Totals: Total Value Paid: 176.45 Total Handling Value Paid: 14.78

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 191.23

Defect Code: 5133123900

Defect Description: Power window, front unpleasant noises

Defect Dealer Comments: CUST STATES THE PASS FRONT WINDOW MAKES NOISE WHEN GOING UP AND DOWN. THE INITIALIZATION MESS COMES UP ON CLUSTER \ RIGHT FRONT WINDOW REGULATOR DEFECTIVE. \ \ CHECK FUNCTION OF RF WINDOW. NO FAULTS. FOUND RF WINDOW SLOW IN GOING UP. REMOVED RF DOOR PANEL. AND MOISTURE BARRIER.CK PWR&GRND TO MOTOR. 12 VOLT REG IS BINDING. REPL DEFECT REG.CLR FLTS & INITIALISED WINDOW. LF FRT REG.REPL DLR 96271 RO

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51337138862	ELECTR.WINDOW LIFTER FRONT RIGHT	1	1	\$121.30	\$48.52
Labor	5133003	Replacing electrical window regulator in left or right fro	19	19	\$265.05	\$0.00
Part	51417025647	Cover plug	1	1	\$2.35	\$0.94

Totals: Total Value Paid: 388.70 Total Handling Value Paid: 49.46

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 438.16

Paid To Dealer for Claim: 629.39

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 53,239
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 05/26/2006	AG Dealer Code: 21390
Repair Entry Date: 06/08/2006	

Defect Code: 5116427800

Defect Description: Interior strip/trim cover/knee pads, centre console/centre armrest, front poor surface finish

Defect Dealer Comments: CUSTOMER STATES CENTER CONSOLE KNOB PEELING \ FAULTY CONSOLE BUTTON \ \ REPLACE THE CENTER CONSOLE BUTTONS OLD ONES PEELING R AND R THE CENTER CONSOLE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51167002397	Lock f center armrest covers	1	1	\$19.60	\$7.84
Labor	5116190	Removing and installing/replacing lock cylinder in cen	17	17	\$237.15	\$0.00

Totals: Total Value Paid: 256.75 Total Handling Value Paid: 7.84

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 264.59

Chassis Number : D [REDACTED]

Paid To Dealer for Claim: 264.59

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 48,394
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/20/2006	AG Dealer Code: 21390
Repair Entry Date: 01/30/2006	

Defect Code: 0061410200

Defect Description: SIB #65-33-05 LBL 460 PGM CNTL UNITS FOR AIRBAG WARNING LAMP

Defect Dealer Comments: S I B 72 11 05 LBL CODE 460 \ OPEN CAMPAIGN, SIB 72 11 05. OPEN CAMPAIGN WORK PACKAGE #2 \ \ 48394 REPRGRAM CAR WITH CIP 20.1.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0056720	Program control units	11	11	\$153.45	\$0.00

Totals: Total Value Paid: 153.45 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 153.45

Paid To Dealer for Claim: 153.45

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 48,394
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/20/2006	AG Dealer Code: 21390
Repair Entry Date: 01/30/2006	

Chassis Number : D [REDACTED]

Defect Code: 0012100200

Defect Description: SIB #12-13-05 RECALL 05E-A01 BREMI IGN COILS REPLACEMENT

Defect Dealer Comments: S I B 12 13 05 RECALL 05E-A01 \ OPEN CAMPAIGN, SIB 12 13 05 CAMPAIGN ENTER VIA CLAIM ENTRY. \ \ 48394 REPLACE ALL COILS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	12131712219	Ignition coil	8	8	\$132.40	\$52.96
Labor	0056689	Checking all ignition coils and.....replacing if necessa	5	5	\$69.75	\$0.00

Totals: Total Value Paid: 202.15 Total Handling Value Paid: 52.96

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 255.11

Defect Code: 3112073900

Defect Description: Rubber/hydraulic mount, tension strut/compression strut (inner) unpleasant noises

Defect Dealer Comments: CUSTOEMR STATES CLUNKING ON STEERING WHEEL WHEN APPLY BRAKE \ DEFECTIVE BUSHINGS \ \ 48394 REPLACE DEFECTIVE FRONT BRAKE REACTION BUSHINGS STRUTS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	31126765993	Tension strut with hydraulic mount, left	1	1	\$92.40	\$36.96
Part	31106755474	Flange nut with washer	2	2	\$2.20	\$0.88
Labor	3112080	R&IORR BOTH PULL STRUTS	15	15	\$209.25	\$0.00
Part	31126765994	Tension strut with hydraulic mount,right	1	1	\$92.40	\$36.96

Totals: Total Value Paid: 396.25 Total Handling Value Paid: 74.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 471.05

Defect Code: 3411041500

Defect Description: Front brake pad wear sensor permanent malfunction

Defect Dealer Comments: CUSTOMER STATES BRAKE SCRAPING WHEN APPLY \ NOISE FROM BRAKE SENSORS \ \ 48394 SHAMFER BRAKE SENSORS 3420203 R AND R LF AND RR WHEELS TO SHAMFER SENSORS.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3435512	Replacing both brake pad sensors	2	2	\$27.90	\$0.00

Totals: Total Value Paid: 27.90 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 27.90

Paid To Dealer for Claim: 754.06

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 11/16/2005

Repair Entry Date: 11/22/2005

Mileage: 44,736

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 96271

Defect Code: 1178021500

Defect Description: Oxygen control sensor (before catalytic converter) permanent malfunction

Defect Dealer Comments: CUSTOMER STATES CHECK ENGINE LIGHT ON \ CHECK FAULT MEMORY, FAULT 271A O2 SENSOR BEFORE CAT BANK 1 SIGNAL OFFSET. \ REPLACE O2 SENSOR BEFORE CAT BANK 1

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1178533	Replacing right-hand oxygen control sensor	3	3	\$33.75	\$0.00
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$45.00	\$0.00
Part	11787516150	Lambda probe, black	1	1	\$96.25	\$38.50

Totals: Total Value Paid: 175.00 Total Handling Value Paid: 38.50

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 213.50

Defect Code: 5133123900

Defect Description: Power window, front unpleasant noises

Chassis Number : D [REDACTED]

Defect Dealer Comments: CUST REPORT DRIVER'S WINDOW MAKES NOISE WHEN OPERATES. \ DRIVERS WINDOW REGULATOR NOISEY. \ REPLACE DFRIVERS WINDOW REGULATOR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5133503	Replacing electrical window regulator in left or right fro	17	17	\$191.25	\$0.00
Part	51337138861	ELECTR.WINDOW LIFTER FRONT LEFT	1	1	\$121.30	\$48.52

Totals: Total Value Paid: 312.55 Total Handling Value Paid: 48.52

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 361.07

Defect Code: 5210421500

Defect Description: Drive unit, active seat permanent malfunction

Defect Dealer Comments: CUSR REPORT FRT. RIGHT SEAT DOESN'T WORK. \ PASSENGER SEAT BLADDER LEAKED AND DAMAGED SEAT CONTROL UNIT \ REPLACED SEAT BLADDER REPLACED SEAT CONTROL UNIT AND PROGRAMED COMPLETE VEHICLE RESET STEERING ANGLE AND TIRE MONITORING.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6135582	Replacing control module/module for left or right seat a	4	4	\$45.00	\$0.00
Labor	6100801	Programming/encoding control unit(s) (not including CAS)	7	7	\$78.75	\$0.00
Labor	5217525	Removing and installing or replacing drive for active sea	15	15	\$168.75	\$0.00
Part	61356927279	Seat module	1	1	\$166.30	\$66.52
Part	52107045007	Drive unit, active seat	1	1	\$473.70	\$189.48

Totals: Total Value Paid: 932.50 Total Handling Value Paid: 256.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,188.50

Paid To Dealer for Claim: 1,763.07

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid) Claim Center ID: [REDACTED] Repair Order Number: [REDACTED] Repair Order Date: 11/03/2004 Repair Entry Date: 11/05/2004	Mileage: 38,180 Davis #: N/A Authorization Number: 0 AG Dealer Code: 10695
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Defect Code: 0061060200

Defect Description: SIB #61-03-04 LBL CODE 420 PGM CONTROL UNITS ON E65/E66 FROM START OF PRODUCTION TO 01/20/2004

Defect Dealer Comments: PROGRAM CONTROLL UNITS,SIB 610304,LABEL 420 \ UPDATE \ 38180 REPROGRAM COMPLETE VECH PACK 2 10 FR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0055512	PROGRAM CONTROL UNITS	10	10	\$112.50	\$0.00

Totals: Total Value Paid: 112.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 112.50

Paid To Dealer for Claim: 112.50

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid) Claim Center ID: [REDACTED] Repair Order Number: [REDACTED] Repair Order Date: 11/03/2004 Repair Entry Date: 11/05/2004	Mileage: 38,180 Davis #: N/A Authorization Number: 0 AG Dealer Code: 10695
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Defect Code: 1115034800

Defect Description: Valve for crankcase venting leaking

Defect Dealer Comments: C/S CAR SHEAKES WHEN ON \ LEAKING \ 38180 CHECK FAULT MEMROY IN DME FAULT CODES 272C 272D 2747 2749 2742 2744 2746 LEAN MIXTURE FAULTS BANK 1 AND 2' CYL MISFEIRE 1 2 3 4 6 REP

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11127547058	Repair kit, pressure regulating valve	2	2	\$15.10	\$6.04
Labor	1300002	CHK FUNCTION OF DIGITAL MOTOR ELECTRONICS (DME)	5	5	\$56.25	\$0.00
Labor	1115530	Sealing/replacing both control valves for engine venting	4	4	\$45.00	\$0.00

Totals: Total Value Paid: 116.35 Total Handling Value Paid: 6.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 122.39

Paid To Dealer for Claim: 122.39

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 32,503
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/26/2004	AG Dealer Code: 10695
Repair Entry Date: 07/28/2004	

Defect Code: 0017200100

Defect Description: SIB #17-01-04 LBL CODE 393 TRANS COOLER LINE BRACKET ON E65/E66 N62 ENG START OF PROD THRU 01/2003

Defect Dealer Comments: TRANSM.OILCOOLERBRACKET,SIB 170104 \ UPDATE \ 32503 INSTALL OIL COOLER LINE BRACKET PACK 1 3 FR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	17227531322	BRACKET OIL PIPE	1	1	\$1.85	\$0.74
Part	17227525819	Spacer sleeve	1	1	\$1.46	\$0.58
Labor	0054944	CK.COOLER LINES+INSTALL BRACKET	3	3	\$33.75	\$0.00
Part	17227519270	BRACKET OIL PIPE	1	1	\$0.46	\$0.18
Part	07119903994	Hex bolt with washer	1	1	\$0.22	\$0.09

Totals: Total Value Paid: 37.74 Total Handling Value Paid: 1.59

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 39.33

Paid To Dealer for Claim: 39.33

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 25,690
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/11/2004	AG Dealer Code: 10695
Repair Entry Date: 03/19/2004	

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: PERFORM BRAKE FLUSH / 4 MONTHS SHOWING. \ BRAKEFLUIDFLUSH \ 25690 CHANGED FLUID

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	81220142156	BRAKE FLUID	1	1	\$1.86	\$1.24
Labor	0000618	Brake fluid service	5	5	\$56.25	\$0.00

Totals: Total Value Paid: 58.11 Total Handling Value Paid: 1.24

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 59.35

Defect Code: 6131713700

Defect Description: Gear selector switch (lever) loose

Defect Dealer Comments: C/S THE SHIFTER HANDLE IS LOOSE. \ LOOSE \ 25690 REPLACED SHIFTER HANDLE-COVER WAS SEPERATING

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61316927887	Gear selector switch	1	1	\$82.15	\$32.86
Labor	6131761	Removing and installing or replacing gear change switch	3	3	\$33.75	\$0.00

Chassis Number : XXXXXXXXXX

Totals: Total Value Paid: 115.90 Total Handling Value Paid: 32.86

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 148.76

Defect Code: 6135920200

Defect Description: E60 E61 E63 E64 E65 E66 Various electrical problems

Defect Dealer Comments: C/S THE NAVIGATION IS INOP. NO DISPLAY OF THE MAP. \ CODE UNITS \ 25690 HOOK UP GT1-PERFORM SYSTEM TEST START CIP ,PROGRAMMED CONTROL UNITS,CODED ENTIRE CAR. ASK WOULD NOT ENCODE PERFORMED SPECIAL MEASURES

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054545	PROGR.C.U'S W/CAS	12	12	\$135.00	\$0.00

Totals: Total Value Paid: 135.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 135.00

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: Replacing both windshield wiper rubbers \ WORN \ 25690 REPL INSERTS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61610154440	WIPER BLADE	2	2	\$2.80	\$2.80
Labor	6161631	REP BOTH WINDSHIELD WIPER BLADE INSERTS+	1	1	\$11.25	\$0.00

Totals: Total Value Paid: 14.05 Total Handling Value Paid: 2.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 16.85

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: PEROFRM OIL SERVICE / -1300 MILES SHOWING. \ OILSERVICE \ 25690 OIL SERVICE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$25.65	\$10.35

Chassis Number : D [REDACTED]

Part	82141468858	WINDSHIELD WASHER FLUID	12	12	\$16.80	\$11.40
Labor	0000610	Engine oil service	4	4	\$45.00	\$0.00
Labor	0000105	Service - standard scope	4	4	\$45.00	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$5.05	\$5.05

Totals: Total Value Paid: 137.50 Total Handling Value Paid: 26.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 164.30

Paid To Dealer for Claim: 524.26

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 22,463
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/08/2004	AG Dealer Code: 25770
Repair Entry Date: 01/10/2004	

Defect Code: 6131271500

Defect Description: Coolant level switch permanent malfunction

Defect Dealer Comments: C/S POWER STEERING/SUSPENSION FAULT DISPLAYED ON CHECK CONTROL \ TOW TO SHOP-OVER HEAT-TEST-REPL. COOLANT LEVEL SWITCH-ERRONEOUS READINGS-FIND LOW ON POWER STEERING FLUID-TOP UP \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$47.00	\$0.00
Part	17117506601	LEVELLING SWITCH	1	1	\$14.45	\$5.78
Labor	6131940	REP COOLANT LEVEL SWITCH+	1	1	\$11.75	\$0.00

Totals: Total Value Paid: 73.20 Total Handling Value Paid: 5.78

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 78.98

Paid To Dealer for Claim: 78.98

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 20,764
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/11/2003	AG Dealer Code: 10695
Repair Entry Date: 12/23/2003	

Defect Code: 0061790100

Defect Description: E65 E66 Programming control units (lower than I 6.113)

Defect Dealer Comments: update pack 5 15 fr

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054780	PROGR.WITH NAV+CAS	15	15	\$168.75	\$0.00

Totals: Total Value Paid: 168.75 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 168.75

Paid To Dealer for Claim: 168.75

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 20,764
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: 159231	Authorization Number: 0
Repair Order Date: 12/11/2003	AG Dealer Code: 10695
Repair Entry Date: 12/23/2003	

Defect Code: 5124951400

Chassis Number : D

Defect Description: E65 E66 (with SA 316) Malfunction in automatic trunk lid

Defect Dealer Comments: CUST STATES AUTO OPENNING AND CLOSING ON TRUNK INOP INSTALL S/O HOSE KIT \ LEAKING \ 20764 REPLACE HOSES FOR PUMP

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51247134592	Hydraulic cylinder	1	1	\$122.60	\$49.04
Labor	0054691	REPL.HYDRAULIC CYL./LINES	11	11	\$123.75	\$0.00

Totals: Total Value Paid: 246.35 Total Handling Value Paid: 49.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 295.39

Defect Code: 6577060200

Defect Description: Airbag control module/safety electronics Software error / internal device fault

Defect Dealer Comments: srs lite on check system check for faults fault c 93d9 in sim check power and ground clear came back repl.sim odule

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3234000	DIAGNOSIS-AIRBAG SYSTEM (SRS)	3	3	\$33.75	\$0.00
Labor	6577701	Replacing safety information module	5	5	\$56.25	\$0.00
Labor	6100805	Additional work after programming/ encoding abort for 1	6	6	\$67.50	\$0.00
Part	65776929551	Safety information module	1	1	\$369.50	\$147.80

Totals: Total Value Paid: 527.00 Total Handling Value Paid: 147.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 674.80

Defect Code: 6763034800

Defect Description: Pump, windshield cleaning system leaking

Defect Dealer Comments: fluid leak under car check repl.leaking washer pump

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	67128377612	WASH PUMP/FLUID CONTAINER	1	1	\$19.85	\$7.94
Labor	6171590	R&I ORR WINDSHIELD WASHER FLUID PUMP+	5	5	\$56.25	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 76.10 Total Handling Value Paid: 7.94

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 84.04

Paid To Dealer for Claim: 1,054.23

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 18,670
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/23/2003	AG Dealer Code: 10695
Repair Entry Date: 10/28/2003	

Defect Code: 34117777MP

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: CAR DISPLAY SHOWS BRASKE LININGS WORN TO MINIMUM \ WORN \ 18670 REPLACE FRONT BRAKE PADS AND SENSOR RESET CBS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34356755266	Brake pad wear sensor	1	1	\$7.90	\$5.30
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$60.50	\$49.50
Labor	0000612	Service, front brakes	7	7	\$78.75	\$0.00
Labor	0000105	Service - standard scope	4	4	\$45.00	\$0.00

Totals: Total Value Paid: 192.15 Total Handling Value Paid: 54.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 246.95

Defect Code: 34217777MP

Defect Description: REAR BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: REPLACE WORN TREAR BRAKE PADS \ WORN \ 18670 REPLACE REAR BRAKE PADS AND SENSOR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D [REDACTED]

Labor	0000614	Service, rear brakes	9	9	\$101.25	\$0.00
Part	34216761286	Repair kit, brake pads asbestos-free	1	1	\$46.05	\$37.70
Part	34356755267	Brake pad wear sensor	1	1	\$7.90	\$5.30

Totals: Total Value Paid: 155.20 Total Handling Value Paid: 43.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 198.20

Paid To Dealer for Claim: 445.15

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 13,577
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/08/2003	AG Dealer Code: 10695
Repair Entry Date: 08/13/2003	

Defect Code: 6135621500

Defect Description: Remote control key/ID transmitter permanent malfunction

Defect Dealer Comments: C/S THE MASTER KEY REMOTE IS INOP. SOP \ FAILED \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	66120142781	Radio remote control (code)	1	1	\$53.70	\$21.48

Totals: Total Value Paid: 53.70 Total Handling Value Paid: 21.48

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 75.18

Paid To Dealer for Claim: 75.18

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 13,495
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/06/2003	AG Dealer Code: 10695
Repair Entry Date: 08/12/2003	

Defect Code: 0012730100

Defect Description: E65 E66 N62 Replacing ignition coil

Defect Dealer Comments: IGN.COIL REPLACEMENT,SIB 120503, LABEL \ UPDATE \ 13495 CHECK COIL ALL WERRE GOOD PACK 2 8 FR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	12131712223	Ignition coil	8	8	\$132.40	\$52.96
Labor	0054111	CK+REPL.COILS AS NECESSARY	8	8	\$90.00	\$0.00

Totals: Total Value Paid: 222.40 Total Handling Value Paid: 52.96

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 275.36

Paid To Dealer for Claim: 275.36

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 13,495
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/06/2003	AG Dealer Code: 10695
Repair Entry Date: 08/12/2003	

Defect Code: 3400013900

Defect Description: Front axle brakes - squeaking unpleasant noises

Defect Dealer Comments: C/S BRAKES ARE SQUEAKING. \ NOISY \ 13495 REMOVE LEFT FRONT BRAKE PAD WEAR SENSOR TO REMOVE PLASTIC RIDGE ON SENSOR AS PER 34 202 03 THE SENSOR BROKE WHILE REMOVING REPLACE SE

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3499000	WT.34 SECTION	10	10	\$112.50	\$0.00

Totals: Total Value Paid: 112.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 112.50

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: C/S WIPER STREAK \ WORN \ 13495 REPLACE WIPER4 INSERTS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6161631	REP BOTH WINDSHIELD WIPER BLADE INSERTS+	1	1	\$11.25	\$0.00
Part	61618265555	Wiper rubber	2	2	\$11.90	\$11.90

Totals: Total Value Paid: 23.15 Total Handling Value Paid: 11.90

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 35.05

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: PERFORM FIRST OIL SERVICE AS PER BMW / -3100 MILES \ OILSERVICE \ 13495 OIL SERVICE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$45.00	\$0.00
Labor	0000610	Engine oil service	4	4	\$45.00	\$0.00
Part	82141468858	WINDSHIELD WASHER FLUID	1	1	\$1.40	\$0.95
Part	11427511161	Set oil-filter element	1	1	\$5.00	\$5.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	7	7	\$19.95	\$8.05

Totals: Total Value Paid: 116.35 Total Handling Value Paid: 14.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 130.35

Chassis Number : D [REDACTED]

Paid To Dealer for Claim: 277.90

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 3,329
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 428564
Repair Order Date: 11/27/2002	AG Dealer Code: 25770
Repair Entry Date: 01/21/2003	

Defect Code: 11009999ER

Defect Description: GW RENTAL- "ONLY"

Defect Dealer Comments: PROVIDE ALTERNATE TRANSPORTATION FOR 16 DAYS AT 35.00 DAY. 745 CUSTOMER. CAR IN FOR SRS LIGHT. FAILSAFE MODE, STALLS. SPECIAL MEASURES PERFORMED ETC.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$560.00	\$0.00

Totals: Total Value Paid: 560.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 560.00

Paid To Dealer for Claim: 560.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 3,329
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/27/2002	AG Dealer Code: 25770
Repair Entry Date: 01/10/2003	

Chassis Number : D

Defect Code: 1263119900

Defect Description: Valvetronic relay module/IVM (integrated supply module) Fault code stored in diagnosis fault code me

Defect Dealer Comments: PERFORM IVM CAMPAIGN IF APPLIES. FAILED MODULE. REPLACED FAILED MODULE. CLAIM ENTERED OVER 30 DAYS OLD DUE TO THE FACT THAT THE CUST OUT OF THE COUNTRY. CAR HAS NOT BEEN PICKED UP YET.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1252505	Removing and installing or replacing integrated supply mo	3	3	\$33.00	\$0.00
Part	12527510638	Integrated supply module	1	1	\$42.45	\$16.98

Totals: Total Value Paid: 75.45 Total Handling Value Paid: 16.98

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 92.43

Defect Code: 5146050100

Defect Description: Roller sun blind / curtain, rear door window cracked / broken / torn off

Defect Dealer Comments: C/S WINDOW SHADE P.S REAR FELL OFF DELIVERY. LOOSE SHADE. REMOVED DOOR PANEL, READJUSTED SHADE AND REINSTALLED. CLAIM ENTERED OVER 30 DAYS OLD DUE TO THE FACT THAT THE CUST OUT OF COUNTRY. CAR HAS NOT BEEN PICKED UP YET.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5116905	Removing and installing or replacing sun roller blind on	14	14	\$154.00	\$0.00

Totals: Total Value Paid: 154.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 154.00

Defect Code: 6112557900

Defect Description: Control module for steering column switch cluster SZL, including coil spring assy incorrect connecti

Defect Dealer Comments: SPECIAL MEASURES. PERFORMED SPECIAL MEASURES. THIS CLAIM ENTERED OVER 30 DAYS DUE TO THE FACT THAT THE CUSTOMER IS OUT OF COUNTRY. CAR HAS NOT BEEN PICKED UP YET.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100815	Additional work after programming/ encoding abort for 1	7	7	\$77.00	\$0.00

Chassis Number : D [REDACTED]

Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$22.00	\$0.00
Labor	6121530	CHARGE BATTERY (BATTERY IN CAR)+	1	1	\$11.00	\$0.00
Labor	6131526	R+R STEERING COLUMN SWITCH SUPPORT	6	6	\$66.00	\$0.00
Labor	6100810	PROGR.C.U.'S INCL.CAS/ZAS	6	6	\$66.00	\$0.00
Labor	6590507	PROGRAM NAV SYSTEM	5	5	\$55.00	\$0.00
Labor	3710501	Commissioning with dynamic drive rest run	3	3	\$33.00	\$0.00
Labor	6199000	WT.61 SECTION	10	10	\$110.00	\$0.00

Totals: Total Value Paid: 440.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 440.00

Paid To Dealer for Claim: 686.43

Warranty Vehicle Inquiry

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*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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Thu Oct 13 12:23:31 EDT 2011

D [REDACTED] **CONFIDENTIAL**

Vehicle Data

VIN: WBAGN63402D [REDACTED]	Davis #: N/A
Chassis Number: D [REDACTED]	TCU MIN:
Line Make: 01 - BMW	Vehicle Production Date: 2002/07
Model Year: 2002	Motor Type: N62
AG Model Code/Desc: GN63 - 745LI US	Platform/Engineering Series: E66
NA Model Code/Desc: 0279 - 745Li	Wholesale Center ID/Loc: 04124-01
Exterior Trim Code: 892 - Titanium Gray Metallic	Wholesale Date: 09/12/2002
Interior Color Code: U6SW - Black Nasca Leather	Retail Center ID/Loc: 04124-01
MSRP: \$81,545.00	Retail Date: 10/23/2002
	In-Service Date: 10/23/2002
	See - Vehicle Comments

New Vehicle Warranty Info

No Coverage As Of: 10/23/2008

Expiration Mileage: 100,000

Vehicle Comments

Add Date	Comment Status	Comment Source	Vehicle Comment
	Active	IWS Vehicle DB - DCS Vehicle comments	TRADE ASSIST (TA) VEHICLE; TA VEHICLES ARE INELIG. FOR INITIAL ENROLLMENT IN THE CPO PROGRAM IN CALIFORNIA. ACTIVE CPO VEHICLES IN THIS CATEGORY CANNOT BE RE-REPRESENTED AS CPO IN CALIFORNIA.

Open Campaign Information

Campaign Code	Campaign Description
0034910100	Ck Brake Booster line N62, B34 04 10

Chassis Number : D [REDACTED]

Option Information

Code	Description	Code	Description
0ZAR	Adaptive Ride Package	0ZCV	Convenience Package
0ZLS	Luxury Seating Package	0ZPS	Premium Sound Package
0205	STEPTRONIC automatic trans.	0268	19" wheels w/performance tires
0415	Power rear sunshade	0416	Rear sunshades
0438	Dark Poplar Wood trim	0508	Park Distance Control
0AAC	100% OPTIONS	0ZFA	First aid kit

Customer Information

Name (First/Last):

Address:

Contract/Service Program Information

Type	Program Code/Desc	Contract Number/Status	Eff Date	Enrollment Date	No Coverage As Of	Exp Age (Mth)	Exp Odometer (Miles)	Retail Center	Center Name	Vendor Code Used	Contract Holder (First/Last)
MP	0000000164 - MP 48 MO/050K MLS	0000000 EXPIRED	10/23/2002	11/05/2002	10/23/2006	48	50,000	04124	Long Beach BMW	MP	

Repair History (Claims)

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 69,723
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/24/2008	AG Dealer Code: 10732
Repair Entry Date: 09/25/2008	

Chassis Number : D [REDACTED]

Defect Code: 11120148R7

Defect Description: ROCKER COVER GASKET-LEAK

Defect Dealer Comments: CUSTOMER STATES THAT THERE IS SOMETHING SLOWLY LEAKING FROM BOTTOM OF CAR . 69723 TECH FOUND OIL LEAK FROM DRIVERS SIDE VALVE COVER GASKET. REPLACED VALVE COVER GASKET.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1112005	R&I/S LEFT CYLINDER HEAD COVER	25	25	\$353.75	\$0.00
Part	11127513195	Gasket set, cylinder head cover	1	1	\$46.68	\$18.67

Totals: Total Value Paid: 400.43 Total Handling Value Paid: 18.67

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 419.10

Defect Code: 11510148R7

Defect Description: COOLANT PUMP-LEAKING

Defect Dealer Comments: CUSTOMER STATES THAT THE CAR IS LEAKING COOLANT, MAKING A LOUD NOISE WHEN CAR IS FIRST STARTED AND CONTINUES FOR A HALF HOUR OR SO. . 69723 PRESSURE TESTED COOLING SYSTEM. LEAK COMING FROM WATER PUMP. BEARINGS IN PUMP ARE DESTROYED. REPLACED WATER PUMP AND FILLED WITH COOLANT

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	82141467704	ANTIFREEZE	1	1	\$11.55	\$4.62
Part	12141748398	O-ring	2	2	\$1.32	\$0.53
Part	11517586780	RMFD WATER PUMP	1	1	\$120.47	\$48.19
Labor	1151508	Removing and installing or replacing water pump	18	18	\$254.70	\$0.00
Part	11531440192	Gasket ring	1	1	\$2.08	\$0.83

Totals: Total Value Paid: 390.12 Total Handling Value Paid: 54.17

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 444.29

Defect Code: 51231066R7

Defect Description: GAS-FILLED SPRING FOR HOOD (BONNET) NO EFFECT

Defect Dealer Comments: CUSTOMER STATES THAT THE HOOD DOES NOT STAY UP . 69723 HOOD STRUT SEALS ARE DAMAGED. REPLACED HOOD STRUTS

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5123765	Removing and installing or replacing left or right gas pr	1	1	\$14.15	\$0.00
Part	51238240596	Gas pressurized spring, hood	2	2	\$50.56	\$20.22

Totals: Total Value Paid: 64.71 Total Handling Value Paid: 20.22

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 84.93

Defect Code: 67630348R7

Defect Description: PUMP, WINDSHIELD WASH SYSTEM LEAKING

Defect Dealer Comments: TECH NOTES WASHER FLUID IS LEAKING . 69723 LEAKING 000 REPLACED WINSHIELD WASHER PUMP AND GROMMET.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	67128377612	WASH PUMP/FLUID CONTAINER	1	1	\$22.76	\$9.10
Part	61667006063	Strainer f wash pump	2	2	\$3.02	\$1.21
Part	61668374371	Support	1	1	\$0.64	\$0.26
Labor	6171590	R&IORR WINDSHIELD WASHER FLUID PUMP+	5	5	\$70.75	\$0.00

Totals: Total Value Paid: 97.17 Total Handling Value Paid: 10.57

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 107.74

Paid To Dealer for Claim: 1,056.06

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 68,720
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/21/2008	AG Dealer Code: 10732
Repair Entry Date: 06/23/2008	

Defect Code: 12410039R7

Chassis Number : D [REDACTED]

Defect Description: STARTER MOTOR CAUSING NOISE

Defect Dealer Comments: CUSTOMER REPORTS THAT THERE IS A METALLIC NOISE WHILE STARTING VEHICLE STARTER STAYING ENGAGED TOO LONG 68720 STARTER STAYING ENGAGED TOO LONG 0 VERIFIED NOISE FROM THE STARTER, REMOVED RIGHT SIDE EXHAUST MANIFOLD/CAT TO ACCESS AND THEN REPLACE THE STARTER. NOISE IS NOW GONE WHEN STARTING THE ENGINE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11627509731	Collar nut	8	8	\$19.52	\$7.81
Part	12417508636	Rmfd- STARTER MOTOR	1	1	\$172.22	\$68.89
Part	11627505789	Gasket Asbestos Free	1	1	\$5.48	\$2.19
Labor	1241020	R&IORR STARTER	60	60	\$849.00	\$0.00
Part	11627505788	Gasket Asbestos Free	1	1	\$5.48	\$2.19

Totals: Total Value Paid: 1,051.70 Total Handling Value Paid: 81.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,132.78

Paid To Dealer for Claim: 1,132.78

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 68,719
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/13/2008	AG Dealer Code: 10732
Repair Entry Date: 06/16/2008	

Defect Code: 17110248R7

Defect Description: RADIATOR COMPENSATING TANK LEAKING

Defect Dealer Comments: CUSTOMER STATES THAT THERE IS A LEAK IN RADIATOR, MAY BE ACCIDENT RELATED, PLEASE CHECK AND ADVISE EXPANSION TANK LEAKING FROM THE SEAM 68719 EXPANSION TANK LEAKING FROM THE SEAM 0 INSPECTED AND FOUND LOW ON COOLANT-TOPPED OFF AND PRESSURE CHECKED AND FOUND THAT THE SEAM ON THE EXPANSION TANK IS LEAKING(COULD NOT SEE WHERE THIS WAS ACCIDENT RELATED). REPLACED THE EXPANSION TANK AND CAP TH

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$5.00	\$0.00
Part	17137543003	Cooling water expansion tank	1	1	\$46.10	\$18.44
Labor	1711100	R&IORR COOLANT EXPANSION TANK	5	5	\$70.75	\$0.00
Part	17111742231	Radiator cap	1	1	\$9.43	\$3.77

Totals: Total Value Paid: 131.28 Total Handling Value Paid: 22.21

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 153.49

Paid To Dealer for Claim: 153.49

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 1
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/14/2008	AG Dealer Code: 10732
Repair Entry Date: 05/12/2008	

Defect Code: 3712364800

Defect Description: Rear spring strut, air suspension (LF) leaking

Defect Dealer Comments: after air spring replacement, check control message for edc system came on//defective spring again, parts warr//replace as type 2

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	37106778797	Air spring strut, rear left	1	1	\$645.00	\$258.00

Totals: Total Value Paid: 645.00 Total Handling Value Paid: 258.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 903.00

Paid To Dealer for Claim: 903.00

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 67,442
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/14/2008	AG Dealer Code: 10732
Repair Entry Date: 05/09/2008	

Defect Code: 37123648R7

Defect Description: REAR SPRING STRUT, AIR SUSPENSION (LF) LEAKING

Defect Dealer Comments: Per phone call with Nick (AMM) other side replaced for consistency. Valid repair. DW

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	37106778798	Air spring strut, rear right	1	1	\$645.00	\$258.00
Part	37106778797	Air spring strut, rear left	1	1	\$645.00	\$258.00
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$26.28	\$0.00
Labor	3712580	Removing and installing or replacing both rear pneumatic	28	28	\$367.92	\$0.00

Totals: Total Value Paid: 1,684.20 Total Handling Value Paid: 516.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 2,200.20

Paid To Dealer for Claim: 2,200.20

Claim Header:

Claim Number/Status: [REDACTED] (Rejected)	Mileage: 67,442
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Claim Reject Reason: NOT A WARRANTY MATTER
Repair Order Date: 03/14/2008	Authorization Number: 0
Repair Entry Date: 03/24/2008	AG Dealer Code: 10732

Chassis Number : D [REDACTED]

Defect Code: 37123648R7

Defect Description: REAR SPRING STRUT, AIR SUSPENSION (LF) LEAKING

Defect Dealer Comments: PER PRECISION COLLISION - LEFT REAR SUSPENSION IS SAGGING. DIAGNOSE AND ADVISE.N LR AIR SPRING IS LEAKING AIR 67442 LR AIR SPRING IS LEAKING AIR 0
CHECK AND FOUND BOTH REAR SPRING STRUTS LEAKING. REPLACE BOTH, FAULT CAME BACK.CHECK CONTROL MESSAGE FOR EDC MALFUNCTION WARNS ON STARTUP AFTER THE REAR AIR
SPRINGS WERE REPLACED. PERFORMED DIAGNOSTIC FAULT SURVEY A

Defect Reviewer Comments: Replacement of both shows a wear and tear condition. DW

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	0	\$0.00	\$0.00
Labor	3712580	Removing and installing or replacing both rear pneumatic	28	0	\$0.00	\$0.00
Labor	3799000	WT.37 SECTION	16	0	\$0.00	\$0.00
Part	37106778797	Air spring strut, rear left	2	0	\$0.00	\$0.00
Part	37106778798	Air spring strut, rear right	1	0	\$0.00	\$0.00

Totals: Total Value Paid: 0.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 0.00

Paid To Dealer for Claim: 0.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 54,995
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/10/2007	AG Dealer Code: 10732
Repair Entry Date: 04/14/2007	

Defect Code: 2440026100

Defect Description: Automatic transmission, converter clutch engagement (closing/opening) too rough

Defect Dealer Comments: CUSTOMER STATES THAT THE CAR WILL HESITATE INTERMITANTLY AT SPEEDS BETWEEN 30-40MPH \ INTERNAL DEFECT IN TORQUE CONVERTER \ \ 1.&2.GT1 TEST
DONE ON LINE A NO EGS FAULTS PERFORMED FOR LINE A WITH SHOP FOREMAN MONITORED TORQUED CONVERTER WHEN HESITATION WAS HAPPENING WE VERIFIED IT WAS THE TORQUE

Chassis Number : D [REDACTED]

CONVETER. 3,4,5,6. R&R TRANSMISSION AND REPLACED TORQUE CONVERTER. 7.WITH GT 1 RAN UN

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	24407559120	Torque converter	1	1	\$789.30	\$315.72
Part	83220406929	1/2 liter oil	8	8	\$58.80	\$23.52
Part	17211742636	O-ring	2	2	\$0.64	\$0.26
Labor	2440510	Removing and installing or replacing torque converter	67	67	\$837.50	\$0.00
Labor	2499000	WT 24 SECTION	11	11	\$137.50	\$0.00

Totals: Total Value Paid: 1,823.74 Total Handling Value Paid: 339.50

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 2,163.24

Defect Code: 6577268100

Defect Description: Sensor (satellite) B-pillar interruption

Defect Dealer Comments: CUSTOMER STATES THAT THE PASSENGER RESTRAINT SYSTEM LIGHT IS ON \ INTERNAL DEFECT IN STVR \ \ 1.PERFORMED GT 1 TEST AND FOUND FAULTS 96F2 STVR CONTROL MODULE FAULT AND 9628 STVL PROCESSOR RESET. REFERRED TO SIB 72 08 05 AND FOUND VEHICLE HAD ALLREADY BEEN UPDATED SINCE THEN. 2.PERFORMED TEST PLAN FOR STVL FAULT AND FOUND NO DEFECTS WITH TEST PLAN

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100818	Additional work after programming/ encoding abort for 2	5	5	\$62.50	\$0.00
Labor	6100811	Programming/encoding control unit(s) (with CAS)	8	8	\$100.00	\$0.00
Part	65776970907	Sensor, front right door	1	1	\$105.00	\$42.00
Labor	6100817	Additional work after programming/ encoding abort for 1	5	5	\$62.50	\$0.00
Labor	6199000	WT.61 SECTION	4	4	\$50.00	\$0.00
Labor	6120910	Performing battery "power reset"	4	4	\$50.00	\$0.00
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$25.00	\$0.00
Labor	6131996	Performing steering angle sensor adjustment	1	1	\$12.50	\$0.00
Labor	6577726	Replacing B-pillar sensor, right	5	5	\$62.50	\$0.00

Totals: Total Value Paid: 530.00 Total Handling Value Paid: 42.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 572.00

Chassis Number : D [REDACTED]

Paid To Dealer for Claim: 2,735.24

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 44,985
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/31/2006	AG Dealer Code: 10732
Repair Entry Date: 09/07/2006	

Defect Code: 0011270200

Defect Description: SIB #11-03-06 RECALL 06E-A02 CRANK VENT VALVE ON E53/60/63/64/65/66 WITH N62 PROD START TO 6/30/04

Defect Dealer Comments: SIB 11-03-06 RECALL 06E-A02 CRANK VENT \ F \ \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11127547058	Repair kit, pressure regulating valve	2	2	\$20.20	\$8.08
Labor	0056138	Replacement of crankcase ventilation vales	5	5	\$62.50	\$0.00

Totals: Total Value Paid: 82.70 Total Handling Value Paid: 8.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 90.78

Paid To Dealer for Claim: 90.78

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 44,985
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number [REDACTED]	Authorization Number: 0
Repair Order Date: 08/31/2006	AG Dealer Code: 10732
Repair Entry Date: 09/07/2006	

Chassis Number : D [REDACTED]

Defect Code: 11009999SA

Defect Description: BMW NA RENTAL COST - GOODWILL

Defect Dealer Comments: ENTERPRISE RENTAL CAR \ CAR DOWN 2 DAYS WITH VALVETRONIC MODULE REPLACED \ \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$105.00	\$0.00

Totals: Total Value Paid: 105.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 105.00

Defect Code: 1137111200

Defect Description: Component, Valvetronic control unit permanent failure

Defect Dealer Comments: CUSTOMER STATES THAT THE ENGINE MALFUNCTION INDICATOR IS COMING ON AND CAR WILL LOSE POWER, RESTARTS AND CAR WILL RUN FINE. \ TEST PLAN FOUND VALVETRONIC CONTROL MODULE FAILED \ \ REPLACE MODULE AND PROGRAM

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1137700	Replacing control unit (Valvetronic)	3	3	\$37.50	\$0.00
Labor	6131996	Performing steering angle sensor adjustment	1	1	\$12.50	\$0.00
Labor	6100850	Setting compressor inlet	1	1	\$12.50	\$0.00
Labor	6100830	Initialising sunroof and power windows	1	1	\$12.50	\$0.00
Labor	6100811	Programming/encoding control unit(s) (with CAS)	8	8	\$100.00	\$0.00
Part	11377532878	AT-Valvetronic control unit	1	1	\$250.90	\$100.36
Labor	6199000	WT.61 SECTION	8	8	\$100.00	\$0.00

Totals: Total Value Paid: 525.90 Total Handling Value Paid: 100.36

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 626.26

Defect Code: 3112043100

Defect Description: Ball joint, front axle wishbone, bottom (outer) excessive play

Defect Dealer Comments: CUSTOMER STATES THE STEERING WHEEL SHAKES WHEN DRIVING, PLEASE INSTALL S/O CONTROL ARM BUSHINGS. \ DEFECTIVE CONTROL ARMS-EXCESSIVE PLAY \ \ REPLACE BOTH FRONT

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3112562	R+R BOTH CONTROL ARMS	7	7	\$87.50	\$0.00
Part	31124046442	Tension strut with hydraulic mount, right	1	1	\$92.40	\$36.96
Part	31124046441	Tension strut with hydraulic mount, left	1	1	\$92.40	\$36.96

Totals: Total Value Paid: 272.30 Total Handling Value Paid: 73.92

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 346.22

Defect Code: 64310237MP

Defect Description: MICROFILTER REPLACEMENT

Defect Dealer Comments: REPLACE THE MICROFILTER PER KEYREADER \ F \ \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000616	Microfilter service	2	2	\$25.00	\$0.00
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	2	2	\$79.00	\$0.00

Totals: Total Value Paid: 104.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 104.00

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: OIL SERVICE \ F \ \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000610	Engine oil service	4	4	\$50.00	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$12.30	\$0.00
Part	07510017954	Motor oil SAE 5W-30 Longlife 01	9	9	\$46.80	\$0.00

Totals: Total Value Paid: 109.10 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 109.10

Chassis Number : D [REDACTED]

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: STANDARD SCOPE SERVICE \ F \ \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$50.00	\$0.00

Totals: Total Value Paid: 50.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 50.00

Paid To Dealer for Claim: 1,340.58

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 42,841
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/23/2006	AG Dealer Code: 10732
Repair Entry Date: 07/01/2006	

Defect Code: 17110077MP

Defect Description: COOLANT CHANGE MAINTENANCE PROGRAM

Defect Dealer Comments: PERFORM THE COOLANT FLUSH. FLUSH THE BLOCK AND RADIATOR WITH NEW COOLANT. INCLUDES PRESSURE CHECKING THE SYSTEM FOR LEAKS. \ F \ \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000620	Coolant service	11	11	\$137.50	\$0.00
Part	82141467704	ANTIFREEZE	1	1	\$19.25	\$0.00

Totals: Total Value Paid: 156.75 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 156.75

Chassis Number : D

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: PERFORM THE BRAKE FLUID FLUSH. INCLUDING A COMPLETE FLUID FLUSH AND INSPECTION/MEASUREMENT OF THE BRAKE PADS AND ROTORS. \ F \ \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000618	Brake fluid service	5	5	\$62.50	\$0.00
Part	81220142156	BRAKE FLUID	3	3	\$9.75	\$0.00

Totals: Total Value Paid: 72.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 72.25

Defect Code: 34210077MP

Defect Description: RR BRAKE PADS - MAINTENANCE PLAN

Defect Dealer Comments: REPLACE REAR BRAKES PER INDICATOR \ F \ \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34216768471	Repair kit, brake pads asbestos-free	1	1	\$100.50	\$0.00
Part	34356755267	Brake pad wear sensor	1	1	\$18.50	\$0.00
Labor	0000614	Service, rear brakes	12	12	\$150.00	\$0.00

Totals: Total Value Paid: 269.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 269.00

Defect Code: 85990087MP

Defect Description: MP-LOW MILEAGE ANNUAL OIL SERVICE

Defect Dealer Comments: CONDUCT LOW MILEAGE ANNUAL OIL AND FILTER CHANGE. PERFORM VEHICLE SAFETY INSPECTION. DO NOT CHANGE MICROFILTER, DO NOT RESET SERVICE INDICATOR. \ F \ \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000252	ANNUAL LO MILEAGE OIL SERVICE	4	4	\$50.00	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$12.30	\$0.00

Chassis Number : D [REDACTED]

Part	07510017954	Motor oil SAE 5W-30 Longlife 01	9	9	\$46.80	\$0.00
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Totals: Total Value Paid: 109.10 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 109.10

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: STANDARD SCOPE \ F \ \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$50.00	\$0.00

Totals: Total Value Paid: 50.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 50.00

Paid To Dealer for Claim: 657.10

Claim Header:

Claim Number/Status [REDACTED] (Paid)	Mileage: 34,414
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/01/2005	AG Dealer Code: 22007
Repair Entry Date: 06/03/2005	

Defect Code: 10320105MP

Defect Description: STATE & LOCAL TAXES - FULL MAINTENANCE PROGRAM

Defect Dealer Comments: taxes

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$35.43	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 35.43 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 35.43

Defect Code: 11720376MP

Defect Description: ENG AIR FILTER-DIRTY-MP

Defect Dealer Comments: CUSTOMER STATES REPLACE INTAKE SILENCER \ AIR FILTER IS DUE \ REPLACED AIR FILTER

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	13717505007	Filter cartridge	1	1	\$23.50	\$0.00
Labor	0000602	Intake silencer service	1	1	\$11.50	\$0.00

Totals: Total Value Paid: 35.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 35.00

Defect Code: 34117777MP

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: CUSTOMER STATES CHECK FRONT BRAKES PER CBS DATA \ FRONT BRAKES WORN BELOW SPECS \ REPLACED FRONT PADS, ROTORS AND SENSOR. RESET CBS DATA

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$118.00	\$0.00
Part	34116750267	Brake disc, ventilated	2	2	\$212.00	\$0.00
Labor	3411609	R+R L+R FT.DISCS	10	10	\$115.00	\$0.00
Part	34356755266	Brake pad wear sensor	1	1	\$17.90	\$0.00

Totals: Total Value Paid: 462.90 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 462.90

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: CUSTOMER STATES PERFORM OIL SERVICE \ OIL SERVICE IS DUE \ PERFORMED OIL SERVICE

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017954	Motor oil SAE 5W-30 Longlife 01	9	9	\$41.40	\$0.00
Part	82141468857	WINDSHIELD WASHER FLUID	1	1	\$1.60	\$0.00
Labor	0000610	Engine oil service	4	4	\$46.00	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$11.90	\$0.00

Totals: Total Value Paid: 100.90 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 100.90

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: CUSTOMER STATES PERFORM STANDARD SCOPE \ AS PER KEY READER \ PERFORMED STANDARD SCOPE AND RESET CBS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$46.00	\$0.00

Totals: Total Value Paid: 46.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 46.00

Paid To Dealer for Claim: 680.23

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 30,282
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/22/2004	AG Dealer Code: 22007
Repair Entry Date: 12/23/2004	

Defect Code: 1178031500

Defect Description: Oxygen monitor sensor permanent malfunction

Chassis Number : D

Defect Dealer Comments: REFER TO 51 USING DISTESTER FOUND F.C 2721 IN DME BANK 1 POST CAT 02 SEN SOR FOLLOWED DIS TEST PLAN \ FAULTY 02 SENSOR \ REPLACED BANK 1 POST CAT 02 SENSOR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11787512567	Lambda probe, black	1	1	\$91.65	\$36.66
Labor	1178533	Replacing right-hand oxygen control sensor	3	3	\$34.50	\$0.00

Totals: Total Value Paid: 126.15 Total Handling Value Paid: 36.66

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 162.81

Defect Code: 1613051500

Defect Description: Fuel tank leakage diagnosis module DMTL permanent malfunction

Defect Dealer Comments: CUST STATES SES LIGHT IS ON USING DIS TESTER FOUND F.C 27CC PERFORMED TEST MODULE FUNCTION NOT ACTIVE \ FAULTY DMTL PUMP \ REPLACED DMTL PUMP

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	16136752551	Leak diagnosis pump	1	1	\$48.50	\$19.40
Labor	1613515	Removing and installing or replacing fuel tank leakage di	9	9	\$103.50	\$0.00
Labor	1600502	Checking fuel tank and tank venting system for leaks wit	4	4	\$46.00	\$0.00

Totals: Total Value Paid: 198.00 Total Handling Value Paid: 19.40

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 217.40

Defect Code: 6135920200

Defect Description: E60 E61 E63 E64 E65 E66 Various electrical problems

Defect Dealer Comments: VARIOUS ELECTRICAL PROBLEMS . AIR BAG LITE ON \ AS PER SIB 61-13-02 \ PROGRAMMED VEH W/ CIP V.13.3 ONLY CONTROL UNITS CODING & INITIATION OK

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054543	PROGR.C.U'S	11	11	\$126.50	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 126.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 126.50

Defect Code: 6577060200

Defect Description: Airbag control module/safety electronics Software error / internal device fault

Defect Dealer Comments: CUST STATES AIR BAG LIGHT IS ON USING DIS TESTER FOUND F.C 9.AB SIM AND 9628 ON STVL CREATED PUMA \ 4622922 FAULTY SIM \
REPLACED SIM MODULE SEE PROGRAMMING ON LINE 58

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6577701	Replacing safety information module	5	5	\$57.50	\$0.00
Part	65776929551	Safety information module	1	1	\$369.50	\$147.80

Totals: Total Value Paid: 427.00 Total Handling Value Paid: 147.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 574.80

Defect Code: 6577288000

Defect Description: Sensor (satellite) door short circuit

Defect Dealer Comments: REFER 52 USING DIS TESTER FOUND F.C 9.AB SIM AND 9628 ON STVL CREATED PUMA CASE # 4622922 \ FAULTY SENSOR \ REPLACE STVL SEE PROGRAMMING ON
LINE 58

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	65776937419	Sensor, front left door	1	1	\$90.00	\$36.00
Labor	6577741	Replacing front door sensor, left	7	7	\$80.50	\$0.00

Totals: Total Value Paid: 170.50 Total Handling Value Paid: 36.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 206.50

Defect Code: 85990101MP

Defect Description: VEHICLE CHECK

Defect Dealer Comments: CUST STATES VEHICLE CHECK DUE PER CBS \ AS PER KEY READER \ PERFORMED VEHICLE CHECK

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000624	Service, vehicle check	6	6	\$69.00	\$0.00

Totals: Total Value Paid: 69.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 69.00

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: CUST STATES PERFORM STANDARD SCOPE PER CBS \ STANDARD SCOPE PER CBS \ PERFORMED STANDARD SCOPE AND RESET CBS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$46.00	\$0.00

Totals: Total Value Paid: 46.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 46.00

Paid To Dealer for Claim: 1,403.01

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid)	Mileage: 26,111
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/02/2004	AG Dealer Code: 20268
Repair Entry Date: 09/08/2004	

Defect Code: 0061060200

Defect Description: SIB #61-03-04 LBL CODE 420 PGM CONTROL UNITS ON E65/E66 FROM START OF PRODUCTION TO 01/20/2004

Defect Dealer Comments: SIB # 61-03-04 LBL CODE 420 E65/E66 PROGRAMMING \ \ PERORMED 61 03 04 #5,COULD NOT GENERATE PRINT OUT ,NO COMMNICATION WITH DIS.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0055515	PROGRAM CONTROL UNITS W/CAS+NAV	15	15	\$172.50	\$0.00

Totals: Total Value Paid: 172.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 172.50

Paid To Dealer for Claim: 172.50

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 26,111
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/02/2004	AG Dealer Code: 20268
Repair Entry Date: 09/08/2004	

Defect Code: 1213001200

Defect Description: Ignition coil permanent failure

Defect Dealer Comments: CLIENT STATES CHECK ENGINE LIGHT IS ON AND IT HAS VERY ROUGH IDLE CHECK AND ADVISE \ RAN TEST MODULE FOUND MISFIRE FAULTS STORED IN DME ,2747 274 8,ALL CYLINDERS \ REPLACED ALL COILS AND CLEARED FAULTS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1213512	REP IGNITION COILS (WITH 1213009)	4	4	\$46.00	\$0.00
Part	12131712219	Ignition coil	8	8	\$132.40	\$52.96
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$46.00	\$0.00

Totals: Total Value Paid: 224.40 Total Handling Value Paid: 52.96

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 277.36

Defect Code: 64310237MP

Chassis Number : D [REDACTED]

Defect Description: MICROFILTER REPLACEMENT

Defect Dealer Comments: REPLACE MICROFILTER AS PER CBS OVERDUE 1300 \ 1 \ REPLACE MICROFILTER (E36,318Ti,E34 ONLY) DONE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000616	Microfilter service	2	2	\$23.00	\$0.00
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	2	2	\$26.00	\$26.00

Totals: Total Value Paid: 49.00 Total Handling Value Paid: 26.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 75.00

Paid To Dealer for Claim: 352.36

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 25,884
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 628537
Repair Order Date: 06/25/2004	AG Dealer Code: 86262
Repair Entry Date: 11/30/2004	

Defect Code: 85990028RT

Defect Description: BMW RETAILER ADMINISTERED TRADE ASSIST - STRUCTURE-BODY OR FRAME (TREAD ACT)

Defect Dealer Comments: DISCLOSURE DATED 9/24/04. RECALLS, CAMPAIGNS AND CIP 12.2 UPDATE CONFIRMED BY NATALIE MEDINA. REASONS FOR TRADE: WINDOWS, SHIFTER KNOB, TRUNK LID, AND STEERING WARNING LIGHT INOP.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$49,387.00	\$0.00

Totals: Total Value Paid: 49,387.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 49,387.00

Chassis Number : D [REDACTED]

Paid To Dealer for Claim: 49,387.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 25,884
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/25/2004	AG Dealer Code: 86262
Repair Entry Date: 06/29/2004	

Defect Code: 0017200100

Defect Description: SIB #17-01-04 LBL CODE 393 TRANS COOLER LINE BRACKET ON E65/E66 N62 ENG START OF PROD THRU 01/2003

Defect Dealer Comments: PUNCH#393 SIB#17-01-04 \ WKPKG#1 -CHECKED TRANS COOLER LINE , INSTALL BRACKET

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	17227531322	BRACKET OIL PIPE	1	1	\$1.85	\$0.74
Part	17227525819	Spacer sleeve	1	1	\$1.46	\$0.58
Part	17227519270	BRACKET OIL PIPE	1	1	\$0.46	\$0.18
Part	07119903994	Hex bolt with washer	1	1	\$0.22	\$0.09
Labor	0054944	CK.COOLER LINES+INSTALL BRACKET	3	3	\$33.75	\$0.00

Totals: Total Value Paid: 37.74 Total Handling Value Paid: 1.59

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 39.33

Paid To Dealer for Claim: 39.33

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 25,884
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/25/2004	AG Dealer Code: 86262
Repair Entry Date: 06/29/2004	

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: BRAKE FLUSH IS DUE PER CBS DATA -PERFORMED BRAKE FLUSH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3400525	REPL.ABS/ASC+T FLUID	5	5	\$56.25	\$0.00
Part	81220142155	BRAKE FLUID	1	1	\$15.60	\$10.35

Totals: Total Value Paid: 71.85 Total Handling Value Paid: 10.35

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 82.20

Defect Code: 5124046600

Defect Description: Trunk lid gas-pressure spring no effect

Defect Dealer Comments: CUST STATES THAT TRUNK LID DOES NOT WORK WELL - WILL FALL ON YOU - R/I RGHT & REAR TRIM PANELS, ON TRNK- CK HYDR FLUID- FULL AT THIS TIME. CK FOR NEW HYDR LINES R/I LFT SIDE CONTR UNITS REPL SPRING SUPPRT FOR TRNK LID. CK TRNK FOR PROPER OPERATION

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51498166702	EXPANDING RIVET	1	1	\$0.16	\$0.06
Part	51247042104	Spring, trunk lid, left	1	1	\$24.30	\$9.72
Labor	5124800	Removing and installing or replacing left or right gas pr	4	4	\$45.00	\$0.00

Totals: Total Value Paid: 69.46 Total Handling Value Paid: 9.78

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 79.24

Chassis Number : D [REDACTED]

Defect Code: 5133121300

Defect Description: Power window, front broken

Defect Dealer Comments: CUST STATES THAT BOTH FRONT WINDOWS WILL NOT WORK -REPLACED BOTH LEFT AND RIGHT FRONT WINDOW REGULATOR, LEFT FRONT CHROME TRIM DAMAGED DUE TO REGULATOR BEING JAMMED-

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51337138861	ELECTR.WINDOW LIFTER FRONT LEFT	1	1	\$121.30	\$48.52
Part	51337138862	ELECTR.WINDOW LIFTER FRONT RIGHT	1	1	\$121.30	\$48.52
Part	51217010541	Outer weatherstrip, left	1	1	\$16.40	\$6.56
Labor	5133000	R&I L/R FRONT DOOR ELECTRIC WINDOW REGULATOR	13	13	\$146.25	\$0.00
Labor	5199000	WT.51 SECTION	11	11	\$123.75	\$0.00

Totals: Total Value Paid: 529.00 Total Handling Value Paid: 103.60

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 632.60

Defect Code: 6131711500

Defect Description: Gear selector switch (lever) permanent malfunction

Defect Dealer Comments: CUST STATES THAT SHIFTER KNOB IS BROKEN - REMOVE THE AIR BAG AND THE STEERING WHEEL REMOVE THE TRIM AROUND THE FRONT OF THE STEERING COLUMN
REPLACED THE SHIFTER KNOB RE-INSTALL AIR BAG AND TRIM & STEERING WHEEL.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61316927887	Gear selector switch	1	1	\$83.00	\$33.20
Labor	6131761	Removing and installing or replacing gear change switch	3	3	\$33.75	\$0.00

Totals: Total Value Paid: 116.75 Total Handling Value Paid: 33.20

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 149.95

Defect Code: 6135920200

Defect Description: E60 E61 E63 E64 E65 E66 Various electrical problems

Defect Dealer Comments: CUSTOMER STATES THAT STEERING WARNING LIGHT COMES ON - CONTROL MODULES NEED TO BE UPDATED KOMBI, ASK, ANT, UPDATED CONTROLS MODULES AND INITIALIZED STEERING ANGLE SENSOR, -PRIOR REP ON RO 258654 ON 3/18/2004 21,176 MILES

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054546	PROGR.C.U'S W/CAS+NAV	15	15	\$168.75	\$0.00

Totals: Total Value Paid: 168.75 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 168.75

Defect Code: 6620071500

Defect Description: Park distance control (PDC), transceiver sensors, front permanent malfunction

Defect Dealer Comments: CUSTOMER STATES THAT PDC DOES NOT COME UP IN VEHICLE - ALSO A FAILURE LIGHT IS ON CHD FUNCTION OF THE PDC -INOP, CK FAULT MEMORY CENTER RIGHT SENSOR -NO SOGNAL, R/I BLMER TRIM CK POWER TO SNSR- NO PWR, R/I RT/R TRM PNL CK WIRES FRM SNSR TO CONT MOD OPEN CIRCUIT. FOUND TWO DAMAGED IWRES-REPAIR WIRES , CK FUND OF SENSOR- WORKNG PROPERLY AT THIS TIME

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6699000	WT.66 SECTION	5	5	\$56.25	\$0.00
Labor	5111656	Removing and installing front bumper trim	8	8	\$90.00	\$0.00

Totals: Total Value Paid: 146.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 146.25

Paid To Dealer for Claim: 1,258.99

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 03/18/2004

Repair Entry Date: 03/24/2004

Mileage: 21,176

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 86262

Defect Code: 34117777MP

Chassis Number : D [REDACTED]

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: FRONT BRAKES DUE PER CBS \ FRONT PADS AT SENSOR/ROTORS BELOW SPEC - FRONT PAD WORN TO SENSOR ROTORS UNDER MIN 27.8 REPLACE FRONT ROTORS PADS & SENSOR RESET CBS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34116750267	Brake disc, ventilated	2	2	\$102.70	\$84.30
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$61.15	\$50.85
Labor	3411609	R+R L+R FT.DISCS	10	10	\$112.50	\$0.00
Part	34356755266	Brake pad wear sensor	1	1	\$8.00	\$6.60
Sublet	4	OIL,LUBRICANTS ETC			\$2.50	\$0.00

Totals: Total Value Paid: 286.85 Total Handling Value Paid: 141.75

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 428.60

Defect Code: 5146050100

Defect Description: Roller sun blind / curtain, rear door window cracked / broken / torn off

Defect Dealer Comments: RIGHT REAR SUNSHADE INOPERATIVE REAR SHADE CABLE DEFECTIVE REPLACE BOTH REAR DOOR SUNSHADE CABLE ASSY

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5116905	Removing and installing or replacing sun roller blind on	14	14	\$157.50	\$0.00
Labor	5199000	WT.51 SECTION	14	14	\$157.50	\$0.00
Part	51167013095	Brush cable unit, left	1	1	\$170.00	\$68.00
Part	51167013096	Brush cable unit, right	1	1	\$170.00	\$68.00

Totals: Total Value Paid: 655.00 Total Handling Value Paid: 136.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 791.00

Defect Code: 6135920200

Defect Description: E60 E61 E63 E64 E65 E66 Various electrical problems

Defect Dealer Comments: MULTIPLE WARNING LIGHTS ON SOFTWARE ERRORS CAUSING AIR BAG LIGHT TO GO ON REPROGRAM CONTROL UNITS INCLUDING NAV,CAS INITIALIZE STEERING ANGLE SENSOR CLEAR FAULT MEMEORY- TEST DRIVE - OK

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054546	PROGR.C.U'S W/CAS+NAV	15	15	\$168.75	\$0.00

Totals: Total Value Paid: 168.75 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 168.75

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: OIL SERVICE PERFORM OIL SERVICE RESET CBS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$25.65	\$10.35
Part	11427511161	Set oil-filter element	1	1	\$5.05	\$5.05
Labor	0000610	Engine oil service	4	4	\$45.00	\$0.00

Totals: Total Value Paid: 75.70 Total Handling Value Paid: 15.40

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 91.10

Paid To Dealer for Claim: 1,479.45

Claim Header:

Claim Number/Status [REDACTED] (Paid)	Mileage: 18,327
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number [REDACTED]	Authorization Number: 0
Repair Order Date: 12/11/2003	AG Dealer Code: 86262
Repair Entry Date: 01/07/2004	

Defect Code: 0061790100

Defect Description: E65 E66 Programming control units (lower than I 6.113)

Chassis Number : D [REDACTED]

Defect Dealer Comments: UPDATE CONTROL UNITS TO MINIMUM INTEGRATION LEVEL 6.75A(2002)OR 6.113(2003) CIP8.2 OR HIGHER.DCS REQUIRED PUNCH#370.D/C STARTED CIP AND FOUNHD THAT THE CURRENT VEHICLE STATUS WAS 6.75A. NO FURTHER ACTION NEEDED. WORK PACK#1

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054776	CIP UPDATED ALREADY-NO WORK AT THIS TIME	1	1	\$11.25	\$0.00

Totals: Total Value Paid: 11.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 11.25

Paid To Dealer for Claim: 11.25

Claim Header:

Claim Number/Status: [REDACTED] Paid)	Mileage: 18,327
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/11/2003	AG Dealer Code: 86262
Repair Entry Date: 01/07/2004	

Defect Code: 3421777MP

Defect Description: REAR BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: BRAKE LINING LIGHT IS ON. \ FOUND REAR BRAKES AT 4.5MM WITH THE TOOL, BUT WHEN REMOVING THE WHEEL FOUND THE SENSOR WORN THROUGH. REPLACED THE REAR PADS AND rotors

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3421928	R+R L+R RR.DISCS	10	10	\$112.50	\$0.00
Part	34356755267	Brake pad wear sensor	1	1	\$7.90	\$5.30
Part	34211166129	Brake disc, ventilated	2	2	\$87.60	\$71.40
Part	34216761286	Repair kit, brake pads asbestos-free	1	1	\$46.05	\$37.70

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 254.05 Total Handling Value Paid: 114.40

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 368.45

Defect Code: 85990081MP

Defect Description: VEHICLE CHECK E65.

Defect Dealer Comments: SERVICE-STANDARD SCOPE \ PERFORMED STANDARD SCOPE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$45.00	\$0.00

Totals: Total Value Paid: 45.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 45.00

Paid To Dealer for Claim: 413.45

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 12,452
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/11/2003	AG Dealer Code: 86262
Repair Entry Date: 08/05/2003	

Defect Code: 0012730100

Defect Description: E65 E66 N62 Replacing ignition coil

Defect Dealer Comments: PER BULLETIN #120503, CHECK & REPLACED ALL 8 IGNITION COILS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	12131712223	Ignition coil	8	8	\$132.40	\$52.96
Labor	0054111	CK+REPL.COILS AS NECESSARY	8	8	\$90.00	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 222.40 Total Handling Value Paid: 52.96

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 275.36

Paid To Dealer for Claim: 275.36

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 12,452
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/11/2003	AG Dealer Code: 86262
Repair Entry Date: 08/05/2003	

Defect Code: 34110077MP

Defect Description: FT BRAKE PADS - MAINTENANCE PLAN

Defect Dealer Comments: BRAKE LIGHT IS ON. PAD HITTING SENSOR & ROTORS AT 28.55MM. REPLACED BOTH FRONT BRAKE PADS. FULL MAINTENANCE PROGRAM.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34116761283	Repair kit, brake pads asbestos-free	1	1	\$60.50	\$49.50
Part	34356755266	Brake pad wear sensor	1	1	\$7.90	\$5.30
Labor	0000612	Service, front brakes	7	7	\$78.75	\$0.00

Totals: Total Value Paid: 147.15 Total Handling Value Paid: 54.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 201.95

Defect Code: 5124951400

Defect Description: E65 E66 (with SA 316) Malfunction in automatic trunk lid

Defect Dealer Comments: TRUNK SOFT CLOSE INOP. HKL, LIFTING, WAS NOT WORKING. FOUND FLUID LOW. PER BULLETIN #510103, INSTALL IMPROVED HYD LINES FOR TRUNK OPERATION.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054691	REPL.HYDRAULIC CYL./LINES	11	11	\$123.75	\$0.00

Chassis Number : D [REDACTED]

Part	51247134592	Hydraulic cylinder	1	1	\$122.60	\$49.04
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Totals: Total Value Paid: 246.35 Total Handling Value Paid: 49.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 295.39

Defect Code: 6135920200

Defect Description: E60 E61 E63 E64 E65 E66 Various electrical problems

Defect Dealer Comments: PER BULLETIN #611302, PROGRAM CONTROL UNITS INCLUDING NAVIGATION & CAS/ZAS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054546	PROGR.C.U'S W/CAS+NAV	18	18	\$202.50	\$0.00

Totals: Total Value Paid: 202.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 202.50

Defect Code: 8411010200

Defect Description: Control module communication (transceiver) Software error / internal device fault

Defect Dealer Comments: SRS LIGHT ON. NEEDED UPDATE. STARTED PROGRAM. ALL BUT TCU, INC NAV. RESTART, STILL HAD ERRORS. PERFORM BATTERY RESET & TRIED SPECIAL MEASURES. STILL FAILED. REPLACED TCU & PROGRAM. WENT THRU OK. RESET CBS. RELEASE A/C. ALIGN STEERING SENSOR. CODE VEHICLE. CLEAR FAULT MEMORY. ROAD TEST. ALL OK NOW.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	8499000	WT.84 SECTION	5	5	\$56.25	\$0.00
Part	84116929241	Transmitter-receiver	1	1	\$412.50	\$165.00
Labor	6199000	WT.61 SECTION	2	2	\$22.50	\$0.00
Labor	8411528	Replace transceiver	6	6	\$67.50	\$0.00

Totals: Total Value Paid: 558.75 Total Handling Value Paid: 165.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 723.75

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: PERFORMED ENGINE OIL SERVICE & STANDARD SCOPE. FULL MAINTENANCE PROGRAM.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$25.65	\$10.35
Labor	0000610	Engine oil service	4	4	\$45.00	\$0.00
Labor	0000105	Service - standard scope	4	4	\$45.00	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$5.00	\$5.00

Totals: Total Value Paid: 120.65 Total Handling Value Paid: 15.35

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 136.00

Paid To Dealer for Claim: 1,559.59

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 5,063
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/30/2003	AG Dealer Code: 86262
Repair Entry Date: 02/11/2003	

Defect Code: 5113113700

Defect Description: Door sill cover trim loose

Defect Dealer Comments: RIGHT FRONT DOOR ENTRANCE STEP TRIM IS LOOSE. R&I COVER PLATE ON RIGHT FRONT DOOR. REPLACED COVER.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5147065	R&IORR PLATES ON LEFT OR RIGHT FRONT SILLS	3	3	\$30.75	\$0.00
Part	51477014606	FRONT RIGHT SILL STRIP	1	1	\$8.15	\$3.26

Totals: Total Value Paid: 38.90 Total Handling Value Paid: 3.26

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 42.16

Paid To Dealer for Claim: 42.16

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 4,801
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/23/2003	AG Dealer Code: 86262
Repair Entry Date: 01/31/2003	

Defect Code: 6313013700

Defect Description: Turn signal repeater, side panel loose

Defect Dealer Comments: RIGHT FRONT FENDER SIDE MARKER LIGHT LOOSE. R&I FRONT RIGHT ADDITIONAL TURN SIGNAL. REPLACED SIDE MARKER LIGHT.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	63136906394	Addit. turn indicator lamp, right white	1	1	\$13.00	\$5.20
Labor	6313200	R&I ORR LEFT OR RIGHT SIDE TURN SIGNAL	3	3	\$30.75	\$0.00

Totals: Total Value Paid: 43.75 Total Handling Value Paid: 5.20

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 48.95

Paid To Dealer for Claim: 48.95

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 100
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: 0	Authorization Number: 0
Repair Order Date: 12/04/2002	AG Dealer Code: 26590
Repair Entry Date: 01/29/2003	

Defect Code: 85990005WR

Chassis Number : D [REDACTED]

Defect Description: SPECIAL GOODWILL NON-REPAIR, WESTERN

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	3	PAINT OR OTHER SUBLET WORK			\$280.09	\$0.00

Totals: Total Value Paid: 280.09 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 280.09

Paid To Dealer for Claim: 280.09

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 825
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/07/2002	AG Dealer Code: 36299
Repair Entry Date: 00/00/0000	

Defect Code: 6135803700

Defect Description: General module (GM) loose

Defect Dealer Comments: CAR TOWED IN. CAR DEAD, NO CRANK, NO LIGHTS , NO POWER. FAULT MEMORY FC-158&15D IN POWER MODULE.. T/S ELECT.SYS.CK ALL CONN. PROGRAMMED ALL CONTROL UNITS, ENCODING ABORT 1 ST TIME, 2 ND TIME. ISOLATE PROB. TO BUS. PROG LOGIC 7 MODULES CAME BACK UP. VEH. OK.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100800	PROGR/ENCODE CU(S)W/O CAS/ZAS	4	4	\$42.00	\$0.00
Labor	6100805	Additional work after programming/ encoding abort for 1	6	6	\$63.00	\$0.00
Labor	6100009	TROUBLE-SHOOTING ELECTRICAL SYSTEM	34	34	\$357.00	\$0.00
Labor	6100806	Additional work after programming/ encoding abort for 2	6	6	\$63.00	\$0.00

Totals: Total Value Paid: 525.00 Total Handling Value Paid: 0.00

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 525.00

Defect Code: 6512311400

Defect Description: Amplifier, HiFi / Top HiFi system (HiFi system Professional) occasional malfunction

Defect Dealer Comments: DEAD BATTERY -FAULT STORED EXCESSIVE DISCHARGED. MEASURES PLAN W/VERSION 4.2 . PROGRAM LOGIC 7 -CAUSED CAR DRAW 17MA. FAULTY AMPLIFIER. REPLACED AMPLIFIER.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	65126926735	TOP-HIFI SYSTEM AMPLIFIER	1	1	\$458.90	\$183.56
Labor	6512570	R+R AMPLIFIER	5	5	\$52.50	\$0.00

Totals: Total Value Paid: 511.40 Total Handling Value Paid: 183.56

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 694.96

Paid To Dealer for Claim: 1,219.96

Warranty Vehicle Inquiry

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Thu Oct 13 12:23:56 EDT 2011

D [REDACTED] **CONFIDENTIAL**

Vehicle Data

VIN: WBAGN63483D [REDACTED]	Davis #: N/A
Chassis Number: D [REDACTED]	Assist Safety Plan Expires: 03/04/2004
Line Make: 01 - BMW	Assist Conv. Plan Expires: 00/00/0000
Model Year: 2003	TCU ESN / TCU IMEI: 14602416143 INACTIVE
AG Model Code/Desc: GN63 - 745LI US	TCU MIN: XXX-XXX-XXXX
NA Model Code/Desc: 0379 - 745Li	MDN / MSISDN: XXX-XXX-XXXX
Exterior Trim Code: 892 - Titanium Gray Metallic	Vehicle Production Date: 2002/09
Interior Color Code: U6FA - Flannel Gray Nasca Leather	Motor Type: N62
MSRP: \$78,895.00	Platform/Engineering Series: E66
	Wholesale Center ID/Loc: 35797-01
	Wholesale Date: 10/18/2002
	Retail Center ID/Loc: 35797-01
	Retail Date: 03/05/2003
	In-Service Date: 03/05/2003

New Vehicle Warranty Info

No Coverage As Of: 03/05/2009

Expiration Mileage: 100,000

NO OPEN CAMPAIGNS

Option Information

Code	Description	Code	Description
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Chassis Number : D [REDACTED]

0ZCV	Convenience Package	0ZLS	Luxury Seating Package
0ZPS	Premium Sound Package	0268	19" wheels w/performance tires
0358	Infrared windshield	0423	Floor mats
0430	Auto-dimming mirrors	0438	Dark Poplar Wood trim
0441	Smoker's package	0456	Multi-contour seats
0609	Navigation system	0620	Voice-command
0650	In-dash CD player	0691	CD holder
0785	White turn-signal lights	0925	Shipping package

Customer Information

Name (First/Last):MR. [REDACTED]

Address: [REDACTED]

SPRINGFIELD VA [REDACTED] UNITED STATES

Contract/Service Program Information

Type	Program Code/Desc	Contract Number/Status	Eff Date	Enrollment Date	No Coverage As Of	Exp Age (Mth)	Exp Odometer (Miles)	Retail Center	Center Name	Vendor Code Used	Contract Holder (First/Last)
MP	0000000170 - MP 72 MO/100K MLS	2031018 EXPIRED	03/05/2003	01/10/2005	03/05/2009	72	100,000	23367	BMW of Alexa	MP	
CPO	0000000009 - CPO 72 MO/100K MLS	0000000 EXPIRED	03/05/2003	11/01/2004	03/05/2009	72	100,000	23367	BMW of Alexa	UW	

Repair History (Claims)

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 12/16/2010

Repair Entry Date: 12/20/2010

Mileage: 86,375

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 23367

Chassis Number : D [REDACTED]

Defect Code: 0034910100

Defect Description: Ck Brake Booster line N62, B34 04 10

Complaint: PERFORM RECALL N62

Cause: F

Correction:

Technician Notes: 867376 CHECKED AND REPLACED BOOSTER HOSES. 10F

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0059055	Unterdruckleitung prüfen und ersetzen	10	10	\$110.40	\$0.00
Part	11151726339	Hose clamp	1	1	\$0.61	\$0.24
Part	11667611337	VACUUM PIPE	1	1	\$16.70	\$6.68

Totals: Total Value Paid: 127.71 Total Handling Value Paid: 6.92

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 134.63

Paid To Dealer for Claim: 134.63

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 59,425
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 05/28/2008	AG Dealer Code: 23367
Repair Entry Date: 05/29/2008	

Defect Code: 34110038MP

Defect Description: R&R FRONT AND REAR BRAKE ROTORS AT THE SAME TIME - MAINTENANCE PLAN

Defect Dealer Comments: CUSTOMER STATES BRAKES ARE SQUEEING PLEASE CHECK AN ADVISE 3411652-20FRU REPLACED WORN BRAKES 59425 FRONT PADS BELOW SPECS.
(WM)REPLACE FRONT BRAKE PADS AND ROTOS. (PADS 4MM / ROTOS 27.19MM BELOW SPECS.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34116750267	Brake disc, ventilated	2	2	\$313.42	\$0.00
Part	34211166129	Brake disc, ventilated	2	2	\$246.22	\$0.00
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$153.73	\$0.00
Part	34216768471	Repair kit, brake pads asbestos-free	1	1	\$122.45	\$0.00
Part	34356778038	Brake pad wear sensor	1	1	\$24.75	\$0.00
Part	34356778037	Brake pad wear sensor	1	1	\$23.55	\$0.00
Labor	3411652	Replacing front and rear brake discs	20	20	\$265.80	\$0.00

Totals: Total Value Paid: 1,149.92 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,149.92

Defect Code: 63121812R7

Defect Description: PARKING LIGHT PERMANENT FAILURE

Defect Dealer Comments: CUSTOMER STATES LIGHT OUT INDICATOR IS APPEARING FOR LEFT FRONT LIGHT 6399635-15FRU 59425 BULB OUT LEFT PARKING LIGHT. (w)REPLACE LEFT FRONT PARKING LIGHT BULB.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	63126916097	Bulb, parking light	1	1	\$16.03	\$6.41
Labor	6399635	REP BOTH FRONT PARKING LIGHT BULBS+	15	15	\$199.35	\$0.00

Totals: Total Value Paid: 215.38 Total Handling Value Paid: 6.41

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 221.79

Defect Code: 85990101MP

Defect Description: VEHICLE CHECK

Defect Dealer Comments: PERFORM VEHICLE CHECK PER BMW KEY READER. 0000624-6FRU 59425 DUE (WM)PERFORM VEHICLE CHECK PER KEY READER.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000624	Service, vehicle check	6	6	\$79.74	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 79.74 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 79.74

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDARD SCOPE PER BMW KEY READER. 0000105-4FRU 59425 DUE (WM)PERFORM STANDARD SCOPE DUE PER KEY READER.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$53.16	\$0.00

Totals: Total Value Paid: 53.16 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 53.16

Paid To Dealer for Claim: 1,504.61

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 55,932
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 02/01/2008	AG Dealer Code: 23367
Repair Entry Date: 02/05/2008	

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: CUSTOMER STATES WIPERS ARE STREAKING 6161631 1FRU--WORN INSERTS 55932 WIPER STREAKING (WM)REPLACED BOTH WIPER INSERTS WITH NEW ONES,RE-CHECK OPERATION,CHECK OK.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61610154440	WIPER BLADE	2	2	\$6.00	\$0.00
Labor	6161631	REP BOTH WINDSHIELD WIPER BLADE INSERTS+	1	1	\$13.29	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 19.29 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 19.29

Defect Code: 85990087MP

Defect Description: MP-LOW MILEAGE ANNUAL OIL SERVICE

Defect Dealer Comments: LOW MILEAGE OIL SERVICE DUE PER DCS 0000252 4FRU--LO MI OIL SVC 55932 DUE FOR LOW MILEAGE OIL SERVICE (WM)PERFORMED LOW MILEAGE OIL SERVICE PER BMW CHECKLIST

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000252	ANNUAL LO MILEAGE OIL SERVICE	4	4	\$53.16	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$15.18	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$54.00	\$0.00

Totals: Total Value Paid: 122.34 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 122.34

Paid To Dealer for Claim: 141.63

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid)	Mileage: 48,927
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/11/2006	AG Dealer Code: 28305
Repair Entry Date: 12/13/2006	

Defect Code: 0011270200

Defect Description: SIB #11-03-06 RECALL 06E-A02 CRANK VENT VALVE ON E53/60/63/64/65/66 WITH N62 PROD START TO 6/30/04

Defect Dealer Comments: SERVICE ACTION 06E-A02 CRANK VENT FAULTY VALVES \ \ 48927 DUE FOR CRANK CASE VENT VALVE RECALL (W) REPLACED CRANK CASE VENT VALVES PER SI 11-03-06

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0056138	Replacement of crankcase ventilation vales	5	5	\$65.00	\$0.00
Part	11127547058	Repair kit, pressure regulating valve	2	2	\$20.20	\$8.08

Totals: Total Value Paid: 85.20 Total Handling Value Paid: 8.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 93.28

Paid To Dealer for Claim: 93.28

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 48,927
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/11/2006	AG Dealer Code: 28305
Repair Entry Date: 12/13/2006	

Defect Code: 17110077MP

Defect Description: COOLANT CHANGE MAINTENANCE PROGRAM

Defect Dealer Comments: COOLANT FLUSH DUE \ 0000620-11FRU SCHEDULED SERVICE \ \ 48927 DUE FOR COOLANT FLUSH (WM) PERFORMED COOLANT SERVICE PER CBS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	82141467704	ANTIFREEZE	1	1	\$19.25	\$0.00
Labor	0000620	Coolant service	11	11	\$143.00	\$0.00

Totals: Total Value Paid: 162.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 162.25

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Chassis Number : D [REDACTED]

Defect Dealer Comments: BRAKE FLUSH DUE \ 0000618-5FRU SCHEDULED SERVICE \ \ 48927 DUE FOR BRAKE FLUID SERVICE (WM) PERFORMED BRAKE FLUID SERVICE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	81220142156	BRAKE FLUID	2	2	\$7.30	\$0.00
Labor	0000618	Brake fluid service	5	5	\$65.00	\$0.00

Totals: Total Value Paid: 72.30 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 72.30

Defect Code: 64310237MP

Defect Description: MICROFILTER REPLACEMENT

Defect Dealer Comments: TECH NOTED NEEDS MICRO FILTER CHANGED \ 0000616-2FRU SCHEDULED SERVICE \ \ 48927 DUE FOR REPLACMENT PER CBS (WM) REPLACED MICRO FILTERS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000616	Microfilter service	2	2	\$26.00	\$0.00
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	2	2	\$81.50	\$0.00

Totals: Total Value Paid: 107.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 107.50

Defect Code: 85990087MP

Defect Description: MP-LOW MILEAGE ANNUAL OIL SERVICE

Defect Dealer Comments: LOW MILEAGE OIL SERVICE - HAD APPT UNDER ANOTHER NAME \ SCHEDULED SERVICE \ \ 48927 DUE FOR OIL SERVICE PER CBS (WM) PERFORMED OIL SERVICE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	8	8	\$43.20	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$12.30	\$0.00
Labor	0000252	ANNUAL LO MILEAGE OIL SERVICE	4	4	\$52.00	\$0.00

Totals: Total Value Paid: 107.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 107.50

Chassis Number : D [REDACTED]

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: STANDARD SCOP \ 0000105-4FRU SCHEDULED SERVICE \ \ 48927 DUE FOR STANDARD SCOPE (WM) USING GT1 PERFORMED STANDRAD SCOPE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$52.00	\$0.00

Totals: Total Value Paid: 52.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 52.00

Paid To Dealer for Claim: 501.55

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid)	Mileage: 45,547
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 05/01/2006	AG Dealer Code: 28305
Repair Entry Date: 05/11/2006	

Defect Code: 6121001200

Defect Description: Vehicle battery permanent failure

Defect Dealer Comments: CLIENT STATES HE HAS HAD TO JUMP START VEHICLE SEVERAL TIMES \ 6120015--3FRU--6121517--4FRU- FAULTY BATTERY \ \ 45547 NO CRANK WP REPLACED BATTERY FOR BAD CELL AS PER MIDTRONICS DATA\\warranty code: AMQ0G-7K8KR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6121517	Replacing battery - with registering b	4	4	\$48.00	\$0.00
Labor	6120015	Checking battery	3	3	\$36.00	\$0.00
Part	61216924023	Original BMW AGM-battery	1	1	\$131.50	\$52.60

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 215.50 Total Handling Value Paid: 52.60

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 268.10

Paid To Dealer for Claim: 268.10

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 42,931
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/28/2005	AG Dealer Code: 28305
Repair Entry Date: 01/06/2006	

Defect Code: 0012100200

Defect Description: SIB #12-13-05 RECALL 05E-A01 BREMI IGN COILS REPLACEMENT

Defect Dealer Comments: PERFORM IGNITION COILS RECALL PER S/B 12130505EA01 \ 0056689--5FRU-- FAULTY COILS \ \ 42931 VEHICLE DUE FOR IGNITION COILS RECALL (W) PERFORMED IGNITION COILS INSPECTION, NOT NECESSARY TO REPLACE COILS, VEHICLE ALREADY HAVE BOSCH COILS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0056689	Checking all ignition coils and.....replacing if necessa	5	5	\$60.00	\$0.00

Totals: Total Value Paid: 60.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 60.00

Defect Code: 6577060200

Defect Description: Airbag control module/safety electronics Software error / internal device fault

Defect Dealer Comments: CLIENT STATES PASSIVE RESTRAINT SYSTEM LIGHT IS ON \ 3234000--4FRU-- SOFTWARE ERROR \ \ 42931 AIRBAG LIGHT ON (W) PERFORMED SHORT TEST, PROCESSOR NEEDS TO BE RESET. RESET PROCESSOR, NO MORE FAULTS IN SYSTEM

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3234000	DIAGNOSIS-AIRBAG SYSTEM (SRS)	4	4	\$48.00	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 48.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 48.00

Defect Code: 85990087MP

Defect Description: MP-LOW MILEAGE ANNUAL OIL SERVICE

Defect Dealer Comments: PERFORM LOW MILAGE OIL SERVICE PER BMW CHECKLIST \ 0000252--4FRU-- SCHEDULED SERVICE \ \ 42931 VEHICLE DUE FOR LOW MILE OIL SERVICE (W) PERFORMED OIL SERVICE PER BMW CHECKLIST

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11427511161	Set oil-filter element	1	1	\$11.90	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	8	8	\$39.60	\$0.00
Labor	0000252	ANNUAL LO MILEAGE OIL SERVICE	4	4	\$48.00	\$0.00

Totals: Total Value Paid: 99.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 99.50

Paid To Dealer for Claim: 207.50

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 38,944
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 02/16/2005	AG Dealer Code: 28305
Repair Entry Date: 02/24/2005	

Defect Code: 6135621500

Defect Description: Remote control key/ID transmitter permanent malfunction

Defect Dealer Comments: ****tech states veh was not cip reprogrammed\just coded\encoded.wood trim around radio seperated during removalof the cas module& had to be replaced.**MOD,DR DOOR MOD&CAS.PERFORM 2ND BATT RESET.SET CKM\CODE ENTIRE CAR BUT CIP WANTS TCU REPL.SIB SAYS CREATE PUMA CASE FOR VEH ORDER-#4691266-INSTAL VEH ORDER.CASE#4696246 FOR CAR KEY MEM-TOLD TO REPL CAS MOD.CKM NOT WORKIN-BOTH KEYS HAVE SAME #.CHANGE

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61316942487	Ignition switch/CAS	1	1	\$271.40	\$108.56
Labor	6100811	Programming/encoding control unit(s) (with CAS)	8	8	\$96.00	\$0.00
Labor	6199000	WT.61 SECTION	5	5	\$60.00	\$0.00
Labor	6135951	Replacing control module for comfort access s	2	2	\$24.00	\$0.00
Labor	6100005	INSPECTION USING DIS	4	4	\$48.00	\$0.00
Labor	6120910	Performing battery "power reset"	4	4	\$48.00	\$0.00
Labor	6100550	CHANGE CAR/KEY MEMORY	3	3	\$36.00	\$0.00

Totals: Total Value Paid: 583.40 Total Handling Value Paid: 108.56

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 691.96

Defect Code: 8411010200

Defect Description: Control module communication (transceiver) Software error / internal device fault

Defect Dealer Comments: after tech coded the entire vehicle, cip wanted the tcu replaced. special measured the tcu and performed another batttery reset. special measures did not take. had to replace the tcu. needed a vehicle order number puma case #4691266.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	8411655	Removing and installing telematics control unit	6	6	\$72.00	\$0.00
Part	84116940467	Telematics Control Unit	1	1	\$1,010.00	\$404.00

Totals: Total Value Paid: 1,082.00 Total Handling Value Paid: 404.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,486.00

Paid To Dealer for Claim: 2,177.96

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 37,583
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/06/2005	AG Dealer Code: 28305
Repair Entry Date: 01/12/2005	

Defect Code: 5124124800

Defect Description: Hydraulic unit (including lines), automatic rear lid actuation leaking

Defect Dealer Comments: DURING PREOWNED CERTIFICATION INSPECTION TECH FIND TRUNK WON'T OPEN FROM INSIDE \ 5124651 11F \ TROUBLE SHOOT,CHECKED AND REPLACED HYD CYLINDER AND RECHECKED-OK

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5124651	Removing and installing or replacing hydraulic cylinder f	11	11	\$132.00	\$0.00
Part	51247134592	Hydraulic cylinder	1	1	\$122.60	\$49.04

Totals: Total Value Paid: 254.60 Total Handling Value Paid: 49.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 303.64

Defect Code: 6313014800

Defect Description: Turn signal repeater, side panel leaking

Defect Dealer Comments: DURING PREOWNED CERTIFICATION INSPECTION TECH FINDS CONDENSATION IN SIDE MARKER LENSES \ 6312210 3F \ 37583 CONDENSATION ON SIDE MARKERS. (W) REPLACE WITH NEW ONES.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	63136906394	Addit. turn indicator lamp, right white	1	1	\$13.15	\$5.26
Part	63136906393	Addit. turn indicator lamp, left white	1	1	\$13.15	\$5.26
Labor	6313210	R&IORR BOTH SIDE TURN SIGNALS	3	3	\$36.00	\$0.00

Totals: Total Value Paid: 62.30 Total Handling Value Paid: 10.52

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 72.82

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: DURING PREOWNED CERTIFICATION INSPECTION TECH FINDS VEHICLE DUE FOR OIL SERVICE \ 37583 DUE FOR OIL SERVICE. (W) PERFORM OIL SERVICE. REPLACE OIL FILTER AND MICROFILTER.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000610	Engine oil service	4	4	\$48.00	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	8	8	\$32.00	\$0.00
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	1	1	\$26.00	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$10.50	\$0.00

Totals: Total Value Paid: 116.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 116.50

Paid To Dealer for Claim: 492.96

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 09/13/2004

Repair Entry Date: 09/18/2004

Mileage: 34,711

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 35797

Defect Code: 0061060200

Defect Description: SIB #61-03-04 LBL CODE 420 PGM CONTROL UNITS ON E65/E66 FROM START OF PRODUCTION TO 01/20/2004

Defect Dealer Comments: SIB 610304 CODE 420 \ UP DATE SOFTWARE \ PERFORM RECALL 610304 UPDATE SOFTWARE INFORMATION WP# 5

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D [REDACTED]

Labor	0055515	PROGRAM CONTROL UNITS W/CAS+NAV	15	15	\$159.45	\$0.00
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Totals: Total Value Paid: 159.45 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 159.45

Paid To Dealer for Claim: 159.45

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number [REDACTED]

Repair Order Date: 09/13/2004

Repair Entry Date: 09/18/2004

Mileage: 34,711

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 35797

Defect Code: 10320105MP

Defect Description: STATE & LOCAL TAXES - FULL MAINTENANCE PROGRAM

Defect Dealer Comments: tax

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$5.56	\$0.00

Totals: Total Value Paid: 5.56 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 5.56

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: BRAKE FLUSH \ TO BE PERFORMED EVERY 24 MONTHS \ PERFORMED TO BMW SPECIFICATIONS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3400525	REPL.ABS/ASC+T FLUID	5	5	\$53.15	\$0.00
Part	81220142156	BRAKE FLUID	2	2	\$3.72	\$2.48

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 56.87 Total Handling Value Paid: 2.48

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 59.35

Defect Code: 34210077MP

Defect Description: RR BRAKE PADS - MAINTENANCE PLAN

Defect Dealer Comments: REAR BRAKE MESS IS ON \ REAR BRAKE PADS WORN \ REPLACE REAR BRAKE PADS AND SENSOR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34116763305	Repair kit, brake pads asbestos-free	1	1	\$46.55	\$38.20
Part	34356755267	Brake pad wear sensor	1	1	\$8.00	\$6.60
Labor	3421739	Removing and installing or replacing brake pads of both r	6	6	\$63.78	\$0.00

Totals: Total Value Paid: 118.33 Total Handling Value Paid: 44.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 163.13

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: WIPERS SMEAR \ RUBBER INSERTS WORN/DISTORTED \ REPLACE BOTH FT WIPER RUBBER INSERTS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6161631	REP BOTH WINDSHIELD WIPER BLADE INSERTS+	1	1	\$10.63	\$0.00
Part	61610154440	WIPER BLADE	2	2	\$2.80	\$2.80

Totals: Total Value Paid: 13.43 Total Handling Value Paid: 2.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 16.23

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: STANDARD SCOPE \ REQUIREMENT \ PERFORMED SCOPE CHECK 0000105(4)85990501MP

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D [REDACTED]

Labor	0000105	Service - standard scope	4	4	\$42.52	\$0.00
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Totals: Total Value Paid: 42.52 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 42.52

Paid To Dealer for Claim: 286.79

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 06/04/2004

Repair Entry Date: 08/10/2004

Mileage: 29,083

Davis #: N/A

Authorization Number: 588095

AG Dealer Code: 35797

Defect Code: 36120157ER

Defect Description: TIRES - CONTINENTAL VIBRATION / OSCILLATION

Defect Dealer Comments: REPLACED BOTH REAR TIRES AS PER BMW UNEVEN WEAR CAUSED BY BROKEN REAR SUSPENSION PIECE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3612051	REP BOTH FRONT OR REAR TIRES	12	12	\$127.56	\$0.00
Part	99000005319	CONTI CSC 275/40 R19	2	2	\$580.00	\$232.00
Part	36121116326	Rubber valve	2	2	\$2.30	\$0.92

Totals: Total Value Paid: 709.86 Total Handling Value Paid: 232.92

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 942.78

Paid To Dealer for Claim: 942.78

[Claim Header:](#)

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 1
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/04/2004	AG Dealer Code: 35797
Repair Entry Date: 06/23/2004	

Defect Code: 84110479AZ

Defect Description: UNKNOWN

Defect Dealer Comments: PROVIDED PHONE PER BMW INSTALLED IN CAR AND VEHICLE WOULDN'T READ PHONE BAD KEPT SAYING READING DATA UNHOOKED PHONE & SYSTEM WAS STILL SAYING READING DATA TRIED ANOTHER EJECT BOX STILL ACTING UP REPLACED TCU = CODED CKED PHONE OPER BUT PHONE WOULD JUST POWER UP & DOWN REPLACED PHONE WITH REMAN UNIT SYSTEM OPERATIONAL NOW TCU MUST HAVE BURNED OUT NEW PHONE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	8499000	WT.84 SECTION	2	2	\$21.26	\$0.00
Part	84110308482	PHONE KIT	1	1	\$405.00	\$162.00

Totals: Total Value Paid: 426.26 Total Handling Value Paid: 162.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 588.26

Paid To Dealer for Claim: 588.26

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 29,083
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/04/2004	AG Dealer Code: 35797
Repair Entry Date: 06/23/2004	

Defect Code: 84110112AZ

Chassis Number : D [REDACTED]

Defect Description: TRANSCEIVER UNIT PERMANENT FAILURE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	84110308481	PHONE KIT	1	1	\$433.00	\$173.20

Totals: Total Value Paid: 433.00 Total Handling Value Paid: 173.20

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 606.20

Paid To Dealer for Claim: 606.20

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 29,083
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/04/2004	AG Dealer Code: 35797
Repair Entry Date: 06/23/2004	

Defect Code: 84110112AZ

Defect Description: TRANSCEIVER UNIT PERMANENT FAILURE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	84110308481	PHONE KIT	1	0	\$(433.00)	\$(173.20)

Totals: Total Value Paid: (433.00) Total Handling Value Paid: (173.20)

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): (606.20)

Paid To Dealer for Claim: (606.20)

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 29,083
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/04/2004	AG Dealer Code: 35797
Repair Entry Date: 06/23/2004	

Defect Code: 34110077MP

Defect Description: FT BRAKE PADS - MAINTENANCE PLAN

Defect Dealer Comments: BRAKE LINING LIGHT IS ON \ \ REPLACED FRONT BRAKE PADS 3411505(7)34110077MP NOTE: SERVICE LIGHT WAS ON BECAUSE OF BRAKES

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3411505	R+R L+R.FT.BRAKE PADS	7	7	\$74.41	\$0.00
Part	34356755266	Brake pad wear sensor	1	1	\$8.00	\$6.60
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$61.15	\$50.85

Totals: Total Value Paid: 143.56 Total Handling Value Paid: 57.45

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 201.01

Defect Code: 84110112AZ

Defect Description: TRANSCEIVER UNIT PERMANENT FAILURE

Defect Dealer Comments: --YES WE HAD A BAD HANDSET FROM THE BEGINING. THE PHONE NEVER WORKED, CLIENT DID NOT BRING IT TO OUR ATTENTION --THIS IS ACCORDING TO THE CLIENT-- PHONE DOES NOT WORK IN CAR INSTALL NEW PHONE 84110308481-SPRINT--SEE KEVIN AND THEN MAKE SURE IT WORKS IN CAR--OK BRIAN BABCOCK CKED OUT PHONE OPERATION REPLACED TRANSCEIVER CONTROL UNIT & HANDSET

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	84110308481	PHONE KIT	1	1	\$433.00	\$173.20
Part	84116940467	Telematics Control Unit	1	1	\$695.00	\$278.00
Labor	8410003	CK.TELEPHONE FUNCTION	10	10	\$106.30	\$0.00
Part	84216922574	Adapter plate, battery med. size	1	1	\$1.31	\$0.52
Part	84216922575	Adapter plate, battery small	1	1	\$1.30	\$0.52

Chassis Number : D [REDACTED]

Labor	8411656	Replacing telematics control unit	6	6	\$63.78	\$0.00
Labor	8421550	R+R CRADLE	4	4	\$42.52	\$0.00

Totals: Total Value Paid: 1,343.21 Total Handling Value Paid: 452.24

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,795.45

Paid To Dealer for Claim: 1,996.46

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 27,275
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 05/06/2004	AG Dealer Code: 35797
Repair Entry Date: 00/00/0000	

Defect Code: 6510031500

Defect Description: Controls on radio / ASK / MASK / CCC permanent malfunction

Defect Dealer Comments: replaced nav caomputer & loaded software & programed system failed programming cip had to replace ask & reprogram entire system

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	65126941676	Audio system controller CD	1	1	\$462.00	\$184.80
Labor	6100800	PROGR/ENCODE CU(S)W/O CAS/ZAS	4	4	\$42.52	\$0.00
Labor	6512701	Replacing audio system controller	3	3	\$31.89	\$0.00
Labor	6100870	Initialising all systems	5	5	\$53.15	\$0.00
Labor	6100805	Additional work after programming/ encoding abort for 1	6	6	\$63.78	\$0.00
Labor	6100806	Additional work after programming/ encoding abort for 2	6	6	\$63.78	\$0.00

Totals: Total Value Paid: 717.12 Total Handling Value Paid: 184.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 901.92

Defect Code: 6590011500

Defect Description: Navigation computer in luggage compartment permanent malfunction

Chassis Number : D [REDACTED]

Defect Dealer Comments: NAV SYSTEM WILL NOT ACCEPT ADDRESS AND MAP WILL NOT COME ON \ \ CHECKED NAVIGATION SYSTEM-REPLACED NAVIGATION COMPUTER AND LOADED SOFTWARE AND PROGRAMMED--SYSTEM FAILED--PROGRAMMING

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6590000	CK.FUNCT.OF NAVIG.SYSTEM	10	10	\$106.30	\$0.00
Labor	6590512	Replacing navigation computer with CD/DVD drive	9	9	\$95.67	\$0.00
Labor	6590505	Loading operating software for navigation system	2	2	\$21.26	\$0.00
Part	65906947829	Rmfd navigation computer DVD	1	1	\$1,065.00	\$426.00

Totals: Total Value Paid: 1,288.23 Total Handling Value Paid: 426.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,714.23

Paid To Dealer for Claim: 2,616.15

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 27,275
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: 0	Authorization Number: 0
Repair Order Date: 05/06/2004	AG Dealer Code: 35797
Repair Entry Date: 01/01/1900	

Defect Code: 99999977CN

Defect Description: CORE CREDITS - AUTOMATIC VIA IWS - MT OLIVE PDC VALID FOR REPAIR DATES FROM 12/18/97

Defect Dealer Comments: CORE CREDITS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	C	CORE CREDITS			\$500.00	\$0.00

Totals: Total Value Paid: 500.00 Total Handling Value Paid: 0.00

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 500.00

Paid To Dealer for Claim: 500.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 25,897
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/07/2004	AG Dealer Code: 35797
Repair Entry Date: 04/21/2004	

Defect Code: 10320105MP

Defect Description: STATE & LOCAL TAXES - FULL MAINTENANCE PROGRAM

Defect Dealer Comments: TAX

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$2.91	\$0.00

Totals: Total Value Paid: 2.91 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 2.91

Defect Code: 11720376MP

Defect Description: ENG AIR FILTER-DIRTY-MP

Defect Dealer Comments: CUSTOMER STATES;VEHICLE DUE FOR SERVICE. \ MAINTN. \ COMPLETED OIL SERVICE AND STANDARD SCOPE,replaced the air filter per cbs sms

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	13717505007	Filter cartridge	1	1	\$9.50	\$9.50

Totals: Total Value Paid: 9.50 Total Handling Value Paid: 9.50

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 19.00

Chassis Number : D [REDACTED]

Defect Code: 1614031800

Defect Description: Level sensor, fuel tank, right incorrect/incomplete reading

Defect Dealer Comments: CS;FUEL LEVEL LIGHT COMES ON INTERMITTANTLY WHEN THERE IS SUFFICIENT FUEL IN THE TANK. LEVEL SENSORS.REPLACED BOTH FUEL LEVEL SENSORS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1612505	R+R BOTH FUEL LEVEL SENDERS	8	8	\$85.04	\$0.00
Part	16116759834	LEFT FUEL LEVEL SENSOR	1	1	\$42.45	\$16.98
Part	16116759833	RIGHT FUEL LEVEL SENSOR	1	1	\$23.10	\$9.24

Totals: Total Value Paid: 150.59 Total Handling Value Paid: 26.22

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 176.81

Defect Code: 3332103700

Defect Description: Rubber mount, traction strut (connection to rear axle carrier/wheel carrier) loose

Defect Dealer Comments: CS; VEHICLE TOWED IN, UNSAFE TO DRIVE.R/R GUIDE ARM REPLACED THE BROKEN GUIDE ARM ON THE R/R,STUD HAD ACTUALLY BROKEN ON THE WHEEL SIDE. COMPLETED ALIGNEMENT.the 2 tires have excessive wear as a result 2 tires have been ordered & should be here in 2 weeks

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	33321096797	Guiding suspension link w rubber mount	1	1	\$102.40	\$40.96
Labor	3332686	Replacing one guide arm	4	4	\$42.52	\$0.00
Labor	3200590	ELECTRONIC WHEEL ALIGNMENT W/KDS+	17	17	\$180.71	\$0.00

Totals: Total Value Paid: 325.63 Total Handling Value Paid: 40.96

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 366.59

Defect Code: 6112557900

Defect Description: Control module for steering column switch cluster SZL, including coil spring assy incorrect connecti

Defect Dealer Comments: CS;STABILITY LIGHT IS ON INTERMITTANTLY. \ ELECTRICAL FAILURE; REPLACED THE SZL CONTROL MODULE. REPLACED TEH SZL CONTROL MODULE, REPROGRAMMED THE VEHICLE \ INCLUDING NAV. RECALIBRATED THE STEERING ANGLE SWITCH.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61316944838	Switch unit steering column	1	1	\$181.80	\$72.72
Labor	6131526	R+R STEERING COLUMN SWITCH SUPPORT	6	6	\$63.78	\$0.00
Labor	6100806	Additional work after programming/ encoding abort for 2	6	6	\$63.78	\$0.00
Labor	6100805	Additional work after programming/ encoding abort for 1	6	6	\$63.78	\$0.00
Labor	6590507	PROGRAM NAV SYSTEM	5	5	\$53.15	\$0.00
Labor	6100800	PROGR/ENCODE CU(S)W/O CAS/ZAS	4	4	\$42.52	\$0.00

Totals: Total Value Paid: 468.81 Total Handling Value Paid: 72.72

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 541.53

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: oil service

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000610	Engine oil service	4	4	\$42.52	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$25.65	\$10.35
Part	11427511161	Set oil-filter element	1	1	\$5.05	\$5.05

Totals: Total Value Paid: 73.22 Total Handling Value Paid: 15.40

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 88.62

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: standard scope

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$42.52	\$0.00

Totals: Total Value Paid: 42.52 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 42.52

Chassis Number : D [REDACTED]

Paid To Dealer for Claim: 1,237.98

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 20,310
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/05/2003	AG Dealer Code: 35797
Repair Entry Date: 12/16/2003	

Defect Code: 0061790100

Defect Description: E65 E66 Programming control units (lower than I 6.113)

Defect Dealer Comments: SIB 611003 CODE 370 \ \ #5 0054780(15)0061790100

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054780	PROGR.WITH NAV+CAS	15	15	\$159.45	\$0.00

Totals: Total Value Paid: 159.45 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 159.45

Paid To Dealer for Claim: 159.45

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 20,310
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/05/2003	AG Dealer Code: 35797
Repair Entry Date: 12/16/2003	

Chassis Number : D [REDACTED]

Defect Code: 11009999SA

Defect Description: BMW NA RENTAL COST - GOODWILL

Defect Dealer Comments: 2 DAYS RENTAL DURING REPAIRS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$69.10	\$0.00

Totals: Total Value Paid: 69.10 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 69.10

Defect Code: 5116073000

Defect Description: Oddments tray on transmission tunnel blistering

Defect Dealer Comments: CONSOLE BUTTON PEELING -ALSO OVERHEAD CONSOLE PEELING \ \ REMOVED CENTER CONSOLE AND REPLACED PEELING BUTTONS 5116700(19)5116073000

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51167002397	Lock f center armrest covers	1	1	\$19.40	\$7.76
Labor	5116681	Replacing centre console carrier section	18	18	\$191.34	\$0.00

Totals: Total Value Paid: 210.74 Total Handling Value Paid: 7.76

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 218.50

Defect Code: 5147000100

Defect Description: Scuff panel (inner carpet edge protector) cracked / broken / torn off

Defect Dealer Comments: ALL(4)SILL PLATES PEELING PAINT \ \ REPLACED ALL SILL PLATES 5147560(5)5147000100

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51477014610	FRONT RIGHT SILL STRIP	1	1	\$10.20	\$4.08
Part	51477014634	SILL STRIP REAR RIGHT	1	1	\$22.05	\$8.82
Labor	5147560	Removing and installing or replacing all door access trim	5	5	\$53.15	\$0.00
Part	51477014609	FRONT LEFT SILL STRIP	1	1	\$10.20	\$4.08

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 95.60 Total Handling Value Paid: 16.98

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 112.58

Defect Code: 6590011500

Defect Description: Navigation computer in luggage compartment permanent malfunction

Defect Dealer Comments: NAV SCREEN JUST SHOWS LINES \ \ CHECKED OUT NAVIGATION SYSTEM 6590000(5)REPLACED NAVIGATION SYSTEM 6590512(9)1ST ABORT 6100805(6)2ND ABORT 6100806(6)

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6590512	Replacing navigation computer with CD/DVD drive	9	9	\$95.67	\$0.00
Labor	6100806	Additional work after programming/ encoding abort for 2	6	6	\$63.78	\$0.00
Part	65826929507	AT-Control display	1	1	\$1,215.00	\$486.00
Labor	6100870	Initialising all systems	5	5	\$53.15	\$0.00
Labor	6100805	Additional work after programming/ encoding abort for 1	6	6	\$63.78	\$0.00

Totals: Total Value Paid: 1,491.38 Total Handling Value Paid: 486.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,977.38

Defect Code: 6610055200

Defect Description: Transmitter function, remote operation / radio remote control not opening

Defect Dealer Comments: REMOTE KEY WILL NOT UNLOCK DOORS--IT WILL LOCK DOORS AND UNLOCK TRUNK \ \ DIAGNOSED FAULTY KEY--REPLACED REMOTE 6600009(1) 6610055200

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	66120142781	Radio remote control (code)	1	1	\$53.70	\$21.48
Labor	6610000	CHK FUNCTION OF REMOTE LOCKING SYSTEM (W/DIS)	1	1	\$10.63	\$0.00

Totals: Total Value Paid: 64.33 Total Handling Value Paid: 21.48

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 85.81

Paid To Dealer for Claim: 2,463.37

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 14,823
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/26/2003	AG Dealer Code: 35797
Repair Entry Date: 09/30/2003	

Defect Code: 11009999SA

Defect Description: BMW NA RENTAL COST - GOODWILL

Defect Dealer Comments: 2 DAYS RENTAL DURING REPAIRS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$69.10	\$0.00

Totals: Total Value Paid: 69.10 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 69.10

Defect Code: 6135920200

Defect Description: E60 E61 E63 E64 E65 E66 Various electrical problems

Defect Dealer Comments: CD PLAYER PLAYS AND THEN STOPS WORKING AT TIMES INTERNAL REPLACED THE ASK MODULE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054543	PROGR.C.U'S	13	13	\$138.19	\$0.00

Totals: Total Value Paid: 138.19 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 138.19

Defect Code: 6510021400

Defect Description: CD/MD/CD-ROM/DVD player (in radio, ASK, MASK) occasional malfunction

Defect Dealer Comments: CD PLAYER PLAYS AND THEN STOPS WORKING AT TIMES--CHANGER OK \ ELECTRICAL FAILURE, INTERNAL AUDIO SYSTEM CONTROLLER, SINGLE DISK PLAYER. \ REPLACED THE ASK MODULE, REPROGRAMMED THE COMPLETE CAR WITH CIP 9.05

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	65126939015	AT-audio system controller CD	1	1	\$462.00	\$184.80
Labor	6512700	Removing and installing audio system controller	3	3	\$31.89	\$0.00

Totals: Total Value Paid: 493.89 Total Handling Value Paid: 184.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 678.69

Defect Code: 7211077900

Defect Description: Belt tensioner/belt buckle tensioner incorrect connection /contact

Defect Dealer Comments: PASS AIRBAG FAULT IS ON \ ELECTRICAL FAILURE, SEAT BELT TENSIONER. SEE SI 72 04 03 \ REMOVED THE R/F SEAT, REPLACED THE BRACKET AND SEAT BELT TENSIONER.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5217000	R&I ORR L/R FRONT SEAT	6	6	\$63.78	\$0.00
Part	52107135136	Bracket set, seat belt tensioner right	1	1	\$19.05	\$7.62
Part	07147125115	Fillister head screw	1	1	\$0.44	\$0.18
Labor	7211541	Removing and installing or replacing front left or right	2	2	\$21.26	\$0.00
Part	72117122210	LOWER BELT FRONT RIGHT	1	1	\$61.95	\$24.78

Totals: Total Value Paid: 166.48 Total Handling Value Paid: 32.58

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 199.06

Paid To Dealer for Claim: 1,085.04

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 12,753
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/25/2003	AG Dealer Code: 35797
Repair Entry Date: 08/30/2003	

Chassis Number : D [REDACTED]

Defect Code: 0012730100

Defect Description: E65 E66 N62 Replacing ignition coil

Defect Dealer Comments: CUSTOMER STATES;OPEN RECALL;IGNITION COILS, 12 05 03 \ RECALL;IGNITION COILS. \ THE COILS DID NOT NEED TO BE REPLACED, MANUFACTURED BY BOSCH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054111	CK+REPL.COILS AS NECESSARY	8	8	\$85.04	\$0.00

Totals: Total Value Paid: 85.04 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 85.04

Paid To Dealer for Claim: 85.04

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 12,753
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/25/2003	AG Dealer Code: 35797
Repair Entry Date: 08/30/2003	

Defect Code: 11009999SA

Defect Description: BMW NA RENTAL COST - GOODWILL

Defect Dealer Comments: 4 DAYS RENTAL DURING REPAIRS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$138.20	\$0.00

Totals: Total Value Paid: 138.20 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 138.20

Defect Code: 5124123900

Chassis Number : D [REDACTED]

Defect Description: Hydraulic unit (including lines), automatic rear lid actuation unpleasant noises

Defect Dealer Comments: CUSTOMER STATS;AUTOMAIC TRUNK MALLFUNCTIONS. \ MECHANICAL FAILURE, LOW FLUID \ TOPED UP THE FLUID LEVEL IN THE HYDRAULIC TRUNK MECHNISM.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5124660	Correcting oil level in hydraulic unit for boot lid operati	2	2	\$21.26	\$0.00
Labor	5124650	Removing and installing or replacing hydraulic unit for l	7	7	\$74.41	\$0.00

Totals: Total Value Paid: 95.67 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 95.67

Defect Code: 6590011500

Defect Description: Navigation computer in luggage compartment permanent malfunction

Defect Dealer Comments: CS;INTERMITTANT NAV. SCREEN FLICKER. \ ELECTRICAL FAILURE. REPLACED NAV. UNIT AND CIP THE COMPLETE CAR. \ SEE ATTACHED PRINT OUTS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6590512	Replacing navigation computer with CD/DVD drive	9	9	\$95.67	\$0.00
Labor	6100806	Additional work after programming/ encoding abort for 2	6	6	\$63.78	\$0.00
Labor	6100805	Additional work after programming/ encoding abort for 1	6	6	\$63.78	\$0.00
Labor	6590507	PROGRAM NAV SYSTEM	5	5	\$53.15	\$0.00
Labor	6100800	PROGR/ENCODE CU(S)W/O CAS/ZAS	4	4	\$42.52	\$0.00
Part	65906929592	RMFD NAVIGATION CD COMPUTER	1	1	\$1,040.00	\$416.00

Totals: Total Value Paid: 1,358.90 Total Handling Value Paid: 416.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,774.90

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: CUSTOMER STATES;VEHICLE IS DUE FOR STANDARD SCOPE AND OIL SERVICE, TOP OFF WASHER FLUID. \ \ OIL SERVICE AND SCOPE CHECK

0000105(4)0000610(4)85990089MP 11009999SA 4 DAYS (\$138.20)

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D [REDACTED]

Labor	0000610	Engine oil service	4	4	\$42.52	\$0.00
Labor	0000105	Service - standard scope	4	4	\$42.52	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$25.65	\$10.35
Part	11427511161	Set oil-filter element	1	1	\$5.00	\$5.00

Totals: Total Value Paid: 115.69 Total Handling Value Paid: 15.35

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 131.04

Paid To Dealer for Claim: 2,139.81

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 05/13/2003

Repair Entry Date: 05/16/2003

Mileage: 5,697

Davis #: N/A

Authorization Number: 464470

AG Dealer Code: 35797

Defect Code: 6135920200

Defect Description: E60 E61 E63 E64 E65 E66 Various electrical problems

Defect Dealer Comments: PERFORMED 9000 TCU UPDATE AND CIP MODIC CHECK

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054544	PROGR.C.U'S W/NAV	16	16	\$170.08	\$0.00

Totals: Total Value Paid: 170.08 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 170.08

Defect Code: 84110215BV

Defect Description: TCU/CPT9000 UPGR KIT"WA"AUTHO REQUIRED

Defect Dealer Comments: C HAS PHONE--INSTALL UPDATED PHONE KIT-SEE KEVIN IN PARTSPERFORMED 9000 TCU UPDATE AND CIP MODIC CHECK AS PER AUTH 464470

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	84110300851	Bracket	1	1	\$139.00	\$55.60
Part	84116935268	Telematics Control Unit	1	1	\$695.00	\$278.00
Labor	8411527	Remove and install transceiver	6	6	\$63.78	\$0.00
Labor	8421550	R+R CRADLE	4	4	\$42.52	\$0.00
Labor	8421526	Removing and installing or replacing compensator	5	5	\$53.15	\$0.00

Totals: Total Value Paid: 993.45 Total Handling Value Paid: 333.60

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,327.05

Paid To Dealer for Claim: 1,497.13

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 5,697
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: 0	Authorization Number: 464470
Repair Order Date: 05/13/2003	AG Dealer Code: 35797
Repair Entry Date: 01/01/1900	

Defect Code: 99999977CN

Defect Description: CORE CREDITS - AUTOMATIC VIA IWS - MT OLIVE PDC VALID FOR REPAIR DATES FROM 12/18/97

Defect Dealer Comments: CORE CREDITS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	C	CORE CREDITS			\$500.00	\$0.00

Totals: Total Value Paid: 500.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 500.00

Paid To Dealer for Claim: 500.00

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 13
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 02/13/2003	AG Dealer Code: 35797
Repair Entry Date: 02/20/2003	

Defect Code: 6121075900

Defect Description: Vehicle battery charge status too low / deep / slight

Defect Dealer Comments: CS SRS LIGHT ON.CHECKED FOR FAULTS UNDER VOLTAGE FAULT IN SIM MODULE -RECHARGED BATTERY ALSO CIP WHOLE CAR WITH NEWEST SOFTWARE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100806	Additional work after programming/ encoding abort for 2	6	6	\$59.28	\$0.00
Labor	6100805	Additional work after programming/ encoding abort for 1	6	6	\$59.28	\$0.00
Labor	6121519	CHARGE BATTERY (WITH JOB NO 13 00 002/3)	4	4	\$39.52	\$0.00
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$39.52	\$0.00
Labor	6100800	PROGR/ENCODE CU(S)W/O CAS/ZAS	4	4	\$39.52	\$0.00

Totals: Total Value Paid: 237.12 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 237.12

Paid To Dealer for Claim: 237.12

Warranty Vehicle Inquiry

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*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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Thu Oct 13 12:25:18 EDT 2011

D [REDACTED] **CONFIDENTIAL**

Vehicle Data

VIN: WBAGN63413D [REDACTED]

Chassis Number: D [REDACTED]

Line Make: 01 - BMW

Model Year: 2003

AG Model Code/Desc: GN63 - 745LI US

NA Model Code/Desc: 0379 - 745Li

Exterior Trim Code: 354 - Titanium Silver Metallic

Interior Color Code: U6SW - Black Nasca Leather

MSRP: \$77,295.00

Davis #: N/A

TCU MIN:

Vehicle Production Date: 2002/10

Motor Type: N62

Platform/Engineering Series: E66

Wholesale Center ID/Loc: 22083-01

Wholesale Date: 12/11/2002

Retail Center ID/Loc: 22083-01

Retail Date: 11/12/2003

In-Service Date: 11/12/2003

New Vehicle Warranty Info

No Coverage As Of: 11/12/2009

Expiration Mileage: 100,000

NO OPEN CAMPAIGNS

Option Information

Code	Description	Code	Description
0ZLS	Luxury Seating Package	0ZPS	Premium Sound Package
0358	Infrared windshield	0423	Floor mats
0430	Auto-dimming mirrors	0441	Smoker's package
0456	Multi-contour seats	0508	Park Distance Control
0609	Navigation system	0620	Voice-command

Chassis Number : D [REDACTED]

0650	In-dash CD player	0691	CD holder
0785	White turn-signal lights	0925	Shipping package

Customer Information

Name (First/Last):

Address:

Contract/Service Program Information

Type	Program Code/Desc	Contract Number/Status	Eff Date	Enrollment Date	No Coverage As Of	Exp Age (Mth)	Exp Odometer (Miles)	Retail Center	Center Name	Vendor Code Used	Contract Holder (First/Last)
MP	0000000166 - MP 48 MO/050K MLS	0000000 EXPIRED	11/12/2003	11/12/2003	11/12/2007	48	50,000	22083	Stevens Creek BMW	MP	

Repair History (Claims)

Claim Header:

Claim Number/Status [REDACTED] (Paid)	Mileage: 58,198
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/21/2010	AG Dealer Code: 30822
Repair Entry Date: 12/21/2010	

Defect Code: 0034910100

Defect Description: Ck Brake Booster line N62, B34 04 10

Complaint: C/S RECALL DUE PER DCS- 34 04 10

Cause: AS PER RECALL.

Correction: PER 340410 REPLACED THE HOSE

Technician Notes: 58198 AS PER RECALL. I REPLACED THE BRAKE BOOSTER LINE AS PER 34 04 10.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0059055	Unterdruckleitung prüfen und ersetzen	10	10	\$119.80	\$0.00
Part	11667611337	VACUUM PIPE	1	1	\$16.70	\$6.68
Part	11151726339	Hose clamp	1	1	\$0.61	\$0.24

Totals: Total Value Paid: 137.11 Total Handling Value Paid: 6.92

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 144.03

Paid To Dealer for Claim: 144.03

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 52,328
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/28/2009	AG Dealer Code: 30822
Repair Entry Date: 09/01/2009	

Defect Code: 24005048R7

Defect Description: LEAK AT OIL PAN/GASKET, AUTOMATIC TRANSMISSION LEAKING

Defect Dealer Comments: C/STATES-HAS AN OIL LEAK-CHECK AND REPORT.SERVICE VERIFY OIL LEAK COMING FROM TRANSMISSION FOUND TRANSMISSION SLEEVE AND LOWER PAN LEAKING FOUND WORN TRANSMISSION PAN. CORRECTION REMOVED OIL SAVED CONTAINER REMOVED AND REPLACED SLEEVE AND LOWER TRANSMISSION PAN WITH NEW GASKET. AFTER SERVICE TOP

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	2434530	Replacing sealing sleeve for gearbox casing	15	15	\$174.60	\$0.00
Part	24117571227	Oil pan with oil filter	1	1	\$169.01	\$67.60
Part	24347588725	SEALING SLEEVE	1	1	\$10.27	\$4.11
Sublet	4	OIL,LUBRICANTS ETC			\$20.00	\$0.00

Totals: Total Value Paid: 373.88 Total Handling Value Paid: 71.71

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 445.59

Defect Code: 63170512R7

Defect Description: FOG LIGHTS PERMANENT FAILURE

Defect Dealer Comments: TECH FOUND RIGHT FOG LIGHT INOP SERVICE 52329 SERVICE REMOVED AND REPACED RIGHT SIDE FOG LIGHT BULB SERVICE COMPLETE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	63217160779	BULB	1	1	\$10.92	\$4.37
Labor	6399711	Replacing halogen bulb for right fog light	1	1	\$11.64	\$0.00

Totals: Total Value Paid: 22.56 Total Handling Value Paid: 4.37

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 26.93

Defect Code: 65120012R7

Defect Description: LOUDSPEAKERS FAILED

Defect Dealer Comments: C/STATES-L/R DOOR SPEAKER INOP. VERIFY LEFT SPEAKER INOP FOUND SUB WOOFER NO AUDIO ONLY LOUD CLICKING SOUND SERVICE REMOVED DRIVER FRONT SEAT REMOVED CARPET REMOVED AND REPLACED NEW SUB WOOFER SPEAKER. AFTER SERVICE REINSTALLED ALL COMPONETS REMOVED. TEST STERIO SYSTEM FOUND AMP FAULTY AS WELL, SEE LINE#4

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6512550	Removing and installing or replacing central bass, left o	12	12	\$139.68	\$0.00
Part	65136907651	Central bass, left	1	1	\$368.59	\$147.44

Totals: Total Value Paid: 508.27 Total Handling Value Paid: 147.44

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 655.71

Defect Code: 65123139R7

Defect Description: AMP FOR RADIO-DISTORTED

Defect Dealer Comments: TECH FOUND AMP NOT WORKING VERY WELL....REFER TO LINE A FOUND STERIO QUALITY POOR WILL SOUND NOT CLEAR STATIC AND POOR SOUND COMING OUT OF ALL SPEEKERS. DIAGNOISS STEREO PROBLEM FOUND AND TRACE BACK TO AMPLIFIER L 7 POSIBEL CAUSE OF DAMAGE TO SUB WOORER UNDER DRIVER SEAT. REPLACED LOGIC 7 AMPLIFIER. ALL OK NOW

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	65126961389	TOP-HIFI SYSTEM AMPLIFIER	1	1	\$724.71	\$289.88
Labor	6100811	Programming/encoding control unit(s) (with CAS)	8	8	\$93.12	\$0.00
Labor	6512573	Replacing amplifier	5	5	\$58.20	\$0.00
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$46.56	\$0.00

Totals: Total Value Paid: 922.59 Total Handling Value Paid: 289.88

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,212.47

Paid To Dealer for Claim: 2,340.70

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 50,290
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/15/2008	AG Dealer Code: 30822
Repair Entry Date: 11/18/2008	

Defect Code: 51220583R7

Defect Description: Outer door handles/strip handles, rear door (including electronic outer door handle module TAGE) inc

Defect Dealer Comments: CUST STATES PASS SIDE REAR DOOR EXTERIOR DOOR HANDLE PULLS OUT COMPLETELY WHEN YOU PULL TI OPEN THE DOOR, CK ADVISE. TECH FOUND PASS SIDE REAR INNER DOOR BRACKET BROKEN AND CLIP HOLDING BRAKET MISSPLACED.TECH INSTALLED CLIP FOR DOOR HANDLE CORRECTLY AND HANDLE IS WORKING OK. RE-ASSEMBLED DOOR. OK NOW

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5121090	R+R L/R.FT.DOOR LOCK	12	12	\$174.48	\$0.00

Totals: Total Value Paid: 174.48 Total Handling Value Paid: 0.00

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 174.48

Paid To Dealer for Claim: 174.48

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 46,630
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/20/2007	AG Dealer Code: 30822
Repair Entry Date: 08/30/2007	

Defect Code: 11009999SA

Defect Description: BMW NA RENTAL COST - GOODWILL

Defect Dealer Comments: 4 DAYS RENTAL REIMBURSEMENT WHILE CUSTOMER'S VEHICLE IN FOR SERVICE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$107.98	\$0.00

Totals: Total Value Paid: 107.98 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 107.98

Defect Code: 11720376MP

Defect Description: ENG AIR FILTER-DIRTY-MP

Defect Dealer Comments: CUSTOMER REQUESTS AIR FILTER PER CBS MAINTENANCE 24468 MAINTENANCE REPLACED THE INTAKE AIR SILENCER

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	13717505007	Filter cartridge	1	1	\$25.10	\$0.00
Labor	0000602	Intake silencer service	1	1	\$13.69	\$0.00

Totals: Total Value Paid: 38.79 Total Handling Value Paid: 0.00

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 38.79

Defect Code: 34217777MP

Defect Description: REAR BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: CUSTOMER REQUESTS REAR BRAKES PER CBS MAINTENANCE 24468 MAINTENANCE REAR BRAKE PADS INTO THE SENSOR MIN. REAR BRAKE ROTORS BELOW MIN. REPLACED THE REAR BRAKE PADS, ROTORS AND SENSOR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34211166129	Brake disc, ventilated	2	2	\$216.00	\$0.00
Labor	3421928	R+R L+R RR.DISCS	10	10	\$136.90	\$0.00
Part	34216768471	Repair kit, brake pads asbestos-free	1	1	\$129.00	\$0.00
Part	34356778038	Brake pad wear sensor	1	1	\$24.50	\$0.00

Totals: Total Value Paid: 506.40 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 506.40

Defect Code: 6317051200

Defect Description: Front fog light, bulb permanent failure

Defect Dealer Comments: CUSTOMER STATES RF FOG LIGHT IS INOP R/F FOG LAMP BULB BURNT. 24468 R/F FOG LAMP BULB BURNT. REPLACED THE BULB.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6399710	Replacing halogen bulb for left fog light	1	1	\$13.69	\$0.00
Part	63171386816	BULB	1	1	\$6.25	\$2.50

Totals: Total Value Paid: 19.94 Total Handling Value Paid: 2.50

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 22.44

Defect Code: 64310237MP

Defect Description: MICROFILTER REPLACEMENT

Defect Dealer Comments: MICRO FILTER MAINTENANCE 24468 MAINTENANCE REPLACED THE MICROFILTERS.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	2	2	\$89.10	\$0.00
Labor	0000616	Microfilter service	2	2	\$27.38	\$0.00

Totals: Total Value Paid: 116.48 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 116.48

Defect Code: 6577060200

Defect Description: Airbag control module/safety electronics Software error / internal device fault

Defect Dealer Comments: AIRBAG LIGHT STILL ON AFTER PERFORMING BULLETIN ON LINE F. FAULTY AIRBAG CONTROL UNIT

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	7212503	R+R PASS.A/B MODULE	10	10	\$136.90	\$0.00
Part	52107068057	Gas cartridge	1	1	\$63.65	\$25.46

Totals: Total Value Paid: 200.55 Total Handling Value Paid: 25.46

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 226.01

Defect Code: 6577298100

Defect Description: Sensor (satellite) seat interruption

Defect Dealer Comments: CUSTOMER STATES AIRBAG LIGHT IS ON FOUND THE DRIVERS SEAT SATELITE FAULTY 24468 FOUND THE DRIVERS SEAT SATELITE FAULTY I PERFORMED SHORT TEST AND FOUND FAULT STORED CURRENTLY PRESENT IN DRIVERS SEAT SATELITE. I PERFORMED TEST MODULE AND WAS PROMPTED BY TEST PLAN REPLACE MODULE AND UPDATE. I REPLACED THE MODULE AND PERFORMED VEH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100811	Programming/encoding control unit(s) (with CAS)	8	8	\$109.52	\$0.00
Labor	6577751	Replacing driver's seat sensor	2	2	\$27.38	\$0.00
Part	65776949905	Sensor, driver's seat	1	1	\$105.00	\$42.00

Totals: Total Value Paid: 241.90 Total Handling Value Paid: 42.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 283.90

Chassis Number : D [REDACTED]

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: OIL SERVICE SERVICE 24468 SERVICE PERFORMED LOF.OK NOW

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11427511161	Set oil-filter element	1	1	\$14.50	\$0.00
Labor	0000610	Engine oil service	4	4	\$54.76	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	8	8	\$43.20	\$0.00

Totals: Total Value Paid: 112.46 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 112.46

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: COMPLETE STANDARD SCOPE MAINTENANCE 24468 MAINTENANCE PERFORMED SCOPE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$54.76	\$0.00

Totals: Total Value Paid: 54.76 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 54.76

Paid To Dealer for Claim: 1,469.22

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid)	Mileage: 33,173
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number [REDACTED]	Authorization Number: 0
Repair Order Date: 09/07/2006	AG Dealer Code: 86287
Repair Entry Date: 09/27/2006	

Chassis Number : D [REDACTED]

Defect Code: 17110077MP

Defect Description: COOLANT CHANGE MAINTENANCE PROGRAM

Defect Dealer Comments: COOLANT FLUSH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000620	Coolant service	11	11	\$186.67	\$0.00

Totals: Total Value Paid: 186.67 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 186.67

Paid To Dealer for Claim: 186.67

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid)	Mileage: 33,173
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/07/2006	AG Dealer Code: 86287
Repair Entry Date: 09/13/2006	

Defect Code: 85990066NA

Defect Description: REFUELING COSTS

Defect Dealer Comments: GASOLINE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$54.25	\$0.00

Totals: Total Value Paid: 54.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 54.25

Paid To Dealer for Claim: 54.25

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 33,173
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/07/2006	AG Dealer Code: 86287
Repair Entry Date: 09/13/2006	

Defect Code: 0011270200

Defect Description: SIB #11-03-06 RECALL 06E-A02 CRANK VENT VALVE ON E53/60/63/64/65/66 WITH N62 PROD START TO 6/30/04

Defect Dealer Comments: SI # 11-03-06

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11127547058	Repair kit, pressure regulating valve	2	2	\$20.20	\$8.08
Labor	0056138	Replacement of crankcase ventilation vales	5	5	\$84.85	\$0.00

Totals: Total Value Paid: 105.05 Total Handling Value Paid: 8.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 113.13

Paid To Dealer for Claim: 113.13

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 33,173
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/07/2006	AG Dealer Code: 86287
Repair Entry Date: 09/13/2006	

Defect Code: 10320105MP

Chassis Number : D [REDACTED]

Defect Description: STATE & LOCAL TAXES - FULL MAINTENANCE PROGRAM

Defect Dealer Comments: TAX

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$37.17	\$0.00

Totals: Total Value Paid: 37.17 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 37.17

Defect Code: 1153129600

Defect Description: Characteristic map thermostat, heating Fault code stored in diagnosis fault code memory (warning lam

Defect Dealer Comments: SERVICE ENGINE SOON LIGHT IS ON. REPLACE THE FAILED THERMOSTAT

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11537502779	Thermostat	1	1	\$29.30	\$11.72
Labor	1153700	R&IORR COOLANT THERMOSTAT (COOLANT DRAINED)	7	7	\$118.79	\$0.00

Totals: Total Value Paid: 148.09 Total Handling Value Paid: 11.72

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 159.81

Defect Code: 1178031500

Defect Description: Oxygen monitor sensor permanent malfunction

Defect Dealer Comments: SERVICE ENGINE SOON LIGHT IS ON: FOUND FAULT FOR SERVICE ENGINE SOON LIGHT RELATED TO OXYGEN SENSOR. LEFT O2 MONITOR REPLACED O2 SENSOR BANK 2, POST-CAT.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1178540	Replacing left-hand oxygen monitor sensor	3	3	\$50.91	\$0.00
Part	11787512973	Lambda probe, grey	1	1	\$103.95	\$41.58

Totals: Total Value Paid: 154.86 Total Handling Value Paid: 41.58

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 196.44

Defect Code: 17110077MP

Defect Description: COOLANT CHANGE MAINTENANCE PROGRAM

Defect Dealer Comments: COOLANT FLUSH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	82141467704	ANTIFREEZE	1	1	\$19.25	\$0.00
Part	07119963200	Gasket ring	1	1	\$0.40	\$0.00

Totals: Total Value Paid: 19.65 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 19.65

Defect Code: 1812013900

Defect Description: End silencer (with tailpipes) unpleasant noises

Defect Dealer Comments: THE MUFFLER IS RATTLING WHEN ENGINE IS RUNNING AND GETS WORSE WHEN ACCELERATING. CHECK. VERIFIED REAR EXHAUST SILENCER HAS EXCESSIVE RATTLE REPLACE REAR EXHAUST SILENCER ASSEMBLY.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	18107511042	Rear muffler with exhaust flap	1	1	\$330.00	\$132.00
Part	18107514949	CLAMPING BUSH	1	1	\$45.30	\$18.12
Labor	1812530	Removing and installing or replacing rear silencer	4	4	\$67.88	\$0.00
Part	51477038245	SILL STRIP CLIP	4	4	\$0.64	\$0.26

Totals: Total Value Paid: 443.82 Total Handling Value Paid: 150.38

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 594.20

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: PERFORM BRAKE FLUID FLUSH

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	81229407512	BRAKE FLUID 1000 ML	1	1	\$13.30	\$0.00
Labor	0000618	Brake fluid service	5	5	\$84.85	\$0.00

Totals: Total Value Paid: 98.15 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 98.15

Defect Code: 34117777MP

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: REPLACE THE FRONT BRAKES PER MP: SUBLET= \$ 1.54 NEVER SEEZ & PARTS WASH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3411609	R+R L+R FT.DISCS	10	10	\$169.70	\$0.00
Sublet	4	OIL,LUBRICANTS ETC			\$1.54	\$0.00
Part	34356755266	Brake pad wear sensor	1	1	\$18.50	\$0.00
Part	34116750267	Brake disc, ventilated	2	2	\$224.00	\$0.00
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$115.00	\$0.00

Totals: Total Value Paid: 528.74 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 528.74

Defect Code: 6131713700

Defect Description: Gear selector switch (lever) loose

Defect Dealer Comments: THE BACK COVER OF THE SHIFTER LEVER CAME APART. REPLACE TRANSMISSION SHIFTER LEVER

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61316927887	Gear selector switch	1	1	\$83.00	\$33.20
Labor	6131761	Removing and installing or replacing gear change switch	3	3	\$50.91	\$0.00

Totals: Total Value Paid: 133.91 Total Handling Value Paid: 33.20

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 167.11

Chassis Number : D

Defect Code: 6317051200

Defect Description: Front fog light, bulb permanent failure

Defect Dealer Comments: THE CHECK FRONT FOGLIGHT IS COMING ON FOUND R/F FOGLIGHT BULB BURNT OUT REPLACED RF FOGLIGHT BULB.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	63171386816	BULB	1	1	\$6.25	\$2.50
Labor	6399711	Replacing halogen bulb for right fog light	1	1	\$16.97	\$0.00

Totals: Total Value Paid: 23.22 Total Handling Value Paid: 2.50

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 25.72

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: OIL SERVICE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	83120405180	Windshield Washer Antifreeze	1	1	\$1.75	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$46.80	\$0.00
Labor	0000610	Engine oil service	4	4	\$67.88	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$12.30	\$0.00

Totals: Total Value Paid: 128.73 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 128.73

Defect Code: 85990101MP

Defect Description: VEHICLE CHECK

Defect Dealer Comments: PERFORM VEHICLE CHECK

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000624	Service, vehicle check	6	6	\$101.82	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 101.82 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 101.82

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: STANDARD OPERATION

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$67.88	\$0.00

Totals: Total Value Paid: 67.88 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 67.88

Paid To Dealer for Claim: 2,125.42

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 23,756
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 720409
Repair Order Date: 04/02/2005	AG Dealer Code: 22083
Repair Entry Date: 08/18/2005	

Defect Code: 85990023TR

Defect Description: NON REPAIR SPECIAL GOODWILL - ELECTRICAL SYSTEM (TREAD ACT)

Defect Dealer Comments: BMW NA CUSTOMER RELATIONS REQUEST DEALER TO REFUND CUSTOMER 2 MONTHS LEASE PAYMENTS DUE TO THE TIME CAR WAS DOWN FOR REPAIRS DUE TO NAV AND COMPUTOR PROBLEM. DEALER WAS IN ERROR WHEN STATING LEASE PAYMENTS WERE RELATED TO PREVIOUS COMPLAINT OF CAR BEING DAMAGE FROM GOING FROM PARK TO DRIVE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	3	PAINT OR OTHER SUBLET WORK			\$1,737.18	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 1,737.18 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,737.18

Paid To Dealer for Claim: 1,737.18

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 20,873
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/08/2004	AG Dealer Code: 22083
Repair Entry Date: 01/01/2005	

Defect Code: 6121001200

Defect Description: Vehicle battery permanent failure

Defect Dealer Comments: CUSTOMER STATES THE BATTERY MESSAGE comes on \ TECH CHKD & RECHARGED BATTERY. R&R DEFECTIVE BATTERY. AMG1G-NKBH7. \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6121517	Replacing battery - with registering b	4	4	\$58.28	\$0.00
Labor	6120015	Checking battery	3	3	\$43.71	\$0.00
Labor	1231509	CHECKING ALTERNATOR AND REGULATOR SWITCH	1	1	\$14.57	\$0.00
Part	61216924023	Original BMW AGM-battery	1	1	\$131.50	\$52.60

Totals: Total Value Paid: 248.06 Total Handling Value Paid: 52.60

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 300.66

Paid To Dealer for Claim: 300.66

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 20,074
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/12/2004	AG Dealer Code: 22083
Repair Entry Date: 11/27/2004	

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: PERFORM BRAKE FLUID FLUSH \ \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000618	Brake fluid service	5	5	\$72.85	\$0.00

Totals: Total Value Paid: 72.85 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 72.85

Defect Code: 34117777MP

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: BRAKE SERVICE DUE. REPLACED FRT PADS AND ROTORS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34356755266	Brake pad wear sensor	1	1	\$14.60	\$0.00
Part	34116750267	Brake disc, ventilated	2	2	\$187.00	\$0.00
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$112.00	\$0.00
Labor	0000612	Service, front brakes	8	8	\$116.56	\$0.00
Labor	3411613	R&IORR BOTH FRONT BRAKE DISCS (PADS REMOVED)	3	3	\$43.71	\$0.00

Totals: Total Value Paid: 473.87 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 473.87

Defect Code: 34217777MP

Chassis Number : D [REDACTED]

Defect Description: REAR BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: REAR BRAKE SERVICE DUE. REPLACED REAR PADS AND ROTORS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000614	Service, rear brakes	12	12	\$174.84	\$0.00
Labor	3421932	R&I ORR BOTH REAR BRAKE DISCS (PADS REMOVED)	5	5	\$72.85	\$0.00
Part	34211166129	Brake disc, ventilated	2	2	\$161.00	\$0.00
Part	34116763305	Repair kit, brake pads asbestos-free	1	1	\$84.75	\$0.00
Part	34356755267	Brake pad wear sensor	1	1	\$14.60	\$0.00

Totals: Total Value Paid: 508.04 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 508.04

Defect Code: 64310237MP

Defect Description: MICROFILTER REPLACEMENT

Defect Dealer Comments: MICRO FILTER SERVICE DUE \ \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000616	Microfilter service	2	2	\$29.14	\$0.00
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	2	2	\$52.00	\$0.00

Totals: Total Value Paid: 81.14 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 81.14

Defect Code: 6510151500

Defect Description: CD/DVD changer permanent malfunction

Defect Dealer Comments: CUSTOMER STATES THE C/D PLAYER WILL NOT EJECT. REPLACED CD PLAYER

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	65126949385	AT-audio system controller CD	1	1	\$462.00	\$184.80
Labor	6511570	R&I ORR CD PLAYER+	7	7	\$101.99	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 563.99 Total Handling Value Paid: 184.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 748.79

Paid To Dealer for Claim: 1,884.69

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 20,074
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: 0	Authorization Number: 0
Repair Order Date: 10/12/2004	AG Dealer Code: 22083
Repair Entry Date: 01/01/1900	

Defect Code: 99999977CC

Defect Description: CORE CREDITS - AUTOMATIC VIA IWS - ONTARIO PDC VALID FOR REPAIR DATES FROM 12/18/97

Defect Dealer Comments: CORE CREDITS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	C	CORE CREDITS			\$500.00	\$0.00

Totals: Total Value Paid: 500.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 500.00

Paid To Dealer for Claim: 500.00

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status [REDACTED] (Paid)	Mileage: 14,924
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/22/2004	AG Dealer Code: 22083
Repair Entry Date: 08/04/2004	

Defect Code: 6590011500

Defect Description: Navigation computer in luggage compartment permanent malfunction

Defect Dealer Comments: CUSTOMER STATES THE SPEAKER ARE ALL NOT WORKING \ CHECK SYSTEM FOR FAULTS AND FIND NONE, CHECK MOST BUS SYSTEM , FIND 22 RESETS IN NAV. CHECK AND VERIFY NAV COMPUTER FAULTY. REPLACED NAVIGA \ COMPUTER. PROGRAMMED CONTROL UNITS. RECHECK FU NCTION. OK.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6590000	CK.FUNCT.OF NAVIG.SYSTEM	10	10	\$145.70	\$0.00
Labor	6590512	Replacing navigation computer with CD/DVD drive	9	9	\$131.13	\$0.00
Labor	6100811	Programming/encoding control unit(s) (with CAS)	8	8	\$116.56	\$0.00
Part	65906947829	Rmfd navigation computer DVD	1	1	\$1,065.00	\$426.00

Totals: Total Value Paid: 1,458.39 Total Handling Value Paid: 426.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,884.39

Defect Code: 6610051500

Defect Description: Transmitter function, remote operation / radio remote control permanent malfunction

Defect Dealer Comments: CUSTOMER STATES THE KEY WILL NOT UNLOCK DOORS \ TEST FOR FAULTS. FIND NONE. CHECK AND FIND KEY IS DEFECTIVE. REPLACED KEY REMOTE. \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	66120304763	Radio remote control (code)	1	1	\$53.70	\$21.48

Totals: Total Value Paid: 53.70 Total Handling Value Paid: 21.48

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 75.18

Chassis Number : D [REDACTED]

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: CUSTOMER STATE ENG OIL DUE \ PERFORMED. \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000610	Engine oil service	4	4	\$58.28	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$5.05	\$5.05
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	8	8	\$24.00	\$8.00

Totals: Total Value Paid: 87.33 Total Handling Value Paid: 13.05

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 100.38

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: STANDARD SCOPE DUE \ PERFORMED. \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$58.28	\$0.00

Totals: Total Value Paid: 58.28 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 58.28

Paid To Dealer for Claim: 2,118.23

[Claim Header:](#)

Claim Number/Status: [REDACTED] Paid)	Mileage: 14,924
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: 0	Authorization Number: 0
Repair Order Date: 07/22/2004	AG Dealer Code: 22083
Repair Entry Date: 01/01/1900	

Chassis Number : D [REDACTED]

Defect Code: 99999977CC

Defect Description: CORE CREDITS - AUTOMATIC VIA IWS - ONTARIO PDC VALID FOR REPAIR DATES FROM 12/18/97

Defect Dealer Comments: CORE CREDITS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	C	CORE CREDITS			\$500.00	\$0.00

Totals: Total Value Paid: 500.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 500.00

Paid To Dealer for Claim: 500.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 8,593
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/07/2004	AG Dealer Code: 86287
Repair Entry Date: 04/14/2004	

Defect Code: 0061790100

Defect Description: E65 E66 Programming control units (lower than I 6.113)

Defect Dealer Comments: PERFORM SERVICE ACTION TO PROGRAM CONTROL UNITS--611003 \\ 8593 PERFORMED RECALL W/P 5:PROGRAMMED ALL CONTROL MODULE INCLUDING CAS AND NAV SYSTEM .

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054780	PROGR.WITH NAV+CAS	15	15	\$223.50	\$0.00

Totals: Total Value Paid: 223.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 223.50

Chassis Number : D [REDACTED]

Paid To Dealer for Claim: 223.50

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 8,593
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/07/2004	AG Dealer Code: 86287
Repair Entry Date: 04/14/2004	

Defect Code: 5116001300

Defect Description: Exterior mirror cover broken

Defect Dealer Comments: TECH FND DRIVERS SIDE MIRROR WOULD NOT RETRACT WHEN PUSHED UP--DRIVER'S OUTSIDE MIRROR ASSEMBLY WAS BROKEN OFF AT THE BASE--REMOVED AND REPLACED MIRROR ASSEMBLY

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51167043957	Outside mirror with glass heated left	1	1	\$326.60	\$130.64
Labor	5116500	R&IORR LEFT OR RIGHT FRONT DOOR MIRROR	8	8	\$119.20	\$0.00

Totals: Total Value Paid: 445.80 Total Handling Value Paid: 130.64

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 576.44

Paid To Dealer for Claim: 576.44

Warranty Vehicle Inquiry

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Thu Oct 13 12:25:46 EDT 2011

D [REDACTED] **CONFIDENTIAL**

Vehicle Data

VIN: WBAGN63423D [REDACTED]

Chassis Number: D [REDACTED]

Line Make: 01 - BMW

Model Year: 2003

AG Model Code/Desc: GN63 - 745LI US

NA Model Code/Desc: 0379 - 745Li

Exterior Trim Code: 475 - Black Sapphire Metallic

Interior Color Code: U6FA - Flannel Gray Nasca Leather

MSRP: \$77,445.00

Davis #: N/A

TCU MIN:

Vehicle Production Date: 2002/10

Motor Type: N62

Platform/Engineering Series: E66

Wholesale Center ID/Loc: 69000-01

Wholesale Date: 11/27/2002

Retail Center ID/Loc: 68500-01

Retail Date: 12/31/2002

In-Service Date: 12/31/2002

New Vehicle Warranty Info

No Coverage As Of: 12/31/2008

Expiration Mileage: 100,000

Open Campaign Information

Campaign Code	Campaign Description
0034910100	Ck Brake Booster line N62, B34 04 10

Option Information

Code	Description	Code	Description
0ZLS	Luxury Seating Package	0ZPS	Premium Sound Package
0248	Heated Steering Wheel	0358	Infrared windshield
0423	Floor mats	0430	Auto-dimming mirrors

Chassis Number : D [REDACTED]

0438	Dark Poplar Wood trim	0441	Smoker's package
0456	Multi-contour seats	0508	Park Distance Control
0609	Navigation system	0620	Voice-command
0650	In-dash CD player	0691	CD holder
0785	White turn-signal lights	0925	Shipping package

Customer Information

Name (First/Last):MR. [REDACTED]

Address: [REDACTED]

NEW YORK NY [REDACTED] UNITED STATES

Contract/Service Program Information

Type	Program Code/Desc	Contract Number/Status	Eff Date	Enrollment Date	No Coverage As Of	Exp Age (Mth)	Exp Odometer (Miles)	Retail Center	Center Name	Vendor Code Used	Contract Holder (First/Last)
MP	0000000170 - MP 72 MO/100K MLS	2102603 EXPIRED	12/31/2002	09/30/2006	12/31/2008	72	100,000	76350	BMW of Tenafly	MP	

Repair History (Claims)

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 100
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: 0	Authorization Number: 0
Repair Order Date: 05/13/2010	AG Dealer Code: 26588
Repair Entry Date: 05/20/2010	

Defect Code: 85990019NA

Defect Description: NATIONAL GOODWILL - PARKING BRAKE (TREAD ACT)

Defect Dealer Comments: ROLL WHILE IN PARK / CUSTOMER RELATIONS CHECK REQUEST / CUSTOMER TRIPODI / CHECK PAYABLE TO CUSTOMER / 05/20/10 / DBS

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	3	PAINT OR OTHER SUBLET WORK			\$1,500.00	\$0.00

Totals: Total Value Paid: 1,500.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,500.00

Paid To Dealer for Claim: 1,500.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 81,493
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 557967
Repair Order Date: 03/29/2010	AG Dealer Code: 76350
Repair Entry Date: 04/02/2010	

Defect Code: 11009999ER

Defect Description: GW RENTAL- "ONLY"

Complaint: AS PER BETSY H. AT BMWNA, PLEASE PROVIDE CLIENT A RENTAL CAR UNTIL PRODUCT ANALYSIS IS ABLE TO REVIEW VEHICLE. COPY OF EMAIL ATTACHED TO RO HARD COPY

Cause:

Correction: SUPPLY REPLACEMENT VEHICLE AS AUTHORIZED COPY OF MEMO ATTACHED TO RO HARDCOPY

Technician Notes:

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$800.00	\$0.00

Totals: Total Value Paid: 800.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 800.00

Paid To Dealer for Claim: 800.00

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 68,372
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 345861
Repair Order Date: 02/13/2009	AG Dealer Code: 76350
Repair Entry Date: 03/02/2009	

Defect Code: 11510115ER

Defect Description: COOLANT PUMP PERMANENT MALFUNCTION

Defect Dealer Comments: Later debit due to authorization overpayment. Debit the difference.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$(5.95)	\$0.00
Part	11517508496	RMFD WATER PUMP	1	0	\$(60.24)	\$(24.10)
Labor	1151000	R&I ORR COOLANT PUMP	22	22	\$(128.92)	\$0.00

Totals: Total Value Paid: (195.11) Total Handling Value Paid: (24.10)

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): (219.21)

Paid To Dealer for Claim: (219.21)

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 68,372
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 345861
Repair Order Date: 02/13/2009	AG Dealer Code: 76350
Repair Entry Date: 02/20/2009	

Chassis Number : D [REDACTED]

Defect Code: 11510115ER

Defect Description: COOLANT PUMP PERMANENT MALFUNCTION

Defect Dealer Comments: CUST STATES: INTERMITTANT BELT SQUEEL WHEN VEHICLE STARTED FAULT IN WATERPUMP REPLACED WATER PUMP AS AGREED. 50/50 SPLIT PARTS & LABOR ONE TIME GOODWILL.....HOLD FOR DSM AUTH. *NOTE COOLANT IS CLAIMED THROUGH SUBLET.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$11.90	\$0.00
Labor	1151000	R&IORR COOLANT PUMP	22	22	\$257.84	\$0.00
Part	11517508496	RMFD WATER PUMP	1	1	\$120.47	\$48.19

Totals: Total Value Paid: 390.21 Total Handling Value Paid: 48.19

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 438.40

Paid To Dealer for Claim: 438.40

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 59,528
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/24/2008	AG Dealer Code: 76350
Repair Entry Date: 07/25/2008	

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: CUSTOMER STATES, WHEN PASSNGER SIDE WIPER SWEEPS IT'S SCRATCHING THE WINDSHIELD, CAUSING A WEAR LINE WIPERS DO NOT CLEAR REPLACED LEFT AND RIGHT WIPER INSERTS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61610154440	WIPER BLADE	2	2	\$6.00	\$0.00

Chassis Number : D [REDACTED]

Labor	6161131	REP BOTH WINDSHIELD WIPER BLADE INSERTS	3	3	\$42.00	\$0.00
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Totals: Total Value Paid: 48.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 48.00

Paid To Dealer for Claim: 48.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 55,422
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/03/2008	AG Dealer Code: 76350
Repair Entry Date: 04/07/2008	

Defect Code: 31120769R7

Defect Description: HYDRO-MOUNT PULL AND THRUST STRUTS WORN / SHEARED THROUGH

Defect Dealer Comments: CUSTOMER STATES: AFTER FRONT ALIGNMMMENT THERE IS A KNOCKING NOISE LEFT WHEEL WHEN DRIVING, NOTICALBE WHEN PULLING OUT THRUST ARMS R&R BELLY PAN TO INSTALL THRUST ARMS LEFT AND RIGHT LOWER COVERING TORN AWAY.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	31126774831	Tension strut with hydraulic mount, left	1	1	\$101.24	\$40.50
Part	31126774832	Tension strut with hydraulic mount, right	1	1	\$101.24	\$40.50
Part	31106755474	Flange nut with washer	2	2	\$2.40	\$0.96
Labor	3112627	Removing and installing or replacing both tension struts	14	14	\$196.00	\$0.00

Totals: Total Value Paid: 400.88 Total Handling Value Paid: 81.96

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 482.84

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: PERFORM BMW OIL SERVICE RE-SET SERVICE INDICATOR COMPLETE SERVICE SEE CHECK LIST

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000610	Engine oil service	4	4	\$56.00	\$0.00
Part	83120405186	Windshield Washer Antifreeze	1	1	\$3.00	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$15.19	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$54.00	\$0.00

Totals: Total Value Paid: 128.19 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 128.19

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDARD SCOPE CHECK PER CBS INFORMATION PERFORMED PER CBS INFORMATION COMPLETED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$56.00	\$0.00

Totals: Total Value Paid: 56.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 56.00

Paid To Dealer for Claim: 667.03

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 54,348
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 155697
Repair Order Date: 03/13/2008	AG Dealer Code: 76350
Repair Entry Date: 03/20/2008	

Defect Code: 36110248ER

Chassis Number : D [REDACTED]

Defect Description: LIGHT ALLOY WHEEL LEAKING

Defect Dealer Comments: CUSTOMER STATES: RIGHT REAR TIRE KEEPS LOOSING AIR / CHECK RIM & VALVE. REPEAT CONCERN. OUTSIDE SHOP STATED RIM CRACKED AUTH REQUIRED...
REPLACED R/R RIM 18 INCH.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	36121178869	Rubber valve	1	1	\$1.80	\$0.72
Labor	3611501	Replacing rim for wheel	6	6	\$84.00	\$0.00
Part	36116753239	Light alloy rim	1	1	\$251.55	\$100.62

Totals: Total Value Paid: 337.35 Total Handling Value Paid: 101.34

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 438.69

Paid To Dealer for Claim: 438.69

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 54,348
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/13/2008	AG Dealer Code: 76350
Repair Entry Date: 03/17/2008	

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: CUSTOMER STATES: FRONT RIGHT WIPER DRAGGING CAUSING SCRAPING TO WINDSHIELD. IN ADDITION WATER NOT CLEARING FROM GLASS WIPERS DO NOT CLEAR
REPLACED LEFT AND RIGHT WIPER INSERTS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61610154440	WIPER BLADE	2	2	\$6.00	\$0.00
Labor	6161631	REP BOTH WINDSHIELD WIPER BLADE INSERTS+	1	1	\$14.00	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 20.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 20.00

Defect Code: 63121812R7

Defect Description: PARKING LIGHT PERMANENT FAILURE

Defect Dealer Comments: CUSTOMER STATES: FRONT BULB FAILURE ICON SHOWS ON DASH R/R FRONT BUMPER AND REPLACED LEFT FRONT PARKING LAMP/ANGEL EYE LIGHT BULB.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	63126916097	Bulb, parking light	1	1	\$12.90	\$5.16
Labor	6399632	Replacing lamp bulb for front left side light	13	13	\$182.00	\$0.00

Totals: Total Value Paid: 194.90 Total Handling Value Paid: 5.16

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 200.06

Paid To Dealer for Claim: 220.06

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 48,924
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/16/2007	AG Dealer Code: 76350
Repair Entry Date: 10/19/2007	

Defect Code: 1113024800

Defect Description: Oil sump gasket, bottom (V-engines) leaking

Defect Dealer Comments: CUST STATES POSSIBLE LEAK UNDER VEHICLE, CAN SEE WATER ON DRIVEWAY, POSSIBLY JUST A/C DRAINS REPLACED LEAKING TRANS PAN W/BOLTS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	24117522923	Oil pan with oil filter	1	1	\$123.90	\$49.56
Labor	2411510	Removing and installing/sealing or replacing transmissi	13	13	\$182.00	\$0.00

Chassis Number : D [REDACTED]

Part	24117552108	Torx screw	21	21	\$19.95	\$7.98
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Totals: Total Value Paid: 325.85 Total Handling Value Paid: 57.54

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 383.39

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: PERFORM BI-ANNUAL BRAKE/HYDRAULIC FLUID RENEWAL AS PER BMW MAINTENANCE PROGRAM COMPLETED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	81220142156	BRAKE FLUID	1	1	\$3.65	\$0.00
Labor	0000618	Brake fluid service	5	5	\$70.00	\$0.00

Totals: Total Value Paid: 73.65 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 73.65

Defect Code: 3400013900

Defect Description: Front axle brakes - squeaking unpleasant noises

Defect Dealer Comments: CUST STATES, CHECK BRAKES, INTER. SQUEAKING REPLACED FRONT PADS AND SENSOR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3411505	R+R L+R.FT.BRAKE PADS	7	7	\$98.00	\$0.00
Part	34356778037	Brake pad wear sensor	1	1	\$12.75	\$5.10
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$79.75	\$31.90

Totals: Total Value Paid: 190.50 Total Handling Value Paid: 37.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 227.50

Defect Code: 3400113900

Defect Description: Rear axle brakes - squeaking unpleasant noises

Defect Dealer Comments: TECH NOTES THE REAR BRAKE ARE ALSO MAKING NOISE. REPLACED REAR PADS AND SENSOR

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3421739	Removing and installing or replacing brake pads of both r	6	6	\$84.00	\$0.00
Part	34216768471	Repair kit, brake pads asbestos-free	1	1	\$71.10	\$28.44
Part	34356778038	Brake pad wear sensor	1	1	\$13.45	\$5.38

Totals: Total Value Paid: 168.55 Total Handling Value Paid: 33.82

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 202.37

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: CUSTOMER STATES THE WIPERS DO NOT CLEAR WIPERS DO NOT CLEAR REPLACED LEFT AND RIGHT WIPER INSERTS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61610154440	WIPER BLADE	2	2	\$6.00	\$0.00
Labor	6161631	REP BOTH WINDSHIELD WIPER BLADE INSERTS+	1	1	\$14.00	\$0.00

Totals: Total Value Paid: 20.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 20.00

Defect Code: 64310237MP

Defect Description: MICROFILTER REPLACEMENT

Defect Dealer Comments: CUSTOMER REQUEST TO REPLACE MICRO FILTER PER CBS DATA DUE PER CBS DATA COMPLETED REPLACEMENT OF MICRO FILTER

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	2	2	\$89.10	\$0.00
Labor	0000616	Microfilter service	2	2	\$28.00	\$0.00

Totals: Total Value Paid: 117.10 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 117.10

Defect Code: 6510191200

Defect Description: Audio output, radio / ASK / MASK / CCC permanent failure

Chassis Number : D [REDACTED]

Defect Dealer Comments: CUST STATES, AUDIO SCREEN & CLUSTER GAUGES GOE BLANK INTER AUDIO SCREEN AND CLUSTER GOES BLANK, PERFORM MOST BUS TEST FOUND, DETERMINED CAUSE- NAV SYSTEM REPROGRAM NAV COMPUTER -GW CODE:58422100, IF PROBLEM STILL OCCURS WILL NEED TO REPLACE MODULE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6590507	PROGRAM NAV SYSTEM	5	5	\$70.00	\$0.00
Labor	6100801	Programming/encoding control unit(s) (not including CAS)	7	7	\$98.00	\$0.00

Totals: Total Value Paid: 168.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 168.00

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDARD SCOPE CHECK PER CBS INFORMATION PERFORMED PER CBS INFORMATION COMPLETED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$56.00	\$0.00

Totals: Total Value Paid: 56.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 56.00

Paid To Dealer for Claim: 1,248.01

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 05/16/2007

Repair Entry Date: 05/19/2007

Mileage: 43,818

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 76350

Defect Code: 11720376MP

Chassis Number : D

Defect Description: ENG AIR FILTER-DIRTY-MP

Defect Dealer Comments: CUSTOMER STATES, REPLACE INTAKE SILENCER \ REPLACED INTAKE SILENCER

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	13717505007	Filter cartridge	1	1	\$25.10	\$0.00
Labor	0000602	Intake silencer service	1	1	\$13.50	\$0.00

Totals: Total Value Paid: 38.60 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 38.60

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: PERFORM BMW OIL SERVICE RE-SET SERVICE INDICATOR \ COMPLETE SERVICE SEE CHECK LIST

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$48.60	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$12.30	\$0.00
Part	83120405186	Windshield Washer Antifreeze	1	1	\$3.00	\$0.00
Labor	0000610	Engine oil service	4	4	\$54.00	\$0.00

Totals: Total Value Paid: 117.90 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 117.90

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDARD SCOPE CHECK PER CBS INFORMATION \ PERFORMED PER CBS INFORMATION \ COMPLETED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$54.00	\$0.00

Totals: Total Value Paid: 54.00 Total Handling Value Paid: 0.00

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 54.00

Paid To Dealer for Claim: 210.50

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 42,942
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/13/2007	AG Dealer Code: 76350
Repair Entry Date: 01/17/2007	

Defect Code: 6135741500

Defect Description: Mirror adjustment function in door module permanent malfunction

Defect Dealer Comments: CUSTOMER STATES, THE PASSENGER MIRROR DOES NOT GO DOWN INSTALL SOP PARTS \ WT USED TO REPAIR SPLICE INTO HARNESS. \ INSTALL SOP PASS/SIDE OUTER MIRROR MOTOR SPLICE INTO HARNESS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	7299000	WT.72 SECTION	4	4	\$54.00	\$0.00
Part	67138375458	RIGHT MEMORY DRIVE REPAIR KIT	1	1	\$91.45	\$36.58

Totals: Total Value Paid: 145.45 Total Handling Value Paid: 36.58

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 182.03

Paid To Dealer for Claim: 182.03

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 42,848
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/16/2006	AG Dealer Code: 76350
Repair Entry Date: 12/20/2006	

Defect Code: 34117777MP

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: CUSTOMER REQUEST REPLACE WORN FRONT BRAKE PADS \ 1 \ FRONT PADS WORN TO ROTORS,ROTORS UNDER 28.4MM AT 28MM,RE- PLACED FRONT PADS,ROTORS & SENSOR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34116750267	Brake disc, ventilated	2	2	\$232.00	\$0.00
Part	34356755266	Brake pad wear sensor	1	1	\$19.10	\$0.00
Labor	3411609	R+R L+R FT.DISCS	10	10	\$135.00	\$0.00
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$119.00	\$0.00

Totals: Total Value Paid: 505.10 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 505.10

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDARD SCOPE CHECK PER CBS INFORMATION \ PERFORMED PER CBS INFORMATION \ COMPLETED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$54.00	\$0.00

Totals: Total Value Paid: 54.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 54.00

Chassis Number : D [REDACTED]

Paid To Dealer for Claim: 559.10

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 42,379
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/30/2006	AG Dealer Code: 76350
Repair Entry Date: 10/04/2006	

Defect Code: 0011270200

Defect Description: SIB #11-03-06 RECALL 06E-A02 CRANK VENT VALVE ON E53/60/63/64/65/66 WITH N62 PROD START TO 6/30/04

Defect Dealer Comments: 0011270200 SIB#11-03-06 CRANK VENT RECALL. REPLACE BOTH CRANK CASE VENT VALVES AS PER SIB.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0056138	Replacement of crankcase ventilation vales	5	5	\$67.50	\$0.00
Part	11127547058	Repair kit, pressure regulating valve	2	2	\$20.20	\$8.08

Totals: Total Value Paid: 87.70 Total Handling Value Paid: 8.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 95.78

Paid To Dealer for Claim: 95.78

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 42,379
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/30/2006	AG Dealer Code: 76350
Repair Entry Date: 10/04/2006	

Chassis Number : D [REDACTED]

Defect Code: 17110077MP

Defect Description: COOLANT CHANGE MAINTENANCE PROGRAM

Defect Dealer Comments: PERFORM COOLING SYSTEM FLUSH. COMPLETED.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	82141467704	ANTIFREEZE	1	1	\$19.25	\$0.00
Labor	0000620	Coolant service	11	11	\$148.50	\$0.00

Totals: Total Value Paid: 167.75 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 167.75

Defect Code: 6131713700

Defect Description: Gear selector switch (lever) loose

Defect Dealer Comments: C/S CASING AROUND SHIFT HANDLE LOOSE. REPLACED SHIFTER STALK.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6131761	Removing and installing or replacing gear change switch	3	3	\$40.50	\$0.00
Part	61316927887	Gear selector switch	1	1	\$83.00	\$33.20

Totals: Total Value Paid: 123.50 Total Handling Value Paid: 33.20

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 156.70

Paid To Dealer for Claim: 324.45

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid)	Mileage: 37,086
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/20/2005	AG Dealer Code: 56519
Repair Entry Date: 09/23/2005	

Chassis Number : D [REDACTED]

Defect Code: 99999977CN

Defect Description: CORE CREDITS - AUTOMATIC VIA IWS - MT OLIVE PDC VALID FOR REPAIR DATES FROM 12/18/97

Defect Dealer Comments: CORE CREDITS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	C	CORE CREDITS			\$500.00	\$0.00

Totals: Total Value Paid: 500.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 500.00

Paid To Dealer for Claim: 500.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 37,086
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/20/2005	AG Dealer Code: 56519
Repair Entry Date: 09/23/2005	

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: BRAKE FLUID FLUSHED.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000618	Brake fluid service	5	5	\$60.60	\$0.00
Part	81220142156	BRAKE FLUID	2	2	\$6.50	\$0.00

Totals: Total Value Paid: 67.10 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 67.10

Chassis Number : D

Defect Code: 3421777MP

Defect Description: REAR BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: C/S CHECK BRAKES FOR WEAR \. \ \REPL BOTH REAR BRAKE DISCS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34216768471	Repair kit, brake pads asbestos-free	1	1	\$100.50	\$0.00
Part	34211161806	Inner hex bolt	2	2	\$2.26	\$0.00
Part	34356755267	Brake pad wear sensor	1	1	\$17.90	\$0.00
Labor	3421928	R+R L+R RR.DISCS	10	10	\$121.20	\$0.00
Part	34211166129	Brake disc, ventilated	2	2	\$174.00	\$0.00
Sublet	4	OIL,LUBRICANTS ETC			\$1.00	\$0.00

Totals: Total Value Paid: 416.86 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 416.86

Defect Code: 64310237MP

Defect Description: MICROFILTER REPLACEMENT

Defect Dealer Comments: REPLACE MCIROFILTER .

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000616	Microfilter service	2	2	\$24.24	\$0.00
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	2	2	\$76.00	\$0.00

Totals: Total Value Paid: 100.24 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 100.24

Defect Code: 84110415AZ

Defect Description: KEYPAD HANDSET/MOBILE PHONE PERMANENT MALFUNCTION

Defect Dealer Comments: C/S PHONE DOES NOT CONNECT INTO CAR \. \ \ WT/FOR REPL PHONE & PROGRAM.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D [REDACTED]

Part	84110153474	HANDSET EXCHANGE	1	1	\$195.00	\$78.00
Labor	8499000	WT.84 SECTION	1	1	\$12.12	\$0.00

Totals: Total Value Paid: 207.12 Total Handling Value Paid: 78.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 285.12

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: BMW ENGINE OIL SERVICE PERFORMED.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$44.55	\$0.00
Labor	0000610	Engine oil service	4	4	\$48.48	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$11.90	\$0.00

Totals: Total Value Paid: 104.93 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 104.93

Defect Code: 85990101MP

Defect Description: VEHICLE CHECK

Defect Dealer Comments: BMW VEHICLE CHECK PERFORMED.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000624	Service, vehicle check	6	6	\$72.72	\$0.00

Totals: Total Value Paid: 72.72 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 72.72

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: BMW STANDRAD OPERATION PERFORMED.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$48.48	\$0.00

Totals: Total Value Paid: 48.48 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 48.48

Paid To Dealer for Claim: 1,095.45

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 17,000
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/09/2004	AG Dealer Code: 56519
Repair Entry Date: 06/11/2004	

Defect Code: 84110415AZ

Defect Description: KEYPAD HANDSET/MOBILE PHONE PERMANENT MALFUNCTION

Defect Dealer Comments: CUSTMOER STATES REPLACE CEL. PHONE HANDSET TO CORRECT INTERMITTENT PHONE NOT DIALING OUT, NOT CONNECTING, DROPPING CALLS. AT&T 917-515-8000 \ \ REP HANDSET

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	8499000	WT.84 SECTION	2	2	\$23.76	\$0.00
Part	84110153474	HANDSET EXCHANGE	1	1	\$195.00	\$78.00

Totals: Total Value Paid: 218.76 Total Handling Value Paid: 78.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 296.76

Paid To Dealer for Claim: 296.76

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 17,000
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: 0	Authorization Number: 0
Repair Order Date: 06/09/2004	AG Dealer Code: 56519
Repair Entry Date: 01/01/1900	

Defect Code: 99999977CN

Defect Description: CORE CREDITS - AUTOMATIC VIA IWS - MT OLIVE PDC VALID FOR REPAIR DATES FROM 12/18/97

Defect Dealer Comments: CORE CREDITS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	C	CORE CREDITS			\$500.00	\$0.00

Totals: Total Value Paid: 500.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 500.00

Paid To Dealer for Claim: 500.00

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid)	Mileage: 15,624
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: 613265	Authorization Number: 0
Repair Order Date: 03/11/2004	AG Dealer Code: 56519
Repair Entry Date: 03/13/2004	

Defect Code: 0061790100

Defect Description: E65 E66 Programming control units (lower than I 6.113)

Defect Dealer Comments: CAMPAIGN # 370 \ \

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054780	PROGR.WITH NAV+CAS	15	15	\$178.20	\$0.00

Totals: Total Value Paid: 178.20 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 178.20

Paid To Dealer for Claim: 178.20

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 15,624
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/11/2004	AG Dealer Code: 56519
Repair Entry Date: 03/13/2004	

Defect Code: 2440911400

Defect Description: E65 E66 M57 M67 N62 N73 Converter lockup clutch defective (FC 4F53)

Defect Dealer Comments: CK ENGINE LIGHT ON, YELLOW \sib 240603 \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51717892988	Hexagon screw with flange	5	5	\$3.75	\$1.50
Part	07129900047	SELF-LOCKING HEX NUT	3	3	\$0.66	\$0.26
Part	17211742636	O-ring	2	2	\$0.60	\$0.24
Labor	0054748	INTEROGATE EGS+REPL.TORQUE CONV	69	69	\$819.72	\$0.00
Part	24407535289	Torque converter	1	1	\$757.40	\$302.96
Part	11621737171	Collar nut	4	4	\$3.40	\$1.36

Totals: Total Value Paid: 1,585.53 Total Handling Value Paid: 306.32

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,891.85

Chassis Number : D

Defect Code: 34110077MP

Defect Description: FT BRAKE PADS - MAINTENANCE PLAN

Defect Dealer Comments: CK BRAKES \ \ repl frt brake pds

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34356755266	Brake pad wear sensor	1	1	\$8.00	\$6.60
Labor	0000612	Service, front brakes	8	8	\$95.04	\$0.00
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$61.15	\$50.85

Totals: Total Value Paid: 164.19 Total Handling Value Paid: 57.45

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 221.64

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: REPL. WIPER INSERTS \ \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6161631	REP BOTH WINDSHIELD WIPER BLADE INSERTS+	1	1	\$11.88	\$0.00
Part	61610154440	WIPER BLADE	2	2	\$2.80	\$2.80

Totals: Total Value Paid: 14.68 Total Handling Value Paid: 2.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 17.48

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: OIL SERVICE AS PER SHEET ATTACHED \ \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11427511161	Set oil-filter element	1	1	\$5.05	\$5.05
Labor	0000610	Engine oil service	4	4	\$47.52	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	6	6	\$17.10	\$6.90

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 69.67 Total Handling Value Paid: 11.95
Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 81.62
Paid To Dealer for Claim: 2,212.59

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 7,179
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/10/2003	AG Dealer Code: 56519
Repair Entry Date: 06/19/2003	

Defect Code: 8411402200
Defect Description: Telephone console, mobile phone manufacturing fault
Defect Dealer Comments: C/STATES, PHONE INOP, DOES NOT CHARGE, LOSS OF CALL WHEN CONNECTED, DOES NOT OPERATE WHEN CONNECTED TO CAR, AT&T, #917-515-8000 \repl cel phone transceiver r r phone cradle and rel cord \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	8411527	Remove and install transceiver	6	6	\$71.28	\$0.00
Labor	8421560	Removing and installing or replacing spiral cord	5	5	\$59.40	\$0.00
Part	84216913472	Spiral-type cord	1	1	\$80.00	\$32.00

Totals: Total Value Paid: 210.68 Total Handling Value Paid: 32.00
Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 242.68
Paid To Dealer for Claim: 242.68

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 5,846
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 05/12/2003	AG Dealer Code: 56519
Repair Entry Date: 05/21/2003	

Defect Code: 11009999SA

Defect Description: BMW NA RENTAL COST - GOODWILL

Defect Dealer Comments: LOANER VEHICLE \ \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$77.00	\$0.00

Totals: Total Value Paid: 77.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 77.00

Defect Code: 6577060200

Defect Description: Airbag control module/safety electronics Software error / internal device fault

Defect Dealer Comments: S/R/S LIGHT STAYS ON \ SRSEFLASH MODULE PROGRAM CODE CONTROL UNITS\

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100810	PROGR.C.U.'S INCL.CAS/ZAS	6	6	\$71.28	\$0.00
Labor	6100815	Additional work after programming/ encoding abort for 1	7	7	\$83.16	\$0.00

Totals: Total Value Paid: 154.44 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 154.44

Defect Code: 84110415AZ

Defect Description: KEYPAD HANDSET/MOBILE PHONE PERMANENT MALFUNCTION

Defect Dealer Comments: C/STATES, CELL PHONE INOP, DOES NOT CHARGE FROM CAR, CK FOR NEW PHONE REPL PHONE BATTERY\

Chassis Number : D

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	84110027803	Battery	1	1	\$37.00	\$14.80
Labor	8499000	WT.84 SECTION	1	1	\$11.88	\$0.00

Totals: Total Value Paid: 48.88 Total Handling Value Paid: 14.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 63.68

Paid To Dealer for Claim: 295.12

Warranty Vehicle Inquiry

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Thu Oct 13 12:26:11 EDT 2011

D [REDACTED] **CONFIDENTIAL**

Vehicle Data

VIN: WBAGN63473D [REDACTED]	Davis #: N/A
Chassis Number: D [REDACTED]	Assist Safety Plan Expires: 05/25/2007
Line Make: 01 - BMW	Assist Conv. Plan Expires: 00/00/0000
Model Year: 2003	TCU ESN / TCU IMEI: 14602271428 INACTIVE
AG Model Code/Desc: GN63 - 745LI US	TCU MIN: XXX-XXX-XXXX
NA Model Code/Desc: 0379 - 745Li	MDN / MSISDN: XXX-XXX-XXXX
Exterior Trim Code: 668 - Jet Black	Vehicle Production Date: 2002/12
Interior Color Code: U6SW - Black Nasca Leather	Motor Type: N62
MSRP: \$82,545.00	Platform/Engineering Series: E66
	Wholesale Center ID/Loc: 20741-01
	Wholesale Date: 01/27/2003
	Retail Center ID/Loc: 20741-01
	Retail Date: 01/31/2003
	In-Service Date: 01/31/2003

New Vehicle Warranty Info

No Coverage As Of: 01/31/2009

Expiration Mileage: 100,000

Open Campaign Information

Campaign Code	Campaign Description
0034910100	Ck Brake Booster line N62, B34 04 10

Chassis Number : D [REDACTED]

Option Information

Code	Description	Code	Description
0ZCV	Convenience Package	0ZLS	Luxury Seating Package
0ZPS	Premium Sound Package	0268	19" wheels w/performance tires
0358	Infrared windshield	0415	Power rear sunshade
0416	Rear sunshades	0423	Floor mats
0430	Auto-dimming mirrors	0438	Dark Poplar Wood trim
0441	Smoker's package	0456	Multi-contour seats
0508	Park Distance Control	0541	Active Cruise Control
0609	Navigation system	0620	Voice-command
0650	In-dash CD player	0691	CD holder
0785	White turn-signal lights	0925	Shipping package
0ZFA	First aid kit	0ZKR	key ring

Customer Information

Name (First/Last):

Address:

Contract/Service Program Information

Type	Program Code/Desc	Contract Number/Status	Eff Date	Enrollment Date	No Coverage As Of	Exp Age (Mth)	Exp Odometer (Miles)	Retail Center	Center Name	Vendor Code Used	Contract Holder (First/Last)
MP	0000000170 - MP 72 MO/100K MLS	2047845 EXPIRED	01/31/2003	07/07/2005	01/31/2009	72	100,000	20268	Century West BMW	MP	

Repair History (Claims)

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 68,942
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/01/2006	AG Dealer Code: 76837
Repair Entry Date: 12/06/2006	

Defect Code: 6121001200

Defect Description: Vehicle battery permanent failure

Defect Dealer Comments: CUST STATES THAT CAR WILL NOT START AFTER SITTING OVERNIGHT, REPORT. \ INTERANL FAILURE WARR CODE AL61G-BLFC4 \ USED THE MIDTRONICS BATTERY TESTER AND FOUND DEFECTIVE BATTERY. WARR CODE AL61G-BLFC4 REPLACED BATTERY. CONNECTED GT1 AND RAN SHORT TEST. REGISTERED THE BATTERY. \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6121017	Replacing battery - with registering b	6	6	\$78.78	\$0.00
Labor	6120505	Checking battery with battery tester	2	2	\$26.26	\$0.00
Part	61217553954	Battery, East Penn (warranty only)	1	1	\$123.60	\$49.44

Totals: Total Value Paid: 228.64 Total Handling Value Paid: 49.44

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 278.08

Paid To Dealer for Claim: 278.08

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 68,792
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/24/2006	AG Dealer Code: 76837
Repair Entry Date: 12/01/2006	

Defect Code: 1151011500

Chassis Number : D [REDACTED]

Defect Description: Coolant pump permanent malfunction

Defect Dealer Comments: CUST STATES THAT COOLANT LEVEL LIGHT IS ON AT TIMES. \ LEAKING WATER PUMP \ PRESSURE TESTED COOLING SYSTEM TO 1.5 BAR. PRESSURE BLED OFF AND FOUND COOLANT LEAKING FROM WATER PUMP HOUSING VENT HOLE. REPLACED WATER PUMP AND COOLANT TUBE TO ALTERNATOR. REFILLED COOLING SYSTEM AND RE-PRESSURE TESTED TO 1.5 BAR. SYSTEM HELD OK

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11531440192	Gasket ring	1	1	\$1.40	\$0.56
Part	11517508496	RMFD WATER PUMP	1	1	\$102.90	\$41.16
Labor	1700509	Checking cooling system for leaks	2	2	\$26.26	\$0.00
Labor	1151508	Removing and installing or replacing water pump	21	21	\$275.73	\$0.00
Part	12311439988	Feed pipe	1	1	\$5.65	\$2.26
Part	11737546137	VACUUM PIPE	1	1	\$6.15	\$2.46

Totals: Total Value Paid: 418.09 Total Handling Value Paid: 46.44

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 464.53

Defect Code: 17110077MP

Defect Description: COOLANT CHANGE MAINTENANCE PROGRAM

Defect Dealer Comments: PERFORM COOLANT FLUSH \ MAINT PER CBS \ PERFORMED COOLANT SYSTEM FLUSH \ PERFORMED COOLING SYS FLUSH PER PRINTED SCHEDULE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000620	Coolant service	11	11	\$144.43	\$0.00
Part	82141467704	ANTIFREEZE	1	1	\$19.25	\$0.00

Totals: Total Value Paid: 163.68 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 163.68

Defect Code: 3112033900

Defect Description: Ball joint, tension strut/compression strut (outer) unpleasant noises

Defect Dealer Comments: CUST STATES THAT THERE IS A CLICKING NOISE FROM FRONT END WHEN LEFT SIDE WHEN TURNING/DRIVING, SUSPENSION AREA. \ NOISY TENSION STRUTS \ IT'S MORE OF A CLUNK, BOTH FRONT TENSIONS STRUT BUSHING ARE WORN OUT. REPLACED BOTH FRONT TENSION STRUTS.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3112627	Removing and installing or replacing both tension struts	14	14	\$183.82	\$0.00
Part	31124046441	Tension strut with hydraulic mount, left	1	1	\$92.40	\$36.96
Part	31124046442	Tension strut with hydraulic mount, right	1	1	\$92.40	\$36.96

Totals: Total Value Paid: 368.62 Total Handling Value Paid: 73.92

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 442.54

Defect Code: 5116405300

Defect Description: Lock (lockable) center armrest hinged box, front not closing

Defect Dealer Comments: CUST STATES THAT CENTER CONSOLE SWITCHES ARE PEELING. \ LOCK CYLINDER BEZLE PEELING \ CHECKED AND VERIFIED CUSTOMER COMPLAINT FOUND PAINT ON CENTER CONSOLE LATCH BUTTONS AND LOCK CYLINDER BEZEL ARE PEELING. REMOVED CONSOLE STORAGE UNIT, DISSASSEMBLED AND REPLACED LATCH AND BUTTON ASSEMBLY. REASSEMBLED AND REINSTALLED UNIT.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5116690	Removing and installing/replacing lock cylinder in cen	15	15	\$196.95	\$0.00
Part	51167002397	Lock f center armrest covers	1	1	\$19.60	\$7.84

Totals: Total Value Paid: 216.55 Total Handling Value Paid: 7.84

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 224.39

Defect Code: 5147004100

Defect Description: Scuff panel (inner carpet edge protector) poorly adapted/fitted

Defect Dealer Comments: CUST STATES THAT RT AND LEFT ENTRANCE PANELS PAINT IS PEELING, REPORT. \ PEELING FRONT DOOR SILL \ CHECKED AND VERIFIED CUSTOMER COMPLAINT. REPLACED PASSENGERS FRONT DOOR SILL FOR PEELING GUNK AND REPLACED DRIVERS DOOR SILL FOR PEELING PAINT.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5147520	Removing and installing or replacing both front door acce	1	1	\$13.13	\$0.00
Part	51477014606	FRONT RIGHT SILL STRIP	1	1	\$10.65	\$4.26
Part	51477014605	FRONT LEFT SILL STRIP	1	1	\$10.65	\$4.26

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 34.43 Total Handling Value Paid: 8.52

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 42.95

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDARD SCOPE. \ MAINT PER CBS \ PERFORMED STANDARD SCOPE PER PRINTED SCHEDULE. FRONT AND REAR PADS ARE 10 MM.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$52.52	\$0.00

Totals: Total Value Paid: 52.52 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 52.52

Paid To Dealer for Claim: 1,390.61

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 65,558
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/11/2006	AG Dealer Code: 20268
Repair Entry Date: 07/14/2006	

Defect Code: 0011270200

Defect Description: SIB #11-03-06 RECALL 06E-A02 CRANK VENT VALVE ON E53/60/63/64/65/66 WITH N62 PROD START TO 6/30/04

Defect Dealer Comments: SIB 11 03 06 RECALL 06E-A02 CRANK VENT \CK ON RECALLS. \ REPLACED CRANK VENT VALVES ON BOTH BANKS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0056138	Replacement of crankcase ventilation vales	5	5	\$62.50	\$0.00
Part	11127547058	Repair kit, pressure regulating valve	2	2	\$20.20	\$8.08

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 82.70 Total Handling Value Paid: 8.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 90.78

Paid To Dealer for Claim: 90.78

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 65,558
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/11/2006	AG Dealer Code: 20268
Repair Entry Date: 07/14/2006	

Defect Code: 10320105MP

Defect Description: STATE & LOCAL TAXES - FULL MAINTENANCE PROGRAM

Defect Dealer Comments: TAX \ SALES TAX \ CALIF. SALES TAX 8.25% FOR MAINTENANCE JOB(S) PAYABLE BY BMW NA

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$4.45	\$0.00

Totals: Total Value Paid: 4.45 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 4.45

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: ENGINE OIL DUE 90 MILES PER KEY READER DATA \ FULL MAINTENANCE (WARRANTY) \ PERF'D OIL SERVICE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	8	8	\$41.60	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$12.30	\$0.00
Labor	0000610	Engine oil service	4	4	\$50.00	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 103.90 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 103.90

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: STANDARD SCOPE \ STANDARD SCOPE. \ STANDARD SCOPE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$50.00	\$0.00

Totals: Total Value Paid: 50.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 50.00

Paid To Dealer for Claim: 158.35

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 59,908
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 02/03/2006	AG Dealer Code: 20268
Repair Entry Date: 02/10/2006	

Defect Code: 0061410200

Defect Description: SIB #65-33-05 LBL 460 PGM CNTL UNITS FOR AIRBAG WARNING LAMP

Defect Dealer Comments: 0061410200 SIB 72-11-05 460 PGM CONTROL UNITS \ DCS \ PROGRMAED & ENCODED VEH AS PER SIB 72 11 05 WP2 ANT FAILED TO PROGRAM SEE LINE 6 FOR ADDITIONAL WORK

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0056720	Program control units	11	11	\$137.50	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 137.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 137.50

Paid To Dealer for Claim: 137.50

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 59,908
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 02/03/2006	AG Dealer Code: 20268
Repair Entry Date: 02/10/2006	

Defect Code: 3241054800

Defect Description: Hose from pump to steering gear leaking

Defect Dealer Comments: CUST STATES A STEERING WARING LIGHT COMES ON INTERMIT\ FOUND STEERING LEVEL LOW DUE TO LEAK FROM PUMP CRUSH RINGS \ REMOVED HOSE AT PUMP, REPLACED CRUSH RINGS FOR BANJO BOL T, W/T 3299000 TO REMOVE ONE HOSE ENG REPL RING REINSTALLED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	32411093596	Gasket ring	2	2	\$0.20	\$0.08
Part	32411093597	Gasket ring	2	2	\$0.38	\$0.15
Part	82111468041	PRNTOSIN CHF 11S	1	1	\$12.60	\$5.04
Labor	3299000	WT.32 SECTION	6	6	\$75.00	\$0.00

Totals: Total Value Paid: 88.18 Total Handling Value Paid: 5.27

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 93.45

Defect Code: 8450016600

Defect Description: Antenna, car telephone no effect

Defect Dealer Comments: ADDITIONAL WORK REQUIRED AFTER SIB 72-11-05 FAILED ANT PROG. \ DURING SIB PROGRAMING ABORTED DUE TO FAIL OF ANT CONTROL UNIT \ REPROGRAMED & ENCODED ANT & CLEARED FAULT MEMORY. RADIO STATIONS WHERE LOST DURING PROGRAING. RE-ENTERED CUST STORED STATIONS,& CK RECEPTION & FUNCTIONS.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100807	Additional work after programming/ encoding abort for 1	5	5	\$62.50	\$0.00

Totals: Total Value Paid: 62.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 62.50

Defect Code: 85990101MP

Defect Description: VEHICLE CHECK

Defect Dealer Comments: PERFORM THE VEHICLE CHECK AS PER THE KEY READ OVERDUE -700ML \ AS PER THE KEY READ \ PERFORMED VEH CK AS PER CBS CK LIST...

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000624	Service, vehicle check	6	6	\$75.00	\$0.00

Totals: Total Value Paid: 75.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 75.00

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM THE STANDARD SCOPE AS PER THE KEY READ. \ AS PER KEY READ \ PERFORMED STANDERD SCOPE & SET TIRE PRESURES

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$50.00	\$0.00

Totals: Total Value Paid: 50.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 50.00

Paid To Dealer for Claim: 280.95

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 55,534
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/14/2005	AG Dealer Code: 20268
Repair Entry Date: 11/18/2005	

Defect Code: 3411777MP

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: REPLACE THE FRONT BRAKES AS PER THE KEY READ (-1,600 MILES) \ FRONT BRAKES WORN TO 3MM, ROTORS UNDER SPEC 27.7MM \ INSTALLED NEW FRONT PADS AND ROTORS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34116750267	Brake disc, ventilated	2	2	\$218.00	\$0.00
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$115.00	\$0.00
Part	34356755266	Brake pad wear sensor	1	1	\$17.90	\$0.00
Labor	3411609	R+R L+R FT.DISCS	10	10	\$125.00	\$0.00

Totals: Total Value Paid: 475.90 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 475.90

Defect Code: 34210077MP

Defect Description: RR BRAKE PADS - MAINTENANCE PLAN

Defect Dealer Comments: REPLACE THE REAR BRAKES AS PER THE KEY READ (-3,100 MILES) \ REAR BRAKES WORN TO 2MM, ROTORS IN SPEC 22.7MM \ INSTALLED NEW REAR PADS AND SENSOR...CHARGE PARTS CLEANER UNDER SUBLET...\$2.28

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$2.28	\$0.00
Part	34216768471	Repair kit, brake pads asbestos-free	1	1	\$100.50	\$0.00
Part	34356755267	Brake pad wear sensor	1	1	\$17.90	\$0.00
Labor	0000614	Service, rear brakes	12	12	\$150.00	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 270.68 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 270.68

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: PERFORM THE OIL CHANGE AS PER THE KEY READ. \ OIL SERVICE DUE AS PER CBS \ PERFORMED OIL SERVICE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11427511161	Set oil-filter element	1	1	\$11.90	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$44.55	\$0.00
Labor	0000610	Engine oil service	4	4	\$50.00	\$0.00

Totals: Total Value Paid: 106.45 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 106.45

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM THE STANDARD SCOPE AS PER THE KEY READ. \ STANDARD SCOPE DUE AS PER CBS \ PERFORMED STANDARD SCOPE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$50.00	\$0.00

Totals: Total Value Paid: 50.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 50.00

Paid To Dealer for Claim: 903.03

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 52,113
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/31/2005	AG Dealer Code: 20268
Repair Entry Date: 09/14/2005	

Defect Code: 11009999SA

Defect Description: BMW NA RENTAL COST - GOODWILL

Defect Dealer Comments: RENTAL (AIR BAG LIGHT ON) \ . \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$217.00	\$0.00

Totals: Total Value Paid: 217.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 217.00

Defect Code: 3411041500

Defect Description: Front brake pad wear sensor permanent malfunction

Defect Dealer Comments: BRAKES ARE NOISY. PLASTIC RIDGE PROTRUDING ON BRAKE PAD WEAR SENSOR TOUCHING ROTOR CAUSING NOISE. MODIFIED BRAKE PAD WEAR SENSOR BY FLIING DOWN PLASTIC RIDGE UNTIL SMOOTH AND CLEAN AND ELIMINATE NOISE EPR HOYTLINE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3499000	WT.34 SECTION	4	4	\$46.00	\$0.00

Totals: Total Value Paid: 46.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 46.00

Defect Code: 6577288100

Defect Description: Sensor (satellite) door interruption

Defect Dealer Comments: CLIENT STATES THE AIR BAG LIGHT IS ON (LAST FAULT 93C4) \ FAULT 96F6 STORED FOR CONTROL MODULE FAULT IN THE STVR \ REPLACED THE STVR (LEFT DOOR SATELLITE SENSOR AND PROGRAM/ENCODE CONTROL UNITS.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100801	Programming/encoding control unit(s) (not including CAS)	7	7	\$80.50	\$0.00
Labor	6577741	Replacing front door sensor, left	7	7	\$80.50	\$0.00
Part	65776947416	Sensor, front right door	1	1	\$105.00	\$42.00

Totals: Total Value Paid: 266.00 Total Handling Value Paid: 42.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 308.00

Paid To Dealer for Claim: 571.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 49,198
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/11/2005	AG Dealer Code: 20268
Repair Entry Date: 07/19/2005	

Defect Code: 3231033900

Defect Description: Top steering shaft/steering column unpleasant noises

Defect Dealer Comments: CUST STATES STEERING COLUM MAKES NOISE WHEN MOVING INTO POSITION\R&R STEERING COLUMN COVER LUBE MECHANISM STILL MAKING NOISE\RPLD STEERING COLUMN ASSEMBLY.CALIBRATE STEERING ANGLE SENSOR..

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	32306760116	Steering column, all-electric	1	1	\$367.40	\$146.96
Labor	3231591	Replacing steering column	24	24	\$276.00	\$0.00

Totals: Total Value Paid: 643.40 Total Handling Value Paid: 146.96

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 790.36

Chassis Number : D [REDACTED]

Defect Code: 6577060200

Defect Description: Airbag control module/safety electronics Software error / internal device fault

Defect Dealer Comments: CUST STATES AIR BAG & SEAT BELT WARNING STAYS ON\PRFD. SHORT TST FND FAULT CODE 93C4 SELF TST TRANS ERROR\ PROG.CONTROL UNITS WITH NAV. UPDATING S.W SIM MODULE ETC.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6590507	PROGRAM NAV SYSTEM	5	5	\$57.50	\$0.00
Labor	6100801	Programming/encoding control unit(s) (not including CAS)	7	7	\$80.50	\$0.00

Totals: Total Value Paid: 138.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 138.00

Paid To Dealer for Claim: 928.36

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 45,296
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/04/2005	AG Dealer Code: 20741
Repair Entry Date: 03/09/2005	

Defect Code: 3231153900

Defect Description: Steering column adjustment, electric unpleasant noises

Defect Dealer Comments: C/S WHEN STEERING WHEEL GOES UP AND DOWN MAKES NOISE \ STEERING COLUMN TO TIGHT DW ADJUSTED COLUMN AND LUBED PIVOTING POINTS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3299000	WT.32 SECTION	5	5	\$65.60	\$0.00

Totals: Total Value Paid: 65.60 Total Handling Value Paid: 0.00

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 65.60

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: C.S PERFORM BRAKE FLUID RENEWAL \ DUE FOR BI ANNUAL BRAKE FLUID FLUSH/ PERFORMED BI ANNUAL BRAKE FLUID FLUSH.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	81220142156	BRAKE FLUID	1	1	\$3.10	\$0.00
Labor	3400525	REPL.ABS/ASC+T FLUID	5	5	\$65.60	\$0.00

Totals: Total Value Paid: 68.70 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 68.70

Defect Code: 5210421500

Defect Description: Drive unit, active seat permanent malfunction

Defect Dealer Comments: C.S DRIVERS SEAT INOP MOVING BACK AND DOWN, FOUND PROBLEM UPON INSPECTION OF CAR \ ACTIVE SEAT BLADDERS LEAKED ON CONTROL MODULE/ AND DW R&IED SEAT, REMOVED LEATHER TO ACCESS TO BLADDERS FOR ACTIVE SEAT, REMOVED & REPLACED ACTIVE SEAT BLADDER & CONTROL MODULE DUE TO FLUID LEAKING DIRECTLY ON MODULE CAUSING IT TO SHORT OUT PERF PROGRAMMING & CODING FOR REPLACEMENT OF SMFA(DRIVERS SEAT MODULE)

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5217525	Removing and installing or replacing drive for active sea	15	15	\$196.80	\$0.00
Part	61356927279	Seat module	1	1	\$166.30	\$66.52
Labor	6135580	Removing and installing control module/ module for left or r	3	3	\$39.36	\$0.00
Labor	6100905	Programming/encoding control module(s) on K-CAN bus	3	3	\$39.36	\$0.00
Part	52107045007	Drive unit, active seat	1	1	\$473.70	\$189.48

Totals: Total Value Paid: 915.52 Total Handling Value Paid: 256.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,171.52

Defect Code: 8411010200

Defect Description: Control module communication (transceiver) Software error / internal device fault

Chassis Number : D [REDACTED]

Defect Dealer Comments: DURING SVC: INSTALL TCU \ TCU CRASHED DURING 610304/ INSTALLED NEW TCU, PROGRAMMED AND RECODED TCU THEN INSTALLED EMERGENCY NUMBERS AND MADE SOS CALL TO VERIFY INSTALLATION TOOK PLACE. PLEASE SEE SPECIAL MEASURES & BATT RESETS ON LINE D.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6120910	Performing battery "power reset"	4	4	\$52.48	\$0.00
Labor	6100916	Additional job after 1st termination, programming/encoding	3	3	\$39.36	\$0.00
Labor	6100915	Programming/encoding control module(s) on MOST bus	3	3	\$39.36	\$0.00
Labor	8411656	Replacing telematics control unit	6	6	\$78.72	\$0.00
Part	84116946428	Telematics Control Unit	1	1	\$1,010.00	\$404.00

Totals: Total Value Paid: 1,219.92 Total Handling Value Paid: 404.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,623.92

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: C.S LUBE OIL AND FILTER SERVICE 8/12 CYL. \ OIL SERVICE LIGHT ON/ PERFORMED OIL CHANGE PER CBS DATA.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000610	Engine oil service	4	4	\$52.48	\$0.00
Sublet	4	OIL,LUBRICANTS ETC			\$35.28	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$10.50	\$0.00

Totals: Total Value Paid: 98.26 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 98.26

Paid To Dealer for Claim: 3,028.00

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 45,296
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/04/2005	AG Dealer Code: 20741
Repair Entry Date: 03/08/2005	

Defect Code: 0061060200

Defect Description: SIB #61-03-04 LBL CODE 420 PGM CONTROL UNITS ON E65/E66 FROM START OF PRODUCTION TO 01/20/2004

Defect Dealer Comments: SIB 61 03 04 \ WP#5

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0055515	PROGRAM CONTROL UNITS W/CAS+NAV	15	15	\$196.80	\$0.00

Totals: Total Value Paid: 196.80 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 196.80

Paid To Dealer for Claim: 196.80

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 29,412
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/10/2004	AG Dealer Code: 26370
Repair Entry Date: 06/23/2004	

Defect Code: 11009999SA

Defect Description: BMW NA RENTAL COST - GOODWILL

Defect Dealer Comments: 1 DAY WARRANTY RENTAL NO BMW AVAILABLE PER JOHN NALLY

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$34.99	\$0.00

Totals: Total Value Paid: 34.99 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 34.99

Defect Code: 5146050100

Defect Description: Roller sun blind / curtain, rear door window cracked / broken / torn off

Defect Dealer Comments: CUSTOMER STATES REAR LEFT WINDOW SUNSHADE I LOOSE SOP PART IS IN. FAULTY LEFT REAR DOOR SUNSHADE REMOVED THE LEFT REAR DOOR PANEL AND REPLACED THE LEFT REAR ELECTRIC SUNSHADE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51167012895	LEFT REAR DOOR SUN BLIND	1	1	\$361.80	\$144.72
Labor	5116905	Removing and installing or replacing sun roller blind on	14	14	\$165.81	\$0.00

Totals: Total Value Paid: 527.61 Total Handling Value Paid: 144.72

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 672.33

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: CBS INFORMATION NEED OIL CHANGE \ OIL SERV \ 29412 BMW MAINTENANCE OIL SERVICE COMPLETED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000610	Engine oil service	4	4	\$47.38	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$5.05	\$5.05
Part	07510017954	Motor oil SAE 5W-30 Longlife 01	9	9	\$25.65	\$10.35

Totals: Total Value Paid: 78.08 Total Handling Value Paid: 15.40

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 93.48

Chassis Number : D [REDACTED]

Defect Code: 85990101MP

Defect Description: VEHICLE CHECK

Defect Dealer Comments: CBS INFORMATION NEEDVEHICLE CHECK \ VEHICLE CHECK \ 29412 BMW VEHICLE CHECK COMPLETED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000624	Service, vehicle check	6	6	\$71.06	\$0.00

Totals: Total Value Paid: 71.06 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 71.06

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: CBS INFORMATION NEED STANDER SCOP \ STANDARD SCOPE \ 29412 BMW STANDARD SCOPE COMPLETED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$47.38	\$0.00

Totals: Total Value Paid: 47.38 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 47.38

Paid To Dealer for Claim: 919.24

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 25,073
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 05/05/2004	AG Dealer Code: 26370
Repair Entry Date: 05/13/2004	

Defect Code: 2440911400

Chassis Number : D [REDACTED]

Defect Description: E65 E66 M57 M67 N62 N73 Converter lockup clutch defective (FC 4F53)

Defect Dealer Comments: CUSTOMER STATES AROUND 40 MPH CAR HESITATES. INTEROGATED THE FAULT MEMORY AND FOUND FAULT 4F53 STORED IN THE EGS FOLLOWED SI B24-06-03
DEFECT CODE 24-40-91-14-00. REPLACED PER SI. SUBLET IS FOR TRANS OIL

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	24407535289	Torque converter	1	1	\$757.40	\$302.96
Part	11621737171	Collar nut	4	4	\$3.40	\$1.36
Part	07129900047	SELF-LOCKING HEX NUT	3	3	\$0.66	\$0.26
Part	17211742636	O-ring	2	2	\$0.60	\$0.24
Part	07129964670	Hex nut	3	3	\$0.57	\$0.23
Sublet	4	OIL,LUBRICANTS ETC			\$58.80	\$0.00
Labor	0054171	INTEROGATE EGS+REPL.TORQUE CONV	70	70	\$829.07	\$0.00
Part	51717892988	Hexagon screw with flange	5	5	\$3.75	\$1.50

Totals: Total Value Paid: 1,654.25 Total Handling Value Paid: 306.55

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,960.80

Defect Code: 64007777MP

Defect Description: ENG COMPARTMENT MICROFILTERS-MP

Defect Dealer Comments: CBS INFORMATION MICRO FILTER \ REPLACED MICROFILTERS \ 25073 MAIN COMPLETED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000616	Microfilter service	2	2	\$23.69	\$0.00
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	2	2	\$26.00	\$26.00

Totals: Total Value Paid: 49.69 Total Handling Value Paid: 26.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 75.69

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: CBS INFORMATION STARDARD SCOPE \ COPE \ 25073 MAIN COMPLETED

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$47.38	\$0.00

Totals: Total Value Paid: 47.38 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 47.38

Paid To Dealer for Claim: 2,083.87

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 19,569
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 02/03/2004	AG Dealer Code: 20741
Repair Entry Date: 02/07/2004	

Defect Code: 6577060200

Defect Description: Airbag control module/safety electronics Software error / internal device fault

Defect Dealer Comments: CUSTOMER STATES THAT THE PASSENGER SIDE AIR BAG WARNING IS ON \ STVL PROCESSOR RESET FAULT. PERF SHORT TEST & FOUND FAULT CODE 9628 IN STVL. PERFORMED CIP 10.2

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100810	PROGR.C.U.'S INCL.CAS/ZAS	6	6	\$76.50	\$0.00

Totals: Total Value Paid: 76.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 76.50

Paid To Dealer for Claim: 76.50

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 18,122
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/13/2004	AG Dealer Code: 20741
Repair Entry Date: 01/16/2004	

Defect Code: 3231151100

Defect Description: Steering column adjustment, electric occasional failure

Defect Dealer Comments: TECH FOUND DYNAMIC DRIVE WARNING ON AFTER CIP PROGRAMMING \ STEERING ANGLE SENSOR SET WARNING LIGHT ON AFTER CIP RESET \ 18122 STEERING ANGLE SENSOR NOT CALIBRATED. WARR. CALIBRATED STEERING ANGLE SENSOR AND CLEARED FAULTS. WORKS TO SPECS NOW.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6131996	Performing steering angle sensor adjustment	1	1	\$12.50	\$0.00

Totals: Total Value Paid: 12.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 12.50

Defect Code: 6577258000

Defect Description: Sensor (satellite) A-pillar short circuit

Defect Dealer Comments: CUSTOMER STATES THAT THE PASSENGER SIDE AIR BAG WARNING IS ON \ AIR BAG LT ON FC 9628 TRACED AND REPACED THE DEFECTIVE A PILLAR MODULE \ 18122 STVL MODULE PROSECCOR RESET. WARR. PERFORMED SHORT TEST AND PRINTED DIAGNOSTIC REP ORT. FOUND FAULT CODE 9628 IN THE STVL MODULE FOR P

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$50.00	\$0.00
Labor	6100800	PROGR/ENCODE CU(S)W/O CAS/ZAS	4	4	\$50.00	\$0.00
Labor	6590507	PROGRAM NAV SYSTEM	5	5	\$62.50	\$0.00
Labor	6577716	Replacing A-pillar sensor, right	7	7	\$87.50	\$0.00
Part	65776937419	Sensor, front left door	1	1	\$88.35	\$35.34

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 338.35 Total Handling Value Paid: 35.34

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 373.69

Paid To Dealer for Claim: 386.19

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 15,852
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/26/2003	AG Dealer Code: 20741
Repair Entry Date: 11/29/2003	

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: PERFORM INITIAL OIL SERVICE- (-1000 MILES) \ -1000 MILES ON SIA DATA PERFORMED OIL SERVICE \ 15852 -1000 MILES ON DISPLAY WARR PERFORM OIL SERVICE AND RESET CBS DATA

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$47.36	\$0.00
Labor	0000610	Engine oil service	4	4	\$47.36	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$5.00	\$5.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	8	8	\$22.80	\$9.20

Totals: Total Value Paid: 122.52 Total Handling Value Paid: 14.20

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 136.72

Paid To Dealer for Claim: 136.72

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 12,625
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/15/2003	AG Dealer Code: 20741
Repair Entry Date: 10/17/2003	

Defect Code: 0061790100

Defect Description: E65 E66 Programming control units (lower than I 6.113)

Defect Dealer Comments: C/S RECALL SIB 611003 PROGRAMING\WP#4\12629 PERFORMED SIB 61 10 03 WARR PERFORMED SIB 61 10 03 WK# 5

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054779	PROGR.WITH SAS	12	12	\$142.08	\$0.00

Totals: Total Value Paid: 142.08 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 142.08

Paid To Dealer for Claim: 142.08

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid)	Mileage: 12,625
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/15/2003	AG Dealer Code: 20741
Repair Entry Date: 10/17/2003	

Defect Code: 3231033900

Defect Description: Top steering shaft/steering column unpleasant noises

Defect Dealer Comments: C/S STEERING NOISEY, RATCHETING, MOVING OUT AND UP AND DOWN\INTERNAL NOISE WHEN MOVING REPLACED DEFECTIVE STEERING COLUMN ASSEMBLY\12629 INTERNAL ISSUE WITH THE SETTRING COLUMN. WARR REPLACED THE STEERING COLUMN AND THE NOISE WAS GONE.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3231591	Replacing steering column	24	24	\$284.16	\$0.00
Part	32306760116	Steering column, all-electric	1	1	\$363.70	\$145.48

Totals: Total Value Paid: 647.86 Total Handling Value Paid: 145.48

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 793.34

Defect Code: 5124951400

Defect Description: E65 E66 (with SA 316) Malfunction in automatic trunk lid

Defect Dealer Comments: C/S TRUNK STICKING , WILL NOT OPEN AND CLOSEAUTO TRUNK INOP REPAIRED PER SIB 51 01 03\12629 PERFORMED SIB 51 01 03 WARR PERFORMED SIB 51 01 03 AND REPLACED THE LEAKING HKL LINES.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054691	REPL.HYDRAULIC CYL./LINES	11	11	\$130.24	\$0.00
Part	51247134592	Hydraulic cylinder	1	1	\$122.60	\$49.04

Totals: Total Value Paid: 252.84 Total Handling Value Paid: 49.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 301.88

Paid To Dealer for Claim: 1,095.22

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 8,090
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 488908
Repair Order Date: 10/02/2003	AG Dealer Code: 16807
Repair Entry Date: 10/07/2003	

Defect Code: 84110215BV

Chassis Number : D [REDACTED]

Defect Description: TCU/CPT9000 UPGR KIT"WA"AUTHO REQUIRED

Defect Dealer Comments: INSTALL UPGRADE PHONE TO CPT 9000 PERS SI OK J. TOWEY FAXED IN TELEMATICS REGISTRATION WHEN COMPLETED REPAIR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	84116937678	Telematics Control Unit	1	1	\$695.00	\$278.00
Part	84110300851	Bracket	1	1	\$139.00	\$55.60
Part	84216922574	Adapter plate, battery med. size	1	1	\$1.30	\$0.52
Labor	8499000	WT.84 SECTION	20	20	\$167.60	\$0.00
Labor	8411528	Replace transceiver	6	6	\$50.28	\$0.00
Labor	8421550	R+R CRADLE	4	4	\$33.52	\$0.00
Part	84216922575	Adapter plate, battery small	1	1	\$1.30	\$0.52

Totals: Total Value Paid: 1,088.00 Total Handling Value Paid: 334.64

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,422.64

Paid To Dealer for Claim: 1,422.64

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 8,090
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: 0	Authorization Number: 488908
Repair Order Date: 10/02/2003	AG Dealer Code: 16807
Repair Entry Date: 01/01/1900	

Defect Code: 99999977CN

Defect Description: CORE CREDITS - AUTOMATIC VIA IWS - MT OLIVE PDC VALID FOR REPAIR DATES FROM 12/18/97

Defect Dealer Comments: CORE CREDITS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	C	CORE CREDITS			\$500.00	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 500.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 500.00

Paid To Dealer for Claim: 500.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 8,090
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/05/2003	AG Dealer Code: 16807
Repair Entry Date: 09/12/2003	

Defect Code: 6135621500

Defect Description: Remote control key/ID transmitter permanent malfunction

Defect Dealer Comments: CUSTOMER STATES ONE REMOTE UNLOCK BUTTON INOP \ \ VERIFY,GT-1 CONTROL UNIT FAULT SURVEY.NONE APPLICABLE.READ OUT PERSONALIZATION #S VIA FUNCTION SELECTION-BAD KEY.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	66120142781	Radio remote control (code)	1	1	\$53.70	\$21.48
Labor	6100550	CHANGE CAR/KEY MEMORY	3	3	\$25.14	\$0.00

Totals: Total Value Paid: 78.84 Total Handling Value Paid: 21.48

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 100.32

Defect Code: 6590011400

Defect Description: Navigation computer in luggage compartment occasional malfunction

Defect Dealer Comments: \ UPDATE VEHICLE W/ CIP 8.2 AND NAVIGATION SOFTWARE TO 21.0 RESET LOST VKM,INITIALIZE AC COMPRESSOR,ARS,ADJSUTANGLE SENSOR RESET CBS NAV IN GERM CHANGE TO ENGLISH UPDATES ALL FOR NECC TO TO INSTALL PHONE ON ANOTHER REPAIR OK J TOWEY

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D

Labor	6100870	Initialising all systems	5	5	\$41.90	\$0.00
Labor	6199000	WT.61 SECTION	8	8	\$67.04	\$0.00
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$16.76	\$0.00
Labor	6100561	Entering settings in car&key memory	1	1	\$8.38	\$0.00
Labor	6590507	PROGRAM NAV SYSTEM	5	5	\$41.90	\$0.00

Totals: Total Value Paid: 175.98 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 175.98

Defect Code: 6590919800

Defect Description: E65 E66 Navigation - incorrect language

Defect Dealer Comments: NAVIGATION TEXT IS IN GERMAN \ \ HANGE TO ENGLISH PER SI 84 07 02,SITUATION #2

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0053674	CHANGE SETTINGS/REPL.NAV COMPUTER	2	2	\$16.76	\$0.00

Totals: Total Value Paid: 16.76 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 16.76

Paid To Dealer for Claim: 293.06

Warranty Vehicle Inquiry

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DO NOT USE DAVIS AS THE SOLE INDICATOR FOR CALCULATING VEHICLES' DAYS OUT OF SERVICE.
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Thu Oct 13 12:26:33 EDT 2011

D [REDACTED] **CONFIDENTIAL**

Vehicle Data

VIN: WBAGN63423D [REDACTED]

Chassis Number: D [REDACTED]

Line Make: 01 - BMW

Model Year: 2003

AG Model Code/Desc: GN63 - 745LI US

NA Model Code/Desc: 0379 - 745Li

Exterior Trim Code: 354 - Titanium Silver Metallic

Interior Color Code: U6FA - Flannel Gray Nasca Leather

MSRP: \$80,730.00

Davis #: N/A

Assist Safety Plan Expires: 02/16/2004

Assist Conv. Plan Expires: 00/00/0000

TCU ESN / TCU IMEI: 14602120671 INACTIVE

TCU MIN: XXX-XXX-XXXX

MDN / MSISDN: XXX-XXX-XXXX

Vehicle Production Date: 2002/12

Motor Type: N62

Platform/Engineering Series: E66

Wholesale Center ID/Loc: 04637-01

Wholesale Date: 02/14/2003

Retail Center ID/Loc: 04637-01

Retail Date: 02/17/2003

In-Service Date: 02/17/2003

New Vehicle Warranty Info

No Coverage As Of: 02/17/2009

Expiration Mileage: 100,000

NO OPEN CAMPAIGNS

Option Information

Code	Description	Code	Description
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Chassis Number : D [REDACTED]

0ZCV	Convenience Package	0ZLS	Luxury Seating Package
0ZPS	Premium Sound Package	0257	rear side airbag deactivation
0261	Rear side-impact airbags	0268	19" wheels w/performance tires
0358	Infrared windshield	0415	Power rear sunshade
0416	Rear sunshades	0423	Floor mats
0430	Auto-dimming mirrors	0437	Wood trim
0441	Smoker's package	0456	Multi-contour seats
0508	Park Distance Control	0609	Navigation system
0620	Voice-command	0691	CD holder
0785	White turn-signal lights	0925	Shipping package
0ZCA	AM/FM cassette	0ZFA	First aid kit

Customer Information

Name (First/Last):MR. [REDACTED]

Address: [REDACTED]

SYLMAR CA [REDACTED] UNITED STATES

Contract/Service Program Information

Type	Program Code/Desc	Contract Number/Status	Eff Date	Enrollment Date	No Coverage As Of	Exp Age (Mth)	Exp Odometer (Miles)	Retail Center	Center Name	Vendor Code Used	Contract Holder (First/Last)
MP	0000000166 - MP 48 MO/050K MLS	0000000 EXPIRED	02/17/2003	02/17/2003	02/17/2007	48	50,000	04637	Bob Smith BMW	MP	

Repair History (Claims)

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 03/02/2011

Repair Entry Date: 03/07/2011

Mileage: 133,499

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 36299

Chassis Number : D [REDACTED]

Defect Code: 0034910100

Defect Description: Ck Brake Booster line N62, B34 04 10

Complaint: CK BRAKE BOOSTER LINE N62, B34 04 10

Cause: PERF CM

Correction: TECH 765PERFORMED SIB 34 04 10FOUND OIL IN VACUUM LINEREPLACED BOOSTERREPLACED MASTER CYLINDERPERFORMED BRAKE BLEEDING PROCEDURE VIS ISIDVEHICLES
BRAKING SYSTEM OPERATING AS DESIGNEDVEHICLE HAS MULTIPLE ISSUES RECOMMEND THREE HOURS

Technician Notes:

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0059056	Unterdruckleitung pr}fen/ersetzen und Bremskraftverst(rker u	32	32	\$380.80	\$0.00
Sublet	4	OIL,LUBRICANTS ETC			\$11.34	\$0.00
Part	11151726339	Hose clamp	1	1	\$0.59	\$0.24
Part	34336797657	Brake servo unit	1	1	\$88.01	\$35.20
Part	34336753979	Seal, brake booster	1	1	\$2.13	\$0.85
Part	11667611337	VACUUM PIPE	1	1	\$16.70	\$6.68
Part	34336797650	BRAKE MASTER CYLINDER	1	1	\$69.56	\$27.82
Part	32411156956	Hose clamp	1	1	\$1.13	\$0.45

Totals: Total Value Paid: 570.26 Total Handling Value Paid: 71.24

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 641.50

Paid To Dealer for Claim: 641.50

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 89,746
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/25/2008	AG Dealer Code: 36299
Repair Entry Date: 09/04/2008	

Chassis Number : D

Defect Code: 51331213R7

Defect Description: WINDOW REGULATOR FRONT

Defect Dealer Comments: DRIVERS WINDOW WILL GO DOWN HARD THEN ONLY HALF WAY UP FOUND LEFT FRONT WINDOW REGULATOR BROKEN. REPLACED LEFT FRONT WINDOW REGULATOR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5133501	REMOVING AND INSTALLING POWER WINDOW REGULATOR IN LEFT OR	15	15	\$199.20	\$0.00
Part	51337202479	ELECTR.WINDOW LIFTER FRONT LEFT	1	1	\$156.57	\$62.63

Totals: Total Value Paid: 355.77 Total Handling Value Paid: 62.63

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 418.40

Defect Code: 65102179R7

Defect Description: AUX INPUT FOR RADIO / ASK / MASK / CCC INCORRECT CONNECTION /CONTACT

Defect Dealer Comments: ENTIRE NAV SYSTEM AND AUDIO UNIT WILL GO BLANK CUSTOMER WILL PUSH I-DRIVE MAIN BUTTON TO RESTART CHECKED FAULTS.FOUND FAULT FFF3 MOST SYSTEM ANALYSIS.PERFORMED TEST PLAN.PROGRAMMED VEHICLE AS PER GW CODE 20727900

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$26.56	\$0.00
Labor	6100811	Programming/encoding control unit(s) (with CAS)	8	8	\$106.24	\$0.00

Totals: Total Value Paid: 132.80 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 132.80

Paid To Dealer for Claim: 551.20

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 82,181
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/14/2008	AG Dealer Code: 36299
Repair Entry Date: 04/16/2008	

Defect Code: 64540115R7

Defect Description: ELECTRIC AUXILIARY FAN (PRESSURE FAN) PERMANENT MALFUNCTION

Defect Dealer Comments: NOISE FROM OUTSIDE AUX FAN.FOUND FAN FOR A/C MECHANICAL INTERNAL FAILURE.REPLACED AUX FAN ASSY.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1740000	R&IORR AUXILIARY FAN ASSEMBLY	6	6	\$79.68	\$0.00
Part	64546921379	Compression shroud with fan	1	1	\$241.20	\$96.48

Totals: Total Value Paid: 320.88 Total Handling Value Paid: 96.48

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 417.36

Paid To Dealer for Claim: 417.36

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 74,363
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/29/2007	AG Dealer Code: 36299
Repair Entry Date: 12/01/2007	

Defect Code: 1151014800

Defect Description: Coolant pump leaking

Defect Dealer Comments: VEHICLE OVERHEATING. SMOKE COMING OUT OF ENGINE WATERPUMP BEARING SIEZED-REPLACED WATERPUMP,BELTS,TENSIONER,PULLY,THERMOSTAT&EXPANSION TANK CLEANED DEBRIS FROM FRONT OF ENGINE.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1128520	Replacing alternator drive belt tensioner	6	6	\$79.68	\$0.00
Labor	1711600	REP COOLANT EXPANSION TANK (COOLANT DRAINED)	2	2	\$26.56	\$0.00
Part	17417505109	FAN COUPLING	1	1	\$116.95	\$46.78
Part	11537502779	Thermostat	1	1	\$33.00	\$13.20
Part	11287574834	Deflection pulley with console	1	1	\$25.95	\$10.38
Part	11287544786	RIBBED V-BELT	1	1	\$18.05	\$7.22
Part	17137543003	Cooling water expansion tank	1	1	\$42.90	\$17.16
Part	11517507717	O-ring	1	1	\$1.07	\$0.43
Sublet	4	OIL,LUBRICANTS ETC			\$10.00	\$0.00
Labor	1151000	R&IORR COOLANT PUMP	22	22	\$292.16	\$0.00
Labor	1199000	WT.11 SECTION	8	8	\$106.24	\$0.00
Part	11517508496	RMFD WATER PUMP	1	1	\$102.90	\$41.16
Part	11287549588	Belt tensioner	1	1	\$51.50	\$20.60
Part	11531440192	Gasket ring	1	1	\$1.75	\$0.70

Totals: Total Value Paid: 908.71 Total Handling Value Paid: 157.63

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,066.34

Paid To Dealer for Claim: 1,066.34

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 72,823
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/05/2007	AG Dealer Code: 36299
Repair Entry Date: 11/09/2007	

Defect Code: 6577081500

Defect Description: Seat occupancy detection mat, front permanent malfunction

Chassis Number : D [REDACTED]

Defect Dealer Comments: CUSTOMER STATES SRS LIGHT COMING ON. CHECKED AND FOUND DRIVER SEAT MAT SENSOR PER TEST PLAN FAULTY. REPALED DRIVER SIDE SEAT MAT SENSOR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	65776917134	Control electronics, seat occupancy	1	1	\$29.95	\$11.98
Part	52107075819	Clamp	16	16	\$0.64	\$0.26
Labor	6577599	Replacing sensor mat for driver's seat occupancy detec	21	21	\$278.88	\$0.00
Part	65776930683	Sensor mat, front seat	1	1	\$59.75	\$23.90

Totals: Total Value Paid: 369.22 Total Handling Value Paid: 36.14

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 405.36

Paid To Dealer for Claim: 405.36

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 65,240
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/30/2007	AG Dealer Code: 36299
Repair Entry Date: 08/08/2007	

Defect Code: 2611020100

Defect Description: Joint disc cracked / broken / torn off

Defect Dealer Comments: CLUNK FROM REAR END WHEN COMING TO A STOP. FOUND BROKEN GUIBO JOINT. AS PER SIB 26 01 06, REPLACED UNIVERSAL JOINT.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	26117542238	Universal joint, two-stage	1	1	\$77.95	\$31.18
Labor	2611051	REP DRIVE SHAFT FRONT RUBBER COUPLING	21	21	\$265.65	\$0.00

Totals: Total Value Paid: 343.60 Total Handling Value Paid: 31.18

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 374.78

Chassis Number : D [REDACTED]

Defect Code: 6577081500

Defect Description: Seat occupancy detection mat, front permanent malfunction

Defect Dealer Comments: FRONT PASSENGER RESTRAINT SYSTEM FAULT. CK FAULTS STORED FOR PASSENGER SEAT MAT SENOSR. PERFORMED TEST PLAN, REPLACED PASSENGER SEAT MAT SENSOR AND CLEARED FAULTS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	52107075819	Clamp	18	18	\$0.72	\$0.29
Labor	6577605	Replacing sensor mat for passenger recognition	21	21	\$265.65	\$0.00
Part	65776917134	Control electronics, seat occupancy	1	1	\$29.95	\$11.98
Part	65776930683	Sensor mat, front seat	1	1	\$59.75	\$23.90
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$25.30	\$0.00

Totals: Total Value Paid: 381.37 Total Handling Value Paid: 36.17

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 417.54

Paid To Dealer for Claim: 792.32

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 53,868
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 02/19/2007	AG Dealer Code: 36299
Repair Entry Date: 03/01/2007	

Defect Code: 0011270200

Defect Description: SIB #11-03-06 RECALL 06E-A02 CRANK VENT VALVE ON E53/60/63/64/65/66 WITH N62 PROD START TO 6/30/04

Defect Dealer Comments: PERFORMED SERVICE BULLETIN 11 03 06. INSTALLED CRANKCASE VENT VALVES.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0056138	Replacement of crankcase ventilation vales	5	5	\$63.25	\$0.00

Chassis Number : D [REDACTED]

Part	11127547058	Repair kit, pressure regulating valve	2	2	\$20.20	\$8.08
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Totals: Total Value Paid: 83.45 Total Handling Value Paid: 8.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 91.53

Paid To Dealer for Claim: 91.53

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 02/19/2007

Repair Entry Date: 03/01/2007

Mileage: 53,868

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 36299

Defect Code: 8411021200

Defect Description: Telematics / ASSIST / Online (telephone, TCU, Combox) permanent failure

Defect Dealer Comments: BLUETOOTH INOP. CK FAULT MEMORY. NO FAULTS FOUND PERFORMED TEST PLAN B8400 00365. AS PER TEST PLAM PROGRAMMED TCU (GW 20727900) FOUND TCU HAD A CK VALVE OF 3. SENT PUMA CASE #8161814.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100811	Programming/encoding control unit(s) (with CAS)	8	8	\$101.20	\$0.00
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$25.30	\$0.00

Totals: Total Value Paid: 126.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 126.50

Paid To Dealer for Claim: 126.50

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 44,010
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/14/2006	AG Dealer Code: 22180
Repair Entry Date: 07/18/2006	

Defect Code: 6121001200

Defect Description: Vehicle battery permanent failure

Defect Dealer Comments: CLIENT STATES THE CAR HAS TO BE JUMPSTARTED WILL NOT START FAULTY BATTERY WARRENTY CODE ALWOU-VCMDQ REPLACED BATTERY AND REGISTERED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6121017	Replacing battery - with registering b	6	6	\$73.50	\$0.00
Part	61216901815	Battery from Exide (Warranty Only)	1	1	\$97.50	\$39.00

Totals: Total Value Paid: 171.00 Total Handling Value Paid: 39.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 210.00

Paid To Dealer for Claim: 210.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 39,963
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/12/2006	AG Dealer Code: 22180
Repair Entry Date: 01/14/2006	

Defect Code: 2400004800

Defect Description: Automatic transmission, complete leaking

Defect Dealer Comments: CUST STATES THE VEH HAS AN OIL LEAK ENG AEAR \ FOUND TRANS PLUG SLEEVE LEAKING \ REPLACED TRANS PLUG SLEEVE

Chassis Number : D

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	2434530	Replacing sealing sleeve for gearbox casing	15	15	\$172.50	\$0.00
Sublet	4	OIL,LUBRICANTS ETC			\$32.76	\$0.00
Part	24117540844	Gasket, oil pan	1	1	\$12.40	\$4.96
Part	24347519357	SEALING SLEEVE	1	1	\$7.70	\$3.08

Totals: Total Value Paid: 225.36 Total Handling Value Paid: 8.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 233.40

Defect Code: 3241011500

Defect Description: Vane/tandem pump/electric pump permanent malfunction

Defect Dealer Comments: CUST STATES ACTIVE SUSPENTION LIGHT COME ON \ FOUND P/S PUMP AND ARS LEAKING FROM THE BAERING CAUSING ARS LIGHT TO COME ON \ REPLACED BOTH AND INITIALIZED VEH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	32416760070	Power steering pump	1	1	\$474.70	\$189.88
Labor	3241500	Removing and installing power steering pump	15	15	\$172.50	\$0.00
Part	07129952111	Hose clamp	1	1	\$0.55	\$0.22
Sublet	4	OIL,LUBRICANTS ETC			\$35.28	\$0.00

Totals: Total Value Paid: 683.03 Total Handling Value Paid: 190.10

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 873.13

Defect Code: 3411777MP

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: BRAKE INSPECTION AS PER DISPLAY FRONT \ FOUND BRAKES WORN 2MM AND ROTORS 27.9MM \ REPLACED FRONT PAD'S AND ROTRS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34356755266	Brake pad wear sensor	1	1	\$17.90	\$0.00
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$115.00	\$0.00
Labor	3411609	R+R L+R FT.DISCS	10	10	\$115.00	\$0.00

Chassis Number : D [REDACTED]

Part	34116750267	Brake disc, ventilated	2	2	\$218.00	\$0.00
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Totals: Total Value Paid: 465.90 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 465.90

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: STANDARD SCOPE \ CONDITION BASED SERVICE \ PERFORM STANDARD SCOPE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$46.00	\$0.00

Totals: Total Value Paid: 46.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 46.00

Paid To Dealer for Claim: 1,618.43

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 36,602
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/04/2005	AG Dealer Code: 22180
Repair Entry Date: 10/06/2005	

Defect Code: 11009999SA

Defect Description: BMW NA RENTAL COST - GOODWILL

Defect Dealer Comments: DEALER GOODWILL TWO DAY RENTAL COMPACT CAR. 11009999SA \ 2 DAY RENTAL AT \$35/DAILY INV #248636 \ DEALER GOODWILL RENTAL DONE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$70.00	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 70.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 70.00

Defect Code: 11720376MP

Defect Description: ENG AIR FILTER-DIRTY-MP

Defect Dealer Comments: AS PER KEY DATA INTAKE SILENCER IS DUE FOR REPLACEMENT \ REPLACED FILTER \ .

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000602	Intake silencer service	1	1	\$11.50	\$0.00
Part	13717505007	Filter cartridge	1	1	\$23.50	\$0.00

Totals: Total Value Paid: 35.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 35.00

Defect Code: 3231151200

Defect Description: Steering column adjustment, electric permanent failure

Defect Dealer Comments: CUSTOMER STATES STEERING COLUMN GRIND/SQUEAKS WHEN RETRACTING \ MOTOR BINDING/CAUSE NOISE \ REPLACED STEERING COLUMN

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3231590	R+R STEERING COLUMN	24	24	\$276.00	\$0.00
Part	32306760116	Steering column, all-electric	1	1	\$367.40	\$146.96

Totals: Total Value Paid: 643.40 Total Handling Value Paid: 146.96

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 790.36

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: AS PER KEY DATA ENGINE OIL IS DUE \ \ PERFORMED OIL AND FILTER CHANGE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$44.55	\$0.00

Chassis Number : D [REDACTED]

Part	11427511161	Set oil-filter element	1	1	\$11.90	\$0.00
Labor	0000610	Engine oil service	4	4	\$46.00	\$0.00

Totals: Total Value Paid: 102.45 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 102.45

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: STANDARD SCOPE AS PER KEY DATA \ CONDITION BASED SERVICE \ PERFORM STANDARD SCOPE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$46.00	\$0.00

Totals: Total Value Paid: 46.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 46.00

Paid To Dealer for Claim: 1,043.81

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 06/09/2005

Repair Entry Date: 06/10/2005

Mileage: 31,054

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 22180

Defect Code: 34210077MP

Defect Description: RR BRAKE PADS - MAINTENANCE PLAN

Defect Dealer Comments: AS PER KEY DATA REAR BRAKES ARE DUE \ . REPLACEDREAR BRAKE PADS (WORN BELOW 2mm) \ .

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34116763305	Repair kit, brake pads asbestos-free	1	1	\$100.50	\$0.00

Chassis Number : D [REDACTED]

Part	34356755267	Brake pad wear sensor	1	1	\$17.90	\$0.00
Labor	3421739	Removing and installing or replacing brake pads of both r	6	6	\$69.00	\$0.00

Totals: Total Value Paid: 187.40 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 187.40

Defect Code: 5171013700

Defect Description: Rear door seals loose

Defect Dealer Comments: CUSTOMER STATES DRIVER'S DOOR SEAL/EDGE PROTECTOR COMING LOOSE \ FOUND LEFT REAR SEAL FAULTY REPLACED FRONT SEAL ON LEFT REAR DOOR \ .

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5171704	Replacing rear door seal on front left or right	2	2	\$23.00	\$0.00
Part	51228223759	Gasket, door joint, B column, left	1	1	\$6.10	\$2.44

Totals: Total Value Paid: 29.10 Total Handling Value Paid: 2.44

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 31.54

Defect Code: 85990101MP

Defect Description: VEHICLE CHECK

Defect Dealer Comments: VEHICLE CHECK PER KEY DATA \ DUE FOR VEHICLE CHECK \ PERFORM VEHICLE CHECK

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000624	Service, vehicle check	6	6	\$69.00	\$0.00

Totals: Total Value Paid: 69.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 69.00

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: STANDARD SCOPE PER KEY DATA \ CONDITION BASED SERVICE \ PERFORM STANDARD SCOPE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D [REDACTED]

Labor	0000105	Service - standard scope	4	4	\$46.00	\$0.00
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Totals: Total Value Paid: 46.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 46.00

Paid To Dealer for Claim: 333.94

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 25,436
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/06/2004	AG Dealer Code: 22180
Repair Entry Date: 12/08/2004	

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: PERFORM COMPLETE BRAKE SYSTEM FLUSH WITH POWER FLUSH MACHINE \ \ BRAKE FLUSH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	81220142156	BRAKE FLUID	2	2	\$6.20	\$0.00
Labor	3400525	REPL.ABS/ASC+T FLUID	5	5	\$52.50	\$0.00

Totals: Total Value Paid: 58.70 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 58.70

Defect Code: 34110077MP

Defect Description: FT BRAKE PADS - MAINTENANCE PLAN

Defect Dealer Comments: CUSTOMER STATES THEIR BRAKE LINNIG LIGHT IS ON \ FRONT BRAKE PADS WORN FRONT BRAKE PADS WORN BELOW 3MM \ REPLACE FRONT BRAKE PADS AND SENSOR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D [REDACTED]

Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$112.00	\$0.00
Labor	3411505	R+R L+R.FT.BRAKE PADS	7	7	\$73.50	\$0.00
Sublet	4	OIL,LUBRICANTS ETC			\$3.00	\$0.00
Part	34356755266	Brake pad wear sensor	1	1	\$14.60	\$0.00

Totals: Total Value Paid: 203.10 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 203.10

Defect Code: 5147000100

Defect Description: Scuff panel (inner carpet edge protector) cracked / broken / torn off

Defect Dealer Comments: CUSTOMER STATES BOTH FRONT ENTRANCE PANELS ARE PEELING \ PEELING \ REPLACE BOTH FRONT ENTRANCE PANEL

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51477014609	FRONT LEFT SILL STRIP	1	1	\$10.30	\$4.12
Part	51477014610	FRONT RIGHT SILL STRIP	1	1	\$10.30	\$4.12
Labor	5147070	R&IORR PLATES ON BOTH FRONT SILLS	4	4	\$42.00	\$0.00

Totals: Total Value Paid: 62.60 Total Handling Value Paid: 8.24

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 70.84

Defect Code: 64310237MP

Defect Description: MICROFILTER REPLACEMENT

Defect Dealer Comments: CUSTOMER STATES CHECK MICRO-FILTER \ . \ REPLACE MICRO-FILTER

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000616	Microfilter service	2	2	\$21.00	\$0.00
Part	64116921018	MICROFILTER	2	2	\$39.00	\$0.00

Totals: Total Value Paid: 60.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 60.00

Paid To Dealer for Claim: 392.64

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 21,827
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/14/2004	AG Dealer Code: 22180
Repair Entry Date: 09/17/2004	

Defect Code: 0061060200

Defect Description: SIB #61-03-04 LBL CODE 420 PGM CONTROL UNITS ON E65/E66 FROM START OF PRODUCTION TO 01/20/2004

Defect Dealer Comments: SIB 61 03 04 LBL CODE 420 \ . \ SIB 61 03 04 RE-PROGRAM

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0055513	PROGRAM CONTROL UNITS W/NAV	13	13	\$136.50	\$0.00

Totals: Total Value Paid: 136.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 136.50

Paid To Dealer for Claim: 136.50

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 21,827
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/14/2004	AG Dealer Code: 22180
Repair Entry Date: 09/17/2004	

Defect Code: 6135091500

Chassis Number : D [REDACTED]

Defect Description: Central locking function in door module permanent malfunction

Defect Dealer Comments: CUSTOMER STATES BOTH REAR DOOR LOCKS WILL NOT OPEN WITH KEY REMOTE OR CENTRAL LOCKING SWITCH \ FAULTY MOUDLE \ REPLACE BOTH REAR DOOR MODULES

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100811	Programming/encoding control unit(s) (with CAS)	8	8	\$84.00	\$0.00
Labor	6100817	Additional work after programming/ encoding abort for 1	5	5	\$52.50	\$0.00
Labor	6135725	Replacing rear door control unit, left o	6	6	\$63.00	\$0.00
Part	61356922265	Control unit, driver's door rear	1	1	\$152.80	\$61.12
Part	51411973500	Clip Natur	8	8	\$1.52	\$0.61
Labor	6199000	WT.61 SECTION	20	20	\$210.00	\$0.00

Totals: Total Value Paid: 563.82 Total Handling Value Paid: 61.73

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 625.55

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: PERFORM ENGINE OIL WITH STANDARD SCOPE\ \ PERFORM ENGINE OIL WITH STANDARD SCOPE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000610	Engine oil service	4	4	\$42.00	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$5.05	\$5.05
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$27.00	\$9.00

Totals: Total Value Paid: 74.05 Total Handling Value Paid: 14.05

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 88.10

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: ENGINE OIL WITH STANDARD SCOPE DUE. PERFORMED ENGINE OIL WITH STANDARD SCOPE. COMPLETE.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$42.00	\$0.00

Totals: Total Value Paid: 42.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 42.00

Paid To Dealer for Claim: 755.65

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 17,267
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/29/2004	AG Dealer Code: 22180
Repair Entry Date: 05/07/2004	

Defect Code: 3411047900

Defect Description: Front brake pad wear sensor incorrect connection /contact

Defect Dealer Comments: CUSTOMER STATES THEIR BRAKES SQUEAK ALL THE TIME \ AS PER SERVICE MEASURE 34 202 03 REMOVED BRAKE PAD WEAR SENSORS AND FILED PLASTIC RIDGE TO A SMOOTH SURFACE \ REMOVE WEAR SENSORS AND FILED PLASTIC RIDGES TO A SMOOTH SURFACE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3499000	WT.34 SECTION	3	3	\$31.50	\$0.00

Totals: Total Value Paid: 31.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 31.50

Defect Code: 6135621500

Defect Description: Remote control key/ID transmitter permanent malfunction

Defect Dealer Comments: CUSTOMER STATES BOTH KEY REMOTES ARE INOP SPECIAL ORDER PART HERE \ FAULTY REMOTE \ REPLACE BOTH KEY REMOTES AND CODED REMOTE TO CAR ONE KEY

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100810	PROGR.C.U.'S INCL.CAS/ZAS	6	6	\$63.00	\$0.00
Part	66120304763	Radio remote control (code)	2	2	\$107.40	\$42.96

Totals: Total Value Paid: 170.40 Total Handling Value Paid: 42.96

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 213.36

Paid To Dealer for Claim: 244.86

Claim Header:

Claim Number/Status: [REDACTED] (Rejected)	Mileage: 14,286
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Claim Reject Reason: CAMPAIGN ALREADY PERFORMED
Repair Order Date: 01/06/2004	Authorization Number: 0
Repair Entry Date: 01/10/2004	AG Dealer Code: 22180

Defect Code: 0061790100

Defect Description: E65 E66 Programming control units (lower than I 6.113)

Defect Dealer Comments: SIB 61 10 03 \ . \ SIB 61 10 03 PROGRAM CONTROL UNIT

Defect Reviewer Comments: duplicate

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054778	PROGR.WITH NAV	13	0	\$0.00	\$0.00

Totals: Total Value Paid: 0.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 0.00

Paid To Dealer for Claim: 0.00

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 13,725
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number [REDACTED]	Authorization Number: 0
Repair Order Date: 12/12/2003	AG Dealer Code: 86262
Repair Entry Date: 01/06/2004	

Defect Code: 5124951400

Defect Description: E65 E66 (with SA 316) Malfunction in automatic trunk lid

Defect Dealer Comments: INSTALL SOP PART FOR TRUNK PARTS ORDERED ON RO252355 ON 10-3-2003 AT 10,922 MILES. AS PER SIB 51 01 03. TECH FOUND FLUID LEVEL IN HKL SYS IS LOW AND PRINTING ON HKL HYDRAULIC LINES IS WHITE. INSTALLED IMPROVED HKL HYDRAULIC LINES/CYL KIT. VERIFIED PROPER OPERATION AFTER REPAIRS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51247134592	Hydraulic cylinder	1	1	\$122.60	\$49.04
Labor	0054691	REPL.HYDRAULIC CYL./LINES	11	11	\$123.75	\$0.00

Totals: Total Value Paid: 246.35 Total Handling Value Paid: 49.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 295.39

Defect Code: 5146050100

Defect Description: Roller sun blind / curtain, rear door window cracked / broken / torn off

Defect Dealer Comments: INSTALL SOP PART FOR WINDOW \ CONFIRMED LEFT REAR FIXED WINDOW SHADE TRACK/GUIDE IS DEFECTIVE. R&R LEFT REAR BRUSH CABLE UNIT WITH FIXED WINDOW SHADE TRACK/GUIDE. VERIFIED PROPER OPERATION AFTER REPAIRS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51167013095	Brush cable unit, left	1	1	\$168.30	\$67.32
Labor	5116405	R&IORR SUN ROLLER BLIND ON SIDE WINDOW L/R RR DOOR	16	16	\$180.00	\$0.00

Totals: Total Value Paid: 348.30 Total Handling Value Paid: 67.32

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 415.62

Paid To Dealer for Claim: 711.01

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 10,922
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/03/2003	AG Dealer Code: 86262
Repair Entry Date: 10/17/2003	

Defect Code: 0061790100

Defect Description: E65 E66 Programming control units (lower than I 6.113)

Defect Dealer Comments: PER BULLETIN #611302, PROGRAM CONTROL UNITS INCLUDING NAVIGATION & CAS/ZAS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054780	PROGR.WITH NAV+CAS	15	15	\$168.75	\$0.00

Totals: Total Value Paid: 168.75 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 168.75

Defect Code: 1711075900

Defect Description: Radiator coolant level too low / deep / slight

Defect Dealer Comments: COOLANT LIGHT IS ON. OPERATED VEHICLE. COULD NOT CONFIRM COOLANT LIGHT BEING ON. PRESSURE TESTED COOLING SYSTEM. DID NOT FIND ANY LEAKS. FOUND COOLANT LEVEL WAS OFF. TOPPED OFF COOLANT. LIGHT DID NOT RETURN.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1700509	Checking cooling system for leaks	2	2	\$22.50	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 22.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 22.50

Defect Code: 5124121400

Defect Description: Hydraulic unit (including lines), automatic rear lid actuation occasional malfunction

Defect Dealer Comments: TRUNK LID WILL NOT CLOSE/OPEN COMPLETELY. CONFIRMED TRUNK LID OPERATION IS ABNORMAL. CHECKED HKL FLUID LEVEL. FOUND FLUID LEVEL IN HKL SYS IS LOW. FOUND PRINTING ON HKL SYS HYDRO LINES IS WHITE. IMPROVED PARTS WILL NEED TO BE INSTALLED. PARTS ARE ON BACK ORDER. TEMP FIX IS TO TOP OFF FLUID IN HKL SYS. R&I HKL SYS HYDRO UNIT. TOPPED OFF FLUID. VERIFIED PROPER OPERATION.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5124650	Removing and installing or replacing hydraulic unit for l	7	7	\$78.75	\$0.00
Labor	5124660	Correcting oil level in hydraulic unit for boot lid operati	2	2	\$22.50	\$0.00

Totals: Total Value Paid: 101.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 101.25

Defect Code: 6577298000

Defect Description: Sensor (satellite) seat short circuit

Defect Dealer Comments: SRS/AIRBAG LITE ON. CK FLTS. FLTS STORED IN SSH, FC 9A81 & FC9A84. FLT OCCURED 1 TIME. PERF TEST PLAN. CALL H/LINE. CK CONN AT SSH & RR SEAT, OK. REPL SSH. START CIP. LOAD & PRINT VKM. LOAD SW WITH C/MOD REPL. PRINT & ACCEPT MEAS PLAN. R&I ZGM. PROG VEH INCLUDE CAS & NAV. MOST BUS C/MOD FAILED. RESTART GT1 & USE REG DIAG HEAD. START CIP & LOAD SW. PRINT & ACCEPT MEAS PLAN. CODE VEH. MAN START SSH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	65776929558	Sensor, rear seat	1	1	\$142.30	\$56.92
Labor	6100870	Initialising all systems	5	5	\$56.25	\$0.00
Labor	6577690	Removing and installing central gateway module	6	6	\$67.50	\$0.00
Labor	6599000	WT.65 SECTION	5	5	\$56.25	\$0.00
Labor	6577761	Replacing rear seat sensor	3	3	\$33.75	\$0.00
Labor	6100561	Entering settings in car&key memory	1	1	\$11.25	\$0.00
Labor	6100815	Additional work after programming/ encoding abort for 1	7	7	\$78.75	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 446.05 Total Handling Value Paid: 56.92

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 502.97

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: PERFORMED ENGINE OIL SERVICE & STANDARD SCOPE. FULL MAINTENANCE PROGRAM.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$45.00	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$25.65	\$10.35
Labor	0000610	Engine oil service	4	4	\$45.00	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$5.00	\$5.00

Totals: Total Value Paid: 120.65 Total Handling Value Paid: 15.35

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 136.00

Paid To Dealer for Claim: 931.47

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 06/18/2003

Repair Entry Date: 06/26/2003

Mileage: 5,597

Davis #: N/A

Authorization Number: 483205

AG Dealer Code: 86262

Defect Code: 2400238300

Defect Description: Display of electronic gearbox module in instrument cluster/fault display, automatic transmission inc

Defect Dealer Comments: CHECK ENGINE LIGHT ON. CHECKED ON DIS TESTER. FAULT STORED AT EGS, FC 4F53. PERFORMED TEST MODULE FOR FAULT. CONVERTER LOCK UP CLUTCH DEFECTIVE. CALLED ZF TRANS REP TO CONFIRM RESULTS. TOLD TO FOLLOW TEST MODULE. NECESSARY TO ORDER TORQUE CONVERTER.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	2400010	Checking function of automatic transmission	3	3	\$30.75	\$0.00

Totals: Total Value Paid: 30.75 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 30.75

Defect Code: 6135920200

Defect Description: E60 E61 E63 E64 E65 E66 Various electrical problems

Defect Dealer Comments: PER BULLETIN #611302, PROGRAM CONTROL UNITS INCLUDING CAS/ZAS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054546	PROGR.C.U'S W/CAS+NAV	18	18	\$184.50	\$0.00

Totals: Total Value Paid: 184.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 184.50

Defect Code: 6214141500

Defect Description: Auxiliary indicators in speedometer (E65) permanent malfunction

Defect Dealer Comments: CIP PROGRAMMING HAD TO BE RESTARTED THREE TIMES. NECESSARY TO R&I ZGM. ADDITIONAL WORK FOR PROGRAMMING ABORTING 1ST & 2ND TIME.

AFTERWARDS, CHANGE SETTINGS IN CAR KEY MEMORY UP TO 5 SETTINGS & AGAIN FOR ANOTHER 5 SETTINGS. WT FOR CORRECTING & SETTING CBS, CAL S/ANGLE SEN, DEACT A/C COMP, SET TIME & DATE, RESET FLTS, & PERFORMING MEAS PLAN TWICE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6199000	WT.61 SECTION	19	19	\$194.75	\$0.00
Labor	6100815	Additional work after programming/ encoding abort for 1	7	7	\$71.75	\$0.00
Labor	6577690	Removing and installing central gateway module	6	6	\$61.50	\$0.00
Labor	6100816	Additional work after programming/ encoding abort for 2	6	6	\$61.50	\$0.00

Totals: Total Value Paid: 389.50 Total Handling Value Paid: 0.00

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 389.50

Defect Code: 6590051400

Defect Description: Voice output, navigation (CCC / MASK / navigation system) occasional malfunction

Defect Dealer Comments: ADDITIONAL WT TO GET NAVIGATION ON LINE IN ENGLISH. AFTER PROGRAMMING, FOUND COUNTRY LINE STILL READS IN GERMAN. PROGRAMMED NAV COMPUTER FOR THE 2ND TIME. ALL OK NOW.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6590507	PROGRAM NAV SYSTEM	5	5	\$51.25	\$0.00

Totals: Total Value Paid: 51.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 51.25

Defect Code: 6590919800

Defect Description: E65 E66 Navigation - incorrect language

Defect Dealer Comments: NAV READS IN GERMAN. PER BULLETIN #840702, PERFORMED PROCEDURE 2. COUNTRY LINE STILL READS IN GERMAN. START CIP & LOAD SW. PROGRAMMED NAV COMPUTER. CODED ENTIRE VEH AFTER PROGRAMMING. VERIFIED OPERATION OF NAV. FOUND COUNTRY LINE STILL READS IN GERMAN. PROGRAMMED NAV COMPUTER FOR 2ND TIME. CODED ENTIRE VEH AFTER PROGRAMMING. VERIFIED OPERATION OF NAV.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0053674	CHANGE SETTINGS/REPL.NAV COMPUTER	2	2	\$20.50	\$0.00

Totals: Total Value Paid: 20.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 20.50

Defect Code: 84110215BV

Defect Description: TCU/CPT9000 UPGR KIT"WA"AUTHO REQUIRED

Defect Dealer Comments: UPDATE TO 9000 PHONE. PER FSE, UPDATE SW. START CIP & LD SW 3 TIMES. R&I ZGM. HARD WIRE DIAG HD. GT1 WOULD NOT COMM W/VEH. RESTART GT1. USE DIFF DIAG HD. RESET VEH/SW. DISCONN BATT. CODE VEH. GT1 STOPPED. RESTART GT1. CODE VEH. KOMBI FAILED. RECODE KOMBI. CK & CORRECT VKM, CBS DATA, ADJ S/ANGLE SEN, DEACT A/C COMP, RESTORE RADIO STATIONS, & SET TIME & DATE. CLR FLT. INSTALL E/BOX, C/UNIT, & TCU.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	84216922575	Adapter plate, battery small	1	1	\$1.30	\$0.52
Labor	8411528	Replace transceiver	6	6	\$61.50	\$0.00
Labor	6100800	PROGR/ENCODE CU(S)W/O CAS/ZAS	4	4	\$41.00	\$0.00
Labor	8499000	WT.84 SECTION	5	5	\$51.25	\$0.00
Part	84110300851	Bracket	1	1	\$139.00	\$55.60
Part	84116935268	Telematics Control Unit	1	1	\$695.00	\$278.00
Labor	8421550	R+R CRADLE	4	4	\$41.00	\$0.00

Totals: Total Value Paid: 1,030.05 Total Handling Value Paid: 334.12

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,364.17

Paid To Dealer for Claim: 2,040.67

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 5,597
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: 0	Authorization Number: 483205
Repair Order Date: 06/18/2003	AG Dealer Code: 86262
Repair Entry Date: 01/01/1900	

Defect Code: 99999977CC

Defect Description: CORE CREDITS - AUTOMATIC VIA IWS - ONTARIO PDC VALID FOR REPAIR DATES FROM 12/18/97

Defect Dealer Comments: CORE CREDITS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	C	CORE CREDITS			\$500.00	\$0.00

Totals: Total Value Paid: 500.00 Total Handling Value Paid: 0.00

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 500.00

Paid To Dealer for Claim: 500.00

Warranty Vehicle Inquiry

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Thu Oct 13 12:26:56 EDT 2011

D [REDACTED] **CONFIDENTIAL**

Vehicle Data

VIN: WBAGN634X3D [REDACTED]	Davis #: N/A
Chassis Number: D [REDACTED]	Assist Safety Plan Expires: 00/00/0000
Line Make: 01 - BMW	Assist Conv. Plan Expires: 00/00/0000
Model Year: 2003	TCU ESN / TCU IMEI: 14602105079 INACTIVE
AG Model Code/Desc: GN63 - 745LI US	TCU MIN: XXX-XXX-XXXX
NA Model Code/Desc: 0379 - 745Li	MDN / MSISDN: XXX-XXX-XXXX
Exterior Trim Code: 354 - Titanium Silver Metallic	Vehicle Production Date: 2003/01
Interior Color Code: U6SW - Black Nasca Leather	Motor Type: N62
MSRP: \$80,645.00	Platform/Engineering Series: E66
	Wholesale Center ID/Loc: 10695-01
	Wholesale Date: 02/24/2003
	Retail Center ID/Loc: 10695-01
	Retail Date: 02/28/2003
	In-Service Date: 02/28/2003

New Vehicle Warranty Info

No Coverage As Of: 02/28/2009

Expiration Mileage: 100,000

Open Campaign Information

Campaign Code	Campaign Description
0034910100	Ck Brake Booster line N62, B34 04 10

Chassis Number : D [REDACTED]

Option Information

Code	Description	Code	Description
0ZCV	Convenience Package	0ZLS	Luxury Seating Package
0ZPS	Premium Sound Package	0202	Steptronic paddles
0265	Tire pressure monitor	0268	19" wheels w/performance tires
0358	Infrared windshield	0415	Power rear sunshade
0416	Rear sunshades	0423	Floor mats
0430	Auto-dimming mirrors	0438	Dark Poplar Wood trim
0441	Smoker's package	0456	Multi-contour seats
0508	Park Distance Control	0609	Navigation system
0620	Voice-command	0650	In-dash CD player
0691	CD holder	0785	White turn-signal lights
0925	Shipping package	0ZFA	First aid kit

Customer Information

Name (First/Last):

Address:

Contract/Service Program Information

Type	Program Code/Desc	Contract Number/Status	Eff Date	Enrollment Date	No Coverage As Of	Exp Age (Mth)	Exp Odometer (Miles)	Retail Center	Center Name	Vendor Code Used	Contract Holder (First/Last)
MP	0000000170 - MP 72 MO/100K MLS	2123759 EXPIRED	02/28/2003	02/26/2007	02/28/2009	72	100,000	21390	Beverly Hills	MP	

Repair History (Claims)

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 55,802
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/09/2008	AG Dealer Code: 21390
Repair Entry Date: 12/12/2008	

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: PERFORM BRAKE FLUSH F 55802 SERVICE PERFORMED BRAKE FLUSH...PAY TECH 166

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000618	Brake fluid service	5	5	\$73.55	\$0.00
Part	81220142156	BRAKE FLUID	2	2	\$8.70	\$0.00

Totals: Total Value Paid: 82.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 82.25

Defect Code: 34117777MP

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: REPLACE FRONT BRAKE AS PER CBS F 55802 SERVICE REPLACE WORN OUT FRONT PADS ROTORS AND SENSOR....FR PADS = 3.3MM AND 3.8MM...FRONT ROTORS = 28.3MM AND 28.1MM,,,PAY TECH 166

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$162.60	\$0.00
Part	34116750267	Brake disc, ventilated	2	2	\$331.10	\$0.00
Sublet	4	OIL,LUBRICANTS ETC			\$2.54	\$0.00
Part	34356778037	Brake pad wear sensor	1	1	\$23.55	\$0.00
Labor	3411609	R+R L+R FT.DISCS	10	10	\$147.10	\$0.00
Part	81229407103	Brake pad paste	1	1	\$1.13	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 668.02 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 668.02

Defect Code: 51470437R7

Defect Description: UNDERTRAY TRIM (ENGINE) LOOSE

Defect Dealer Comments: CUSTOMER STATES VEHICLE WOBBLE WHEN DRIVING AND WARNING LIGHT CAME ON DISPLAY HYDROLIC FLUID LOSS CHECKED FUNCTION OF ARS AND FOUND TWO FAULTS. FIRST FAULTS WAS RELATED TO THE DIRECTION VALVE IN VALVE BLOCK. WORKED THROUGH TEST PLAN AND FOUND THAT LOW FLUID CAN CAUSE THIS FAULT. THERE WAS ALSO A LOW FLUID FAULT. HIGH PRESSURE PWR STR LINE LEAKING O-RING, REPLACED O-RING AND REFILLED PWR STR FLUI

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	32411093596	Gasket ring	2	2	\$0.32	\$0.13
Labor	5199000	WT.51 SECTION	5	5	\$73.55	\$0.00
Sublet	4	OIL,LUBRICANTS ETC			\$18.94	\$0.00
Labor	5147500	R&I FRONT SPLASH GUARD+	3	3	\$44.13	\$0.00

Totals: Total Value Paid: 136.94 Total Handling Value Paid: 0.13

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 137.07

Defect Code: 64310237MP

Defect Description: MICROFILTER REPLACEMENT

Defect Dealer Comments: REPLACE MICRO FILTER AS PER CBS F 55802 SERVICE REPLACE FILTERS....PAY TECH 166

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000616	Microfilter service	2	2	\$29.42	\$0.00
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	2	2	\$113.20	\$0.00

Totals: Total Value Paid: 142.62 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 142.62

Defect Code: 65752179R7

Defect Description: ENGINE HOOD CONTACT (DWA) WRONG CONNECTION/CONTACT FAULT

Chassis Number : D [REDACTED]

Defect Dealer Comments: CHECK HOOD INDICATOR ON DISPLAY WHEN DRIVING F 55802 CHECKED FUNCTION OF HOOD SWITCH. CHECKED OHMS RESISTENCE ACROSS SWITCH . FOUND SWITCH TO HAVE HIGH RESISTENCE. 100 OHMS. REPLACE DEFCTIVE HOOD SWITCH...PAY TECH 166

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6131746	R&I ORR ENGINE HOOD CONTACT SWITCH	1	1	\$14.71	\$0.00
Part	61319119052	Switch	1	1	\$7.01	\$2.80

Totals: Total Value Paid: 21.72 Total Handling Value Paid: 2.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 24.52

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDRD SCOPE AS PER CBS F 55802 SERVICE PERFORMED STANDARD SCOPE....PAY TECH 166

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$58.84	\$0.00

Totals: Total Value Paid: 58.84 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 58.84

Paid To Dealer for Claim: 1,113.32

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 09/08/2008

Repair Entry Date: 09/11/2008

Mileage: 52,669

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 21390

Defect Code: 10320105MP

Chassis Number : D [REDACTED]

Defect Description: STATE & LOCAL TAXES - FULL MAINTENANCE PROGRAM

Defect Dealer Comments: EXTENDED MAINTENANCE TAX. SUBLET \$6.08 FOR MAINTENANCE REPAIRS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$6.08	\$0.00

Totals: Total Value Paid: 6.08 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 6.08

Defect Code: 26110201R7

Defect Description: GUIBO JOINT OR JOINT DISC TORN, SPLIT

Defect Dealer Comments: CUSTOMER STATES TRANS SLAM INTO GEAR WHEN APPROACH STOP. CHECKED FUNCTION OF TRANS. NO FAULTS. AS PER BULL # 260106, REPLACED DEFECTIVE GUIBO JOINT.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51161943122	Plastic nut	1	1	\$0.21	\$0.08
Labor	2611520	Replacing joint disc for propeller shaft	19	19	\$279.49	\$0.00
Part	26117542238	Universal joint, two-stage	1	1	\$80.87	\$32.35

Totals: Total Value Paid: 360.57 Total Handling Value Paid: 32.43

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 393.00

Defect Code: 31120439R7

Defect Description: CONTROL ARM BALL PIVOT CAUSING NOISE

Defect Dealer Comments: CUSTOMER STATES STEERING POPPING WHEN TURN SEE DUNG. CHECKED FUNCTION OF STEERING POPPING. DROVE CAR AND FOUND NOISE COMING FROM UNDER CAR. REMOVED SPLASH PANEL AND CONNECTED CHASSIS EARS TO SUSPENSION CARRIER CONTROL ARMS MOTOR MOUNTS. DROVE CAR AND ISOLATED IT TO RF CONTROL ARM AREA. RIGHT SIDE CONTROL ARM WAS NOISY. REPLACED RIGHT SIDE CONTROL ARM AND PERFORMED 4 WHEEL ALIGNMENT. 1HR WT + OP C

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	31126770772	Right wishbone	1	1	\$118.41	\$47.36

Chassis Number : D [REDACTED]

Part	31106755474	Flange nut with washer	1	1	\$1.29	\$0.52
Labor	3112552	Replacing left or right control arm	4	4	\$58.84	\$0.00

Totals: Total Value Paid: 178.54 Total Handling Value Paid: 47.88

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 226.42

Defect Code: 32310039R7

Defect Description: UNIVERSAL JOINTS CAUSING NOISE

Defect Dealer Comments: C/S STEERING MAKING GRINDING NOISE WHEN RAISE UP. CHECKED STEERING COLUMN FOR GRINDING NOISES. AS PER ROUND TABLE, INSTALLED BUSHINGS FOR STEERING COLUMN. NOISE WAS STILL PRESENT. TRIED LUBRICATING OTHER PARTS OF COLUMN. STILL NOISE WOULD NOT GO AWAY. FOUND STEERING COLUMN TO BE DEFECTIVE. REPLACED DEFECTIVE STEERING COLUMN. R&R COLUMN 2XS. 5 WT + OP CODES.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	32306780899	Steering column, all-electric	1	1	\$624.20	\$249.68
Labor	3231591	Replacing steering column	20	20	\$294.20	\$0.00

Totals: Total Value Paid: 918.40 Total Handling Value Paid: 249.68

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,168.08

Defect Code: 64116415R7

Defect Description: HEATR CONTROL-PERM MALFUNCT

Defect Dealer Comments: C/S INTERM AC TURN ON BY ITSELF WHILE DRIVING. CHECKED FUNCTION OF AC. FOUND AC TO BE INTERMITTANTLY TURNING ON WHILE DRIVING. REMOVED AC CONTROL UNIT AND CONNECTED VOLT OHM METER TO POWER SIDE OF AC CONTROL UNIT. MONITORED POWER AND GROUND. FOUND AC TURNING ON WITH NO LOSS OR GAIN IN VOLTAGE. FOUND AC CONTROL UNIT TO BE DEFECTIVE. REPLACED AC CONTROL UNIT AND REPROGRAMMED FOR REPLACEMENT W/CIP 30

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	64116953186	Automatic air conditioning control	1	1	\$478.77	\$191.51
Labor	6100801	Programming/encoding control unit(s) (not including CAS)	7	7	\$102.97	\$0.00
Labor	6411879	Replacing operating unit of heating/air conditioning system	8	8	\$117.68	\$0.00

Totals: Total Value Paid: 699.42 Total Handling Value Paid: 191.51

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 890.93

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: PERFORM OIL SERVICE AS PER CBS. SERVICE. PERFORMED OIL SERVICE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$55.80	\$0.00
Labor	0000610	Engine oil service	4	4	\$58.84	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$17.88	\$0.00

Totals: Total Value Paid: 132.52 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 132.52

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDARD SCOPE AS PER CBS. SERVICE. PERFORMED STANDARD SCOPE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$58.84	\$0.00

Totals: Total Value Paid: 58.84 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 58.84

Paid To Dealer for Claim: 2,875.87

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 48,876
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: 106666	Authorization Number: 0
Repair Order Date: 06/05/2008	AG Dealer Code: 21390
Repair Entry Date: 06/06/2008	

Defect Code: 10320105MP

Defect Description: STATE & LOCAL TAXES - FULL MAINTENANCE PROGRAM

Defect Dealer Comments: TAX FOR EXTENDED MAINTENANCE 32.67 TAX FOR EXTENDED MAINTENANCE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$32.67	\$0.00

Totals: Total Value Paid: 32.67 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 32.67

Defect Code: 34217777MP

Defect Description: REAR BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: CUSTOMER STATES BRAKE SQUEAKING WHEN APPLY REAR BRAKE ROTORS, PADS BELOW SPEC 48876 DROVE CAR AND FOUND REAR BRAKES TO BE SQUEAKING. RACKED CAR AND REMOVED REAR SENSOR. DROVE CAR AGAIN AND NOISE WENT AWAY. REPLACE SQUEAKING REAR PADS ROTORS AND SENSOR. REAR PADS = 3.5MM,,REAR ROTORS = 22.2MM,,RESET CBSVO LOC CLEANER 2.54 COST 2.12

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3421928	R+R L+R RR.DISCS	10	10	\$147.10	\$0.00
Sublet	4	OIL,LUBRICANTS ETC			\$2.54	\$0.00
Part	34211166129	Brake disc, ventilated	2	2	\$246.22	\$0.00
Part	34216768471	Repair kit, brake pads asbestos-free	1	1	\$122.45	\$0.00
Part	34356778038	Brake pad wear sensor	1	1	\$24.75	\$0.00

Totals: Total Value Paid: 543.06 Total Handling Value Paid: 0.00

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 543.06

Defect Code: 63121812R7

Defect Description: PARKING LIGHT PERMANENT FAILURE

Defect Dealer Comments: CUSTOMER RT FRNT PARKING LIGHT INOP Parking light (lamp bulb) Permanent failure 48876 R AND R RF HEADLAMP ASSEMBLY TO REPLACE DEFECTIVE ANGEL EYE BULB

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	63126916097	Bulb, parking light	1	1	\$16.03	\$6.41
Labor	6399633	Replacing lamp bulb for front right side light	12	12	\$176.52	\$0.00

Totals: Total Value Paid: 192.55 Total Handling Value Paid: 6.41

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 198.96

Defect Code: 65123112R7

Defect Description: AMPLIFIER FOR SOUND AND HI-FI SYSTEMS FAILED

Defect Dealer Comments: C/S LT FRONT SPEAKER MAKING POPPING NOISE.Amp,HiFi,Top HiFi system (HiFi system Professional)Perm failure. CK FUNCT OF MOST BUS.NO FAULTS. CRACKLING SOUNDED LIKE A BLOWN SPEAKER.R/I DOOR PANEL , REPL BOTH SPKRS. NOISE WAS STILL PRESENT. SWAP AUDIO SYSTEM CONTROLLER.NO HELP.JUMP MOST BUS CMPONT.NAV,SVS,TCU,TUNER,CDC.CK PWR,GRND OK.SWAP AMP.NOISE GONE.REPL.AMP PROGR 29.2 WT TIME TO R/I MOST BUS COMP

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6599000	WT.65 SECTION	8	8	\$117.68	\$0.00
Labor	6513551	R+R L/R FT.DOOR SPEAKER	8	8	\$117.68	\$0.00
Labor	6100811	Programming/encoding control unit(s) (with CAS)	8	8	\$117.68	\$0.00
Labor	6512573	Replacing amplifier	5	5	\$73.55	\$0.00
Labor	6513570	R&IORR SPEAKER (L/R ON WINDOW FRAME)+	1	1	\$14.71	\$0.00
Part	65126961389	TOP-HIFI SYSTEM AMPLIFIER	1	1	\$661.49	\$264.60

Totals: Total Value Paid: 1,102.79 Total Handling Value Paid: 264.60

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,367.39

Chassis Number : D [REDACTED]

Paid To Dealer for Claim: 2,142.08

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 47,541
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/26/2008	AG Dealer Code: 21390
Repair Entry Date: 04/08/2008	

Defect Code: 36201012R7

Defect Description: RDC CONTROL UNIT PERMANENT FAILURE

Defect Dealer Comments: CUST STATES THE TPM MALFUNCTION LIGHT IS ON FC 604E- AND 604D- REPL DEFECTIVE CONTROL UNIT AND REPROGRAMMED IT WITH CIP 28.02.AFTER PROGRAMMING , I TRIED TO INITIALISE TIRE PRESSURES. I COULD NOT.TRIED SEVERAL TIMES. WHEELS WERE NOT BEING RECOGNISED.SWAPPED AN ANTENNA FROM PARTS To see if recogniz.no help.swap 4 know good ones.now recognized.replaced 5 defective wheel press.sensors.wt-time 2.5

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	36118378682	Wheel electronics module, RDC	5	5	\$287.25	\$114.90
Labor	3611500	Initialising tyre failure indicator	1	1	\$14.71	\$0.00
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$29.42	\$0.00
Labor	6100807	Additional work after programming/ encoding abort for 1	5	5	\$73.55	\$0.00
Labor	6100801	Programming/encoding control unit(s) (not including CAS)	7	7	\$102.97	\$0.00
Labor	3611520	Replacing RDC control unit	8	8	\$117.68	\$0.00
Part	36111095375	SCREW-IN VALVE RDC	3	3	\$23.13	\$9.25
Labor	3611100	Troubleshooting in tyre pressure monitoring system RD	25	25	\$367.75	\$0.00

Totals: Total Value Paid: 1,016.46 Total Handling Value Paid: 124.15

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,140.61

Defect Code: 61340029R7

Defect Description: CIGARETTE LIGHTER STICKING/JAMMED

Chassis Number : D [REDACTED]

Defect Dealer Comments: CUST STATES THE CIGARETTE LIGHTER ARE BURNED BOTH SIDES F 47541 I CHECKED ALL CIGARETTE LIGHTERS. THEY WERE ALL DEFCTIVE. I TRIED NEW FUSES AND ELEMENTS . STILL LIGHTERS WOULD NOT WORK. I REMOVED CENTER CONSOL TO REPLACE DEFCTIVE LIGHTER SOCKET WITH LIGHTER HOUSING. LIGHTER HOUSING WAS SUBSEQUENTIALLY DAMAGED BY shorted socket

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5116680	Removing and installing center console carrier section	11	11	\$161.81	\$0.00
Part	61346969134	LIGHTER ELEMENT	2	2	\$15.90	\$6.36
Part	61346977685	Cigarette lighter socket, rear	2	2	\$17.76	\$7.10
Part	51167040383	Module carrier, center console, wood	1	1	\$222.00	\$88.80

Totals: Total Value Paid: 417.47 Total Handling Value Paid: 102.26

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 519.73

Paid To Dealer for Claim: 1,660.34

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 46,100
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/16/2008	AG Dealer Code: 21390
Repair Entry Date: 01/16/2008	

Defect Code: 85990101MP

Defect Description: VEHICLE CHECK

Defect Dealer Comments: PERFORM VEHICLE CHECK AS PER CBS VEHICLE CK 46100 PERFORM VEHICLE CHECK AND RESET CBS VALUES.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000624	Service, vehicle check	6	6	\$88.26	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 88.26 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 88.26

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDARD SCOPE AS PER CBS SCOPE 46100 PERFORM STANDARD SCOPE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$58.84	\$0.00

Totals: Total Value Paid: 58.84 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 58.84

Paid To Dealer for Claim: 147.10

Claim Header:

Claim Number/Status [REDACTED] (Paid)	Mileage: 44,475
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/13/2007	AG Dealer Code: 21390
Repair Entry Date: 12/17/2007	

Defect Code: 11530115R7

Defect Description: THERMOSTAT-PERM MALFUNCT

Defect Dealer Comments: CHECK ENGINE LIGHT ON DISPLAY F 44475 SUBLET 16.10 ANTIFREEZE.I CHECKED FUNCTION OF DME. I FOUND A THERMOSTAT FAULT. I FOLLOWED TEST PLAN. AS PER TEST PLAN , I DRAINED COOLANT AND REPLACED DEFECTIVE THERMOSTAT. I REFILLED WITH 1 LITER OF COOLANT AND PREESURE TESTED COOLING SYSTEM.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1153000	R&IORR COOLANT THERMOSTAT	15	15	\$220.65	\$0.00
Part	11537502779	Thermostat	1	1	\$33.00	\$13.20

Chassis Number : D [REDACTED]

Sublet	4	OIL,LUBRICANTS ETC			\$16.10	\$0.00
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Totals: Total Value Paid: 269.75 Total Handling Value Paid: 13.20

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 282.95

Paid To Dealer for Claim: 282.95

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 43,062
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/09/2007	AG Dealer Code: 21390
Repair Entry Date: 11/14/2007	

Defect Code: 10320105MP

Defect Description: STATE & LOCAL TAXES - FULL MAINTENANCE PROGRAM

Defect Dealer Comments: TAX FOR MAINTENANCE UPGRADE SALS TAX. 43062 SALS TAX. SUBLOET \$24.59 TAX FOR ROTORS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$24.59	\$0.00

Totals: Total Value Paid: 24.59 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 24.59

Defect Code: 3411043900

Defect Description: Front brake pad wear sensor unpleasant noises

Defect Dealer Comments: CUSTOEMR STATES BRAKE SQUEAKING WHEN APPLY F 43062 AS PER SEPTEMBER ROUNDTABLE I DROVE CAR AND FOUND FRONT BRAKES TO BE SQUEAKING. I RACKED CAR AND REMOVED FRONT SENDER. I DROVE CAR AGAIN AND NOISE WENT AWAY. I REPLACED SQUEAKING FRONT PADS AND SENSOR.IN. = 27.9MM.. RESET CBS. SUBLET \$2.39 FOR 1LO V

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D [REDACTED]

Part	34356778037	Brake pad wear sensor	1	1	\$12.75	\$5.10
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$79.75	\$31.90
Labor	3411000	R&IORR ALL FRONT DISC BRAKE PADS	9	9	\$132.39	\$0.00
Sublet	4	OIL,LUBRICANTS ETC			\$2.39	\$0.00

Totals: Total Value Paid: 227.28 Total Handling Value Paid: 37.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 264.28

Defect Code: 34117777MP

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: ROTORS WORN BELOW MIN 27.9 REPLACED ROTORS 43062 F

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3411613	R&IORR BOTH FRONT BRAKE DISCS (PADS REMOVED)	3	3	\$44.13	\$0.00
Part	34116750267	Brake disc, ventilated	2	2	\$298.00	\$0.00

Totals: Total Value Paid: 342.13 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 342.13

Paid To Dealer for Claim: 631.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 10/15/2007

Repair Entry Date: 10/19/2007

Mileage: 42,286

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 21390

Defect Code: 10320105MP

Defect Description: STATE & LOCAL TAXES - FULL MAINTENANCE PROGRAM

Defect Dealer Comments: TAX FO9R MAINT TAX 42286 5.26 TAX ON MAINT SERVICES

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$5.26	\$0.00

Totals: Total Value Paid: 5.26 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 5.26

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: CUSTOMER STATES WIPER STREAKING WHEN WIPE REPLACE STREAKING WIPER INSERTS. 42286 REPLACE STREAKING WIPER INSERTS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61610154440	WIPER BLADE	2	2	\$6.00	\$0.00
Labor	6161631	REP BOTH WINDSHIELD WIPER BLADE INSERTS+	1	1	\$14.71	\$0.00

Totals: Total Value Paid: 20.71 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 20.71

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: PERFORM OIL SERVICE AS PER BS SERVICE 42286 SERVICE PERFORMED OIL SERVICE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11427511161	Set oil-filter element	1	1	\$14.50	\$0.00
Labor	0000610	Engine oil service	4	4	\$58.84	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	8	8	\$43.20	\$0.00

Totals: Total Value Paid: 116.54 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 116.54

Defect Code: 85990501MP

Chassis Number : D [REDACTED]

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDARD SCOPE AS PER CBS SERVICE 42286 SERVICE PERFORMED STANDARD SCOPE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$58.84	\$0.00

Totals: Total Value Paid: 58.84 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 58.84

Paid To Dealer for Claim: 201.35

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 40,810
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/17/2007	AG Dealer Code: 21390
Repair Entry Date: 09/20/2007	

Defect Code: 3231153900

Defect Description: Steering column adjustment, electric unpleasant noises

Defect Dealer Comments: CUSTOEMR STATES STEERING MAKING NOISE WHEN RAISE UP OR DOWN NOISEY 40810 I CHECKED STEERING COLUMN FOR NOISE. I FOUND BUSHINGS FOR STEERING COLUMN TO BE NOISY. I REMOVED STEERING COLUMN COMPLETE TO REPLACE DEFECTIVE BUSHINGS. I REINSALLED STEERING COLUMN AND CLEARED FAULT MEMEORY.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	32306775038	Repair kit strng column vertic.adjustmen	1	1	\$1.35	\$0.54
Labor	3231590	R+R STEERING COLUMN	24	24	\$334.80	\$0.00

Totals: Total Value Paid: 336.15 Total Handling Value Paid: 0.54

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 336.69

Chassis Number : D

Defect Code: 34210077MP

Defect Description: RR BRAKE PADS - MAINTENANCE PLAN

Defect Dealer Comments: REPLACE REAR BRAKE AS PER BS SERVICE 40810 SERVICE REPLACE WORN OUT REAR PADS AND SENSOR. REAR PADS=2.0MM REAR ROTORS 22.6MM. SUBLET 2.39 LO VOC CLEANER COST 1.99

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34356778038	Brake pad wear sensor	1	1	\$24.50	\$0.00
Labor	0000614	Service, rear brakes	12	12	\$167.40	\$0.00
Part	34216768471	Repair kit, brake pads asbestos-free	1	1	\$129.00	\$0.00
Sublet	4	OIL,LUBRICANTS ETC			\$2.39	\$0.00

Totals: Total Value Paid: 323.29 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 323.29

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDARD SCOPE AS PER CDBS SERVICE 40810 SERVICE PERFORMED STANDARD SCOPE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$55.80	\$0.00

Totals: Total Value Paid: 55.80 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 55.80

Paid To Dealer for Claim: 715.78

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 35,801
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/18/2007	AG Dealer Code: 21390
Repair Entry Date: 06/22/2007	

Defect Code: 99999977CC

Defect Description: CORE CREDITS - AUTOMATIC VIA IWS - ONTARIO PDC VALID FOR REPAIR DATES FROM 12/18/97

Defect Dealer Comments: CORE CREDITS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	C	CORE CREDITS			\$30.00	\$0.00

Totals: Total Value Paid: 30.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 30.00

Paid To Dealer for Claim: 30.00

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid)	Mileage: 35,801
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/18/2007	AG Dealer Code: 21390
Repair Entry Date: 06/22/2007	

Defect Code: 1832011500

Defect Description: Catalytic converter permanent malfunction

Defect Dealer Comments: CHECK SERVICE ENGINE SOON LIGHT ON DISPLAY \ DEFECTIVE CATALYTIC CONVERTER BANK 1. \ \ 35801 DEFECTIVE CATALYTIC CONVERTER BANK 1. CHECK FAULTS, FOUND FAULT 2738 CAT CONVERTER CONVERSION BANK 1. EFFICIENCY BELOW THRESHOLD. REPLACE DEFECTIVE CAT BANK 1. CLEAR FAULTS. TECH 166

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11627505789	Gasket Asbestos Free	2	2	\$9.30	\$3.72
Part	18107523805	Collar nut	8	8	\$6.48	\$2.59
Part	51161881149	EXPANDING RIVET	2	2	\$0.32	\$0.13
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$55.80	\$0.00
Part	18407511037	Rmfd exhaust manifold with catalyst	1	1	\$538.60	\$215.44
Labor	1840520	Removing and installing or replacing right-hand exhaust m	55	55	\$767.25	\$0.00

Totals: Total Value Paid: 1,377.75 Total Handling Value Paid: 221.88

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,599.63

Paid To Dealer for Claim: 1,599.63

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 35,551
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/11/2007	AG Dealer Code: 21390
Repair Entry Date: 06/22/2007	

Defect Code: 3112073900

Defect Description: Rubber/hydraulic mount, tension strut/compression strut (inner) unpleasant noises

Defect Dealer Comments: CUSTOMER STAETS VEHICLE FEEL LOOSE WHEN DRIVING \ F \ \ 35551 REPLACE DEFECTIVE TENSION STRUTS. TECH 166

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	31126774831	Tension strut with hydraulic mount, left	1	1	\$93.00	\$37.20
Labor	3112627	Removing and installing or replacing both tension struts	14	14	\$195.30	\$0.00
Part	31126774832	Tension strut with hydraulic mount, right	1	1	\$93.00	\$37.20

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 381.30 Total Handling Value Paid: 74.40

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 455.70

Defect Code: 3411043900

Defect Description: Front brake pad wear sensor unpleasant noises

Defect Dealer Comments: CUSTOMER STATES BRAKE SQUEAKING WHEN APPLY \ F \ \ 35551 I DROVE CAR AN D FOUND FRONT BRAKES SQUEAKING. I RACKED CAR AND REMOVED FRONT SENSOR. I DROVE CAR AGAIN AND NOISE WENT AWAY. I SENT IN A PUMA CASE # 10763840. I REPLACED SQUEAKING FRONT PADS AND SENSOR. FR PADS 5.0MM FR ROTORS 28.9MM. RESET CBS.SUBL

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3411510	R&IORR ALL FRONT DISC BRAKE PADS (WHEELS REM)	5	5	\$69.75	\$0.00
Sublet	4	OIL,LUBRICANTS ETC			\$2.39	\$0.00
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$79.75	\$31.90
Part	34356778037	Brake pad wear sensor	1	1	\$10.45	\$4.18

Totals: Total Value Paid: 162.34 Total Handling Value Paid: 36.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 198.42

Defect Code: 5122076500

Defect Description: Door stop, rear does not lock into position

Defect Dealer Comments: CUSTOEM STATES LT REAR DOOR WONT STAY OPEM \ F \ \ 35551 I REMOVED LR DOOR PANEL AND MOISTURE BARRIER WITH SUNSHADES. I FOUND LR DOOR STOP TO BE DEFECTIVE. I ALSO FOUND THAT HINGE WAS SUBSEQUENTIALLY DAMAGED BY DEFECTIVE SHOCK. REPLACE DEFECTIVE SHOCK AND DOOR STOP HINDGE. CLEAR FAULTS. TECH 166

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51227063829	Door brake, rear left	1	1	\$41.40	\$16.56
Part	41217028453	Mount, gas pressurized spring, left	1	1	\$6.31	\$2.52
Labor	5122780	Removing and installing or replacing retarder of left or	8	8	\$111.60	\$0.00

Totals: Total Value Paid: 159.31 Total Handling Value Paid: 19.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 178.39

Chassis Number : D [REDACTED]

Defect Code: 6512001200

Defect Description: Speakers permanent failure

Defect Dealer Comments: CUSTOEMR STATES SPEAKER SOUND DISTORE SEE DUNG ON RT SIDE NO BASS.... \ F \ \ 35551 CHECKED FUNCTION OF MOST BUS. I FOUND NO FAULTS. I RF SUBWOOFER WAS VERY DISTORTED . I REMOVED RADIO-MASK TO SWAP WITH A KNOWN GOOD ONE. DISTORSION WAS STILL PRESENT. I REMOVED RF SEAT TO CHECK SUB WOOFER . THE SUB WOOFER WAS RATTLING VERY LOUD. I S

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6599000	WT.65 SECTION	5	5	\$69.75	\$0.00
Labor	6512550	Removing and installing or replacing central bass, left o	12	12	\$167.40	\$0.00
Labor	6100801	Programming/encoding control unit(s) (not including CAS)	7	7	\$97.65	\$0.00
Part	65126941681	TOP-HIFI SYSTEM AMPLIFIER	1	1	\$546.00	\$218.40
Part	65136907652	Central bass, right	1	1	\$299.40	\$119.76
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$27.90	\$0.00

Totals: Total Value Paid: 1,208.10 Total Handling Value Paid: 338.16

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,546.26

Paid To Dealer for Claim: 2,378.77

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 33,341
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 05/08/2007	AG Dealer Code: 21390
Repair Entry Date: 05/12/2007	

Defect Code: 11720376MP

Defect Description: ENG AIR FILTER-DIRTY-MP

Defect Dealer Comments: REPLACE AIR FILTER AS PER CBS \ -210 MILES, OVERDUE PER CBS INFO REPLACE AIR FILTER

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000602	Intake silencer service	1	1	\$13.95	\$0.00
Part	13717505007	Filter cartridge	1	1	\$25.10	\$0.00

Totals: Total Value Paid: 39.05 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 39.05

Defect Code: 34210077MP

Defect Description: RR BRAKE PADS - MAINTENANCE PLAN

Defect Dealer Comments: REPLACE REAR BRAKE AS PER CBS \ +1200 MILES, DUE PER CBS INFO REAR BRAKE PADS 3.5MM, ROTORS OK AT 22.9MM. REPLACE REAR BRAKE PADS AND SENSOR. SUBLET \$2.39 1 LO VOC CLEANER COST \$1.99.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$2.39	\$0.00
Part	34356755267	Brake pad wear sensor	1	1	\$19.10	\$0.00
Part	34216768471	Repair kit, brake pads asbestos-free	1	1	\$129.00	\$0.00
Labor	0000614	Service, rear brakes	12	12	\$167.40	\$0.00

Totals: Total Value Paid: 317.89 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 317.89

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: PERFORM OIL SERVICE AS PER CBS \ -210 MILES, OVERDUE PER CBS INFO PERFORMED OIL SERVICE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000610	Engine oil service	4	4	\$55.80	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$48.60	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$12.30	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 116.70 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 116.70

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDARD SCOPE AS PER CBS \ MAINTENANCE PERFORMED STANDARD SCOPE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$55.80	\$0.00

Totals: Total Value Paid: 55.80 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 55.80

Paid To Dealer for Claim: 529.44

Claim Header:

Claim Number/Status: [REDACTED] Paid)	Mileage: 30,093
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/29/2007	AG Dealer Code: 21390
Repair Entry Date: 04/07/2007	

Defect Code: 1613051500

Defect Description: Fuel tank leakage diagnosis module DMTL permanent malfunction

Defect Dealer Comments: CHECK ENGINE SERVICE SOON LIGHT ON DISPLAY \ DMTL PUMP INTERNANLY FAULTY \ \ 30093 DMTL PUMP INTERNANLY FAULTY CHECK FOR FAULTS, FOUND FAULT 27CD TANK LEAK DIAGNOSIS DMTL. PERFORM TEST PLAN- REPLACE DMTL PUMP AS PER TEST PLAN. REPLACE DEFECTIVE DMTL PUMP. CLEAR FAULTS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1613515	Removing and installing or replacing fuel tank leakage di	9	9	\$125.55	\$0.00
Part	16136764191	Leak diagnosis pump	1	1	\$48.50	\$19.40

Chassis Number : D [REDACTED]

Labor	1600102	Checking fuel tank and tank venting system for leaks wit	6	6	\$83.70	\$0.00
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Totals: Total Value Paid: 257.75 Total Handling Value Paid: 19.40

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 277.15

Paid To Dealer for Claim: 277.15

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 27,956
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/01/2007	AG Dealer Code: 21390
Repair Entry Date: 03/16/2007	

Defect Code: 5116074100

Defect Description: Oddments tray on transmission tunnel poorly adapted/fitted

Defect Dealer Comments: CUSTOMER STATES CENTER STORAGE LOWR WONT OPEN \ CENTER STORAGE COMPARTMENT JAMMED/ DEFECTIVE... \ \ 27956 CENTER STORAGE COMPARTMENT JAMMED/ DEFECTIVE... REPLACE DENTER STORAGE CARRIER.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5116671	Replacing function carrier on instrument panel tri	7	7	\$97.65	\$0.00
Part	51458261060	A5305330nt carrier, instrument panel	1	1	\$182.60	\$73.04

Totals: Total Value Paid: 280.25 Total Handling Value Paid: 73.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 353.29

Defect Code: 6121001200

Defect Description: Vehicle battery permanent failure

Defect Dealer Comments: CUSTOME STATES VEHICLE CUT OUT WHEN DRIVING \ DEFECTIVE BATTERY, SHORTING OUT SYSTEM. \ \ 27956 DEFECTIVE BATTERY, SHORTING OUT SYSTEM. PERFORM BATTERY TEST, AS PER WARRANTY CODE AMJG8-H3RFC REPALCE BATTERY. FOUND BATTERY TO BE SHORTING OUT SYSTEM. REPLACE DEFECTIVE BATTERY AND REGISTERED BATTERY WITH GT1. CHECK DRAW =30MA. CLEAR FAULTS. AS PER WARRANTY CODE AMJ09-MUP3D.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6120505	Checking battery with battery tester	2	2	\$27.90	\$0.00
Labor	6121517	Replacing battery - with registering b	4	4	\$55.80	\$0.00
Labor	6120503	TEST STANDING VOLTAGE OF BATTERY	2	2	\$27.90	\$0.00
Part	61217553954	Battery, East Penn (warranty only)	1	1	\$123.60	\$49.44

Totals: Total Value Paid: 235.20 Total Handling Value Paid: 49.44

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 284.64

Defect Code: 6577288000

Defect Description: Sensor (satellite) door short circuit

Defect Dealer Comments: CHECK AIR BAG LIGHT ON DISPLAY \ STVL \ \ 27956 STVL I CHECKED FUNCTION OF AIRBAG SYSTEM. I FOUND FC 9672 IN STVL. I REMOVED DOOR PANEL TO CHECK CONNECTIONS AT STVL CONTROL UNIT. OK. I FOUND STVL CONTROL UNIT TO BE DEFECTIVE. REPLACE DEFECTIVE CONTROL UNIT AND REPROGRAM CAR WITH CIP 24.2.1. I ENCODE CAR CLR FLT.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6577741	Replacing front door sensor, left	7	7	\$97.65	\$0.00
Labor	6100801	Programming/encoding control unit(s) (not including CAS)	7	7	\$97.65	\$0.00
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$55.80	\$0.00
Part	65776947415	Sensor, front left door	1	1	\$105.00	\$42.00

Totals: Total Value Paid: 356.10 Total Handling Value Paid: 42.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 398.10

Paid To Dealer for Claim: 1,036.03

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 27,702
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 02/13/2007	AG Dealer Code: 21390
Repair Entry Date: 02/24/2007	

Defect Code: 3411043900

Defect Description: Front brake pad wear sensor unpleasant noises

Defect Dealer Comments: CUSTOMER CALLED STATES BRAKE SQUEAKING WHEN APPLY CALL 11AM 02-05-07 \ AS PER PUMA 8032877 \ \ I DROVE CAR AND FOUND FRONT BRAKES SQUEAKING. I RACKED CAR AND REMOVED LF BRAKE SENSOR. NOISE WENT AWAY. I SENT IN A PUMA CASE # 8032877. as per technical i replIFRONT PADS AND SENSOR. FRONT ROTORS WERE BELOW MIN - 27.7MM FR PADS 5.5MM RESET CBS TECH 166 SUBLET \$2.39 LO VOC CLEANER COST\$1.99.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3411000	R&IORR ALL FRONT DISC BRAKE PADS	9	9	\$125.55	\$0.00
Sublet	4	OIL,LUBRICANTS ETC			\$2.39	\$0.00
Part	34356755266	Brake pad wear sensor	1	1	\$10.45	\$4.18
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$65.15	\$26.06

Totals: Total Value Paid: 203.54 Total Handling Value Paid: 30.24

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 233.78

Defect Code: 34117777MP

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: BRAKES SQUEAK \.. \ \ ROTORS WORN UNDER MIN. ROTORS 27.7MM REPLACE FRONT BRAKE ROTORS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34116750267	Brake disc, ventilated	2	2	\$232.00	\$0.00
Labor	3411613	R&IORR BOTH FRONT BRAKE DISCS (PADS REMOVED)	3	3	\$41.85	\$0.00

Totals: Total Value Paid: 273.85 Total Handling Value Paid: 0.00

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 273.85

Paid To Dealer for Claim: 507.63

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 25,376
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/27/2006	AG Dealer Code: 21390
Repair Entry Date: 01/16/2007	

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: PERFORM ANNAUL BRAKE FLUSH \ RECOMMENDED 3 MONTHS \ \ SERVICE PERFORMED BRAKE FLUSH.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000618	Brake fluid service	5	5	\$69.75	\$0.00
Part	81220142156	BRAKE FLUID	2	2	\$7.30	\$0.00

Totals: Total Value Paid: 77.05 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 77.05

Defect Code: 5122173400

Defect Description: Locking button with linkage/bowden cable rear stiff to move

Defect Dealer Comments: CUSTOEMR STATES RT REAR DOOR WONT OPEN FROM INSIDE \ DEFECTIVE RELEASE CABLE \ \ CHECK FUNCTION OF RR DOOR. REMOVED DOOR PANEL AND FOUND INNER DOOR RELEASE CABLE TO BE DEFECTIVE. REPLACE RELEASE CABLE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51227024646	BOWDEN CABLE RIGHT	1	1	\$17.95	\$7.18
Labor	5122735	Removing and installing or replacing bowden cable for inn	6	6	\$83.70	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 101.65 Total Handling Value Paid: 7.18

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 108.83

Defect Code: 5133123900

Defect Description: Power window, front unpleasant noises

Defect Dealer Comments: CUSTOMER STATES DRIVER SIDE WINDOW MAKING NOISE WHEN ROLL DOWN \ DEFECTIVE WINDOW REGULATOR \ \ I FOUND LF WINDOW REGULATOR TO BE DEFECTIVE. REPLACE WINDOW REGULATOR. INITIALISE WINDOW MOTOR AND CLEAR FAULTS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51337138861	ELECTR.WINDOW LIFTER FRONT LEFT	1	1	\$121.30	\$48.52
Labor	5133503	Replacing electrical window regulator in left or right fro	17	17	\$237.15	\$0.00

Totals: Total Value Paid: 358.45 Total Handling Value Paid: 48.52

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 406.97

Defect Code: 6131688600

Defect Description: Front controller/joystick (slide-type rotary pushbutton in centre console) does not light up

Defect Dealer Comments: ST LUMBR SW/ NO LT UP.DEFECT SW/ MOD.CK FUNC OF SEAT LUMBR SW/.BACK LT NO WORK.NO FLTS R/I ST MOD TO SWAP W/ KNOWN GOOD MOD.LT STILL NOT LT UP. R/I CENTER CONSOLE INSTALL A NEW SEAT SW/.AFTER DISASSEM CENTER CONSOLE BOX ELEC LT STILL NO LT UP.R/I CENTER CONSOLE BOX AGAIN DISASSEMBLE AGAIN INSTALL NEW BZM.ST SW/ LT UP.REPL BZM PROGCIP 24.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100801	Programming/encoding control unit(s) (not including CAS)	7	7	\$97.65	\$0.00
Labor	6131695	Removing and installing front controller	14	14	\$195.30	\$0.00
Part	61316947817	Control unit, front center console	1	1	\$81.30	\$32.52

Totals: Total Value Paid: 374.25 Total Handling Value Paid: 32.52

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 406.77

Defect Code: 6132031500

Defect Description: CAS (car access system) electronic module/control module permanent malfunction

Chassis Number : D [REDACTED]

Defect Dealer Comments: CUSTOMER STAETS TRANS JERKS WHEN ACCELERATE FROM STOP \ AS PER PUMA CASE #240503 \ \ I CHECKED FUNCTION OF TRANS AND CAS. I FOUND 51AC FAULT IN CAS. AS PER BULL #240503 I CHECKED FOR ANY CAN COMMUNICATION FAULTS. THERE WERE NONE. SO I REPLACE DEFECTIVE CAS. I REPROGRAMMED CAS FOR REPLACEMENT WITH CIP 24. I CLEARED FAULTS AND CHECKED FUNCT.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6131502	Removing and installing ignition switch	13	13	\$181.35	\$0.00
Part	51210030318	Set of keys with CAS control unit	1	1	\$298.00	\$119.20

Totals: Total Value Paid: 479.35 Total Handling Value Paid: 119.20

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 598.55

Defect Code: 6331147900

Defect Description: Easy entry module (courtesy lighting) - outer door handle lighting incorrect connection /contact

Defect Dealer Comments: CUSTOMER STATES DRIVER SIDE DOOR HANDLE LIGHT INOP ON OUTSIDE \ DEFECT LIGHT GENERATOR \ \ CHECK FUNCTION OF LF DOOR HANDLE LIGHT. REMOVED DOOR PANEL TO CHECK POWER AND GROUND TO LIGHT GENERATOR. FOUND 12 VOLTS. LIGHT GENERATOR DEFECTIVE. REPLACE LIGHT GENERATOR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61316914796	Covering cap	2	2	\$4.38	\$1.75
Labor	6399986	Replacing light module for front left or right outer door	6	6	\$83.70	\$0.00
Part	63318379697	Light module	1	1	\$11.25	\$4.50

Totals: Total Value Paid: 99.33 Total Handling Value Paid: 6.25

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 105.58

Defect Code: 6711051100

Defect Description: Actuator drive, central locking, glove compartment occasional failure

Defect Dealer Comments: CUSTOEMR STATES GLOVE BOX UNLOCK BUTTON STICKINGG \ INTERNAL LUBRICATE \ \ I REMOVED GLOVE BOX BUTTON AND LOCK ASSEMBLY TO LUBRACATE INTERNAL PARTS OF LOCK AND BUTTON . I REINSTALLED ASSEMBLY AND CHECKED FUNCTION. OK. I ADJUSTED LOCK AS WELL WORKTIME 5199000 FOR 4 FRUS FOR GLOVE BOX LOCL K REMOVAL.

Chassis Number : D

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5199000	WT.51 SECTION	4	4	\$55.80	\$0.00

Totals: Total Value Paid: 55.80 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 55.80

Defect Code: 8411021100

Defect Description: Telematics / ASSIST / Online (telephone, TCU, Combox) occasional failure

Defect Dealer Comments: SPKR SOUND DISTORE.MOSTBUS FAIL.CK FUNC OF MOST BUS.NO FLT.POP SOUND FROM SPKRS.STRT JUMP OUT MOST BUS COMPONENTS 1 BY 1 NOISE AWAY.JUMP OUT SVS,NAV,ANT TUNER,TCU,& SWAP OUT RADIO.JUMP OUT CDC.AFTER DUP NOISE FOUND TO BE INACT.DISABLE NAD FUNC OF TCU CK FUNC OF SPKRS.REINSTALL MOST BUS CTRL UNIT CLR FLT.DISABLE NAD FUNC THRU RETRO OF PROG.HAD TON SET UP PROG HEAD FOR A RETRO PROG.W/T 8499000 FOR 20

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	8411655	Removing and installing telematics control unit	6	6	\$83.70	\$0.00
Labor	8499000	WT.84 SECTION	20	20	\$279.00	\$0.00

Totals: Total Value Paid: 362.70 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 362.70

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDARD AS PER CBS \ MAINTENANCE \ \ SERVICE PERFORMED STANDARD SCOPE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$55.80	\$0.00

Totals: Total Value Paid: 55.80 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 55.80

Paid To Dealer for Claim: 2,178.05

Chassis Number : D [REDACTED]

[Claim Header:](#)

Claim Number/Status: 982030 (Paid)	Mileage: 22,804
Claim Center ID: 21390 - 01	Davis #: N/A
Repair Order Number: 51192	Authorization Number: 0
Repair Order Date: 11/21/2006	AG Dealer Code: 21390
Repair Entry Date: 12/06/2006	

Defect Code: 0011270200

Defect Description: SIB #11-03-06 RECALL 06E-A02 CRANK VENT VALVE ON E53/60/63/64/65/66 WITH N62 PROD START TO 6/30/04

Defect Dealer Comments: S I B 11 03 06 RECALL; 06E-A02 \ OPEN CAMPAIGN \ \ REPLACE CRANKCASE VALVES.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0056138	Replacement of crankcase ventilation vales	5	5	\$69.75	\$0.00
Part	11127547058	Repair kit, pressure regulating valve	2	2	\$20.20	\$8.08

Totals: Total Value Paid: 89.95 Total Handling Value Paid: 8.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 98.03

Paid To Dealer for Claim: 98.03

[Claim Header:](#)

Claim Number/Status: 982020 (Paid)	Mileage: 22,804
Claim Center ID: 21390 - 01	Davis #: N/A
Repair Order Number: 51192	Authorization Number: 0
Repair Order Date: 11/21/2006	AG Dealer Code: 21390
Repair Entry Date: 12/06/2006	

Defect Code: 17110077MP

Chassis Number : D [REDACTED]

Defect Description: COOLANT CHANGE MAINTENANCE PROGRAM

Defect Dealer Comments: PERFORM ANNUAL COOLANT FLUSH \ MAINTENANCE 3 MONTHS REMAINING BEFORE SERVICE DUE. \ \ SERVICE PERFORMED COOLANT FLUSH.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000620	Coolant service	11	11	\$153.45	\$0.00
Part	82141467704	ANTIFREEZE	1	1	\$19.25	\$0.00

Totals: Total Value Paid: 172.70 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 172.70

Defect Code: 3112033900

Defect Description: Ball joint, tension strut/compression strut (outer) unpleasant noises

Defect Dealer Comments: CUSTOMER STATES VIBRATION AND CLUNKING WHEN APPLY BRAKE \ TENTION STRUTS DEFECTIVE. \ \ REPLACE DEFECTIVE TENTION STRUTS. THEY WERE NOISY WHEN HITTING BRAKES.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51718259788	EXPANDING RIVET	4	4	\$0.48	\$0.19
Part	31126774832	Tension strut with hydraulic mount, right	1	1	\$92.40	\$36.96
Part	31126774831	Tension strut with hydraulic mount, left	1	1	\$92.40	\$36.96
Part	07119903518	Sheet metal screw	5	5	\$0.70	\$0.28
Labor	3112627	Removing and installing or replacing both tension struts	14	14	\$195.30	\$0.00

Totals: Total Value Paid: 381.28 Total Handling Value Paid: 74.39

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 455.67

Defect Code: 34217777MP

Defect Description: REAR BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: REPLACE REAR BRAKE AS PER CBS \ MAINTENANCE \ \ SERVICE REPLACE WORN OUT REAR PADS AND SENSOR REAR PADS 3.5MM REAR ROTORS 22.6MM.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34216768471	Repair kit, brake pads asbestos-free	1	1	\$129.00	\$0.00

Chassis Number : D [REDACTED]

Labor	0000614	Service, rear brakes	12	12	\$167.40	\$0.00
Part	34356755267	Brake pad wear sensor	1	1	\$19.10	\$0.00
Part	34211166129	Brake disc, ventilated	2	2	\$179.50	\$0.00

Totals: Total Value Paid: 495.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 495.00

Defect Code: 5116077800

Defect Description: Oddments tray on transmission tunnel poor surface finish

Defect Dealer Comments: CUSTOMER STATES CENTER CONSOLE SWITCH PEELING \ \ \ REMOVED CENTER CONSOLE BOX AND DIASSEMBLED IT COMPLETELY TO REPLACE PREMATURELY PEELING LOCK BUTTONS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5116690	Removing and installing/replacing lock cylinder in cen	15	15	\$209.25	\$0.00
Part	51167002397	Lock f center armrest covers	1	1	\$19.60	\$7.84

Totals: Total Value Paid: 228.85 Total Handling Value Paid: 7.84

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 236.69

Defect Code: 5116092900

Defect Description: Glovebox, front passenger's side sticking/jammed

Defect Dealer Comments: CUSTOMER STATES GLOVE BOX LID INOP WONT OPEN \ \ \ REMOVED GLOVE BOX LOCK BUTTON TO ADJUST RELEASE CABLE THAT WAS OUT OF ADJUSTMENT. CHECKED FUNCTION. OK. REMOVED GLOVE BOX UNDER COVER TO ACCESS CABLE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5116845	Removing and installing or replacing glove compartment pu	11	11	\$153.45	\$0.00

Totals: Total Value Paid: 153.45 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 153.45

Defect Code: 5143057800

Defect Description: B-pillar trim panel (inner) poor surface finish

Chassis Number : D

Defect Dealer Comments: CUSTOMER STATES BOTH B PILLAR PEELING. \ ... \ \ REPLACE PREMATURELY PEELING LF AND RF B PILLAR COVERS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5143670	Removing and installing or replacing trim panels for both	6	6	\$83.70	\$0.00
Part	51437162017	COVERING COLUMN-CENTER LOWER LEFT	1	1	\$115.10	\$46.04
Part	51437162018	Trim panel, right lower centre column	1	1	\$115.10	\$46.04

Totals: Total Value Paid: 313.90 Total Handling Value Paid: 92.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 405.98

Defect Code: 5147000100

Defect Description: Scuff panel (inner carpet edge protector) cracked / broken / torn off

Defect Dealer Comments: CUSTOMER STATES BOTH FRONT ENTRANCE MOULDINGS PEELING. \ .. \ \ REPLACE PREMATURELY PEELING FRONT ENTRANCE MOULDINGS LABOR FOR THIS JOB IS COMBINE WITH JOB#G. PLEASE REF. TO JOB FOR TIME PAID ON THIS JOB.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51477014606	FRONT RIGHT SILL STRIP	1	1	\$10.65	\$4.26
Part	51477014605	FRONT LEFT SILL STRIP	1	1	\$10.65	\$4.26

Totals: Total Value Paid: 21.30 Total Handling Value Paid: 8.52

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 29.82

Defect Code: 6312201200

Defect Description: Xenon lights control unit permanent failure

Defect Dealer Comments: CHECK LT FRONT LOW BEAM INOPP \ CU FOR HEADLIGHTS DEFECTIVE. \ \ CHECK FUNCTION OF LOW BEAM. FOUND NO FAULTS. REMOVED LF LIGHT ASSEMBLY. CHECKED POWER AND GROUND TO ASSEMBLY. 12 VOLTS. TRIED SWAPPING A BULB. AND IGNITOR. STILL WOULD NOT WORK. INSTALLED A NEW CU. CU FIXED IT. REPLACE DEFECTIVE CU FOR HEADLIGHTS. CLEAR FLT. WT:6100009 3FRUS FOR ELECT T/SHOOT.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6312860	REP CONTROL UNIT FOR LEFT XENON HEADLIGHT	13	13	\$181.35	\$0.00
Labor	6100009	TROUBLE-SHOOTING ELECTRICAL SYSTEM	3	3	\$41.85	\$0.00

Chassis Number : D [REDACTED]

Part	63126907488	CONTROL UNIT XENON LIGHT	1	1	\$240.10	\$96.04
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Totals: Total Value Paid: 463.30 Total Handling Value Paid: 96.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 559.34

Defect Code: 64310237MP

Defect Description: MICROFILTER REPLACEMENT

Defect Dealer Comments: REPLACE MICRO FILTER AS PER CBS \ MAINTENANCE, -1000 MILES OVER DUE. \ \ SERVICE REPLACE MICRO FILTERS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000616	Microfilter service	2	2	\$27.90	\$0.00
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	1	1	\$40.75	\$0.00

Totals: Total Value Paid: 68.65 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 68.65

Defect Code: 6577091500

Defect Description: Control unit for seat occupancy recognition permanent malfunction

Defect Dealer Comments: CK AIR BAG LT ON DISPLAY \ SSFA CU DEFECT.\CK FUNC OF AIR BAG SYS.FOUND FC 9768. CK CONNX AT SSFA UNDER DRIVERS SEAT.FOUND SLIGHT CORROSION AT CU CAUSING A BAD CONX & CAUSING FLT. CLEANED CORROSION AT CONX -WIRING HARNESS SIDE. REPL DEFECT SSFA CU.REPROG SSFA FOR REPL W/ CIP 23.2.2 & NAV W/ SW 28 CLR FLTS & SET TIME/DATE,SET ST ANGLE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6577558	Removing and installing or replacing electronic control u	1	1	\$13.95	\$0.00
Labor	6131996	Performing steering angle sensor adjustment	1	1	\$13.95	\$0.00
Labor	6590507	PROGRAM NAV SYSTEM	5	5	\$69.75	\$0.00
Labor	6100801	Programming/encoding control unit(s) (not including CAS)	7	7	\$97.65	\$0.00
Part	65776949905	Sensor, driver's seat	1	1	\$105.00	\$42.00

Totals: Total Value Paid: 300.30 Total Handling Value Paid: 42.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 342.30

Chassis Number : D [REDACTED]

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: PERFORM OIL SERVICE AS PER CBS \ MAINTENANCE, -70 MILES OVER DUE. \ \ SERVICE PERFORMED OIL SERVICE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$48.60	\$0.00
Part	83120405180	Windshield Washer Antifreeze	1	1	\$1.75	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$12.30	\$0.00
Labor	0000610	Engine oil service	4	4	\$55.80	\$0.00

Totals: Total Value Paid: 118.45 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 118.45

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDARD SCOPE AS PER CBS \ MAINTENANCE \ \ SERVICE PERFORMED STANDARD SCOPE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$55.80	\$0.00

Totals: Total Value Paid: 55.80 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 55.80

Paid To Dealer for Claim: 3,093.85

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 19,145
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: 184672	Authorization Number: 0
Repair Order Date: 05/23/2005	AG Dealer Code: 10695
Repair Entry Date: 05/26/2005	

Defect Code: 1153129600

Defect Description: Characteristic map thermostat, heating Fault code stored in diagnosis fault code memory (warning lam

Defect Dealer Comments: C/STATES SERVICE ENGINE SOON IS ON \ FAILED \ 19145 CK DME FAULT 279B REPLACED THERMOSTAT

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1153500	Removing and installing or replacing coolant thermostat	13	13	\$146.25	\$0.00
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$45.00	\$0.00
Part	11537502779	Thermostat	1	1	\$29.30	\$11.72

Totals: Total Value Paid: 220.55 Total Handling Value Paid: 11.72

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 232.27

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: Replacing both windshield wiper rubbers \ WORN \ 19145 REPLACED WIPER INSERTS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61610154440	WIPER BLADE	2	2	\$5.60	\$0.00
Labor	6161631	REP BOTH WINDSHIELD WIPER BLADE INSERTS+	1	1	\$11.25	\$0.00

Totals: Total Value Paid: 16.85 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 16.85

Paid To Dealer for Claim: 249.12

Chassis Number : D

Claim Header:

Claim Number/Status: (Paid)	Mileage: 17,351
Claim Center ID:	Davis #: N/A
Repair Order Number: 181085	Authorization Number: 0
Repair Order Date: 03/15/2005	AG Dealer Code: 10695
Repair Entry Date: 03/19/2005	

Defect Code: 1153129600

Defect Description: Characteristic map thermostat, heating Fault code stored in diagnosis fault code memory (warning lam

Defect Dealer Comments: CHECK ENGINE SIGN ON \ FAILED \ 17351 CHECK DME FAULT FOUND CODE 279B THERMOSTATE STUCK REPALCE THERMOSTATE AND CLEAR CODE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$5.00	\$0.00
Part	11537502779	Thermostat	1	1	\$29.30	\$11.72
Labor	1153500	Removing and installing or replacing coolant thermostat	13	13	\$146.25	\$0.00

Totals: Total Value Paid: 180.55 Total Handling Value Paid: 11.72

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 192.27

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: BRAKE FLUID FLUSH \ BRAKEFLUIDFLUSH \ 17351 PERFORM BRAKE FLUSH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000618	Brake fluid service	5	5	\$56.25	\$0.00
Part	81220142156	BRAKE FLUID	1	1	\$3.10	\$0.00

Totals: Total Value Paid: 59.35 Total Handling Value Paid: 0.00

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 59.35

Defect Code: 34117777MP

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: ADVISE ON FRONT BRAKES \ WORN \ 17351 REPLACE FRONT BRAKE PADS AS PER CBS PRINT OUT PEFORM CBS RESET

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000612	Service, front brakes	8	8	\$90.00	\$0.00
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$112.00	\$0.00
Part	34356755266	Brake pad wear sensor	1	1	\$14.60	\$0.00

Totals: Total Value Paid: 216.60 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 216.60

Defect Code: 6454011500

Defect Description: Electric auxiliary fan (pressure fan) permanent malfunction

Defect Dealer Comments: CHECK ENGINE ON/2 FAULTS \ FAILED \ 17351 CHECK DME FOR FAULT FOUND 279D FAN REPLACED ELECTRIC FAN AND CLEAR CODE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	64546921379	Compression shroud with fan	1	1	\$218.90	\$87.56
Labor	1740600	R+R COMPLETE ADD'L FAN	5	5	\$56.25	\$0.00

Totals: Total Value Paid: 275.15 Total Handling Value Paid: 87.56

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 362.71

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: STANDART OP

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$45.00	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 45.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 45.00

Paid To Dealer for Claim: 875.93

Claim Header:

Claim Number/Status [REDACTED] (Paid)	Mileage: 15,839
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 647975
Repair Order Date: 01/07/2005	AG Dealer Code: 10695
Repair Entry Date: 01/18/2005	

Defect Code: 11009999ER

Defect Description: GW RENTAL- "ONLY"

Defect Dealer Comments: RENTAL CAR \ RENTAL RO 175034 CAMPAIN FUELGAUGE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$588.00	\$0.00

Totals: Total Value Paid: 588.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 588.00

Paid To Dealer for Claim: 588.00

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 15,839
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/07/2005	AG Dealer Code: 10695
Repair Entry Date: 01/11/2005	

Defect Code: 0061060200

Defect Description: SIB #61-03-04 LBL CODE 420 PGM CONTROL UNITS ON E65/E66 FROM START OF PRODUCTION TO 01/20/2004

Defect Dealer Comments: PROGRAM CONTROLL UNITS,SIB 610304,LABEL 420 \ UPDATE \ 15839 PERFORM RECALL PROGRAM COMPLETE VEHICLE NO CAS & NO NAV PACK 2 10 FR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0055512	PROGRAM CONTROL UNITS	10	10	\$112.50	\$0.00

Totals: Total Value Paid: 112.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 112.50

Paid To Dealer for Claim: 112.50

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid)	Mileage: 15,839
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/07/2005	AG Dealer Code: 10695
Repair Entry Date: 01/11/2005	

Defect Code: 1614021800

Defect Description: Level sensor, fuel tank, left incorrect/incomplete reading

Defect Dealer Comments: C/S FUEL GUAGE INOP \ INCORRECT READING \ 15839 RUN CAR ON GT1 FOUND FAULT CODE FOR FUEL TANK LEVEL SENSOR #1 DRAAIN FUEL SYSTEM REPLACE BOTH FUEL LEVEL SENSORS WITH NEW STYLE SENSOR

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	16116759834	LEFT FUEL LEVEL SENSOR	1	1	\$42.45	\$16.98
Labor	6299000	WT.62 SECTION	3	3	\$33.75	\$0.00
Labor	1612505	R+R BOTH FUEL LEVEL SENDERS	8	8	\$90.00	\$0.00
Part	16116759833	RIGHT FUEL LEVEL SENSOR	1	1	\$23.10	\$9.24

Totals: Total Value Paid: 189.30 Total Handling Value Paid: 26.22

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 215.52

Defect Code: 5124951400

Defect Description: E65 E66 (with SA 316) Malfunction in automatic trunk lid

Defect Dealer Comments: C/STATES TRUNK IS INOP \ FAILED \ 15839 REPLACE TRUNK HOSES

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51498166702	EXPANDING RIVET	1	1	\$0.19	\$0.08
Part	51247134592	Hydraulic cylinder	1	1	\$122.60	\$49.04
Labor	0054691	REPL.HYDRAULIC CYL./LINES	11	11	\$123.75	\$0.00

Totals: Total Value Paid: 246.54 Total Handling Value Paid: 49.12

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 295.66

Paid To Dealer for Claim: 511.18

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 12,788
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 605813
Repair Order Date: 09/14/2004	AG Dealer Code: 76456
Repair Entry Date: 09/28/2004	

Chassis Number : D [REDACTED]

Defect Code: 11009999ER

Defect Description: GW RENTAL- "ONLY"

Defect Dealer Comments: additional enterprise rental car days required.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$392.00	\$0.00

Totals: Total Value Paid: 392.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 392.00

Paid To Dealer for Claim: 392.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 12,788
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 629699
Repair Order Date: 09/01/2004	AG Dealer Code: 76456
Repair Entry Date: 12/01/2004	

Defect Code: 11009999SA

Defect Description: BMW NA RENTAL COST - GOODWILL

Defect Dealer Comments: five days enterprise rental car.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$245.00	\$0.00

Totals: Total Value Paid: 245.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 245.00

Paid To Dealer for Claim: 245.00

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 09/01/2004

Repair Entry Date: 11/03/2004

Mileage: 12,788

Davis #: N/A

Authorization Number: 619613

AG Dealer Code: 76456

Defect Code: 1011000500

Defect Description: Cold start fails to start

Defect Dealer Comments: see ro 263188

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100009	TROUBLE-SHOOTING ELECTRICAL SYSTEM	10	10	\$106.30	\$0.00
Labor	6121530	CHARGE BATTERY (BATTERY IN CAR)+	1	1	\$10.63	\$0.00
Labor	6120515	CK.BATTERY	1	1	\$10.63	\$0.00
Labor	1231509	CHECKING ALTERNATOR AND REGULATOR SWITCH	1	1	\$10.63	\$0.00
Labor	5145529	R+R INSTRUMENT PANEL TRIM	58	58	\$616.54	\$0.00
Part	61216924023	Original BMW AGM-battery	1	1	\$131.50	\$52.60
Labor	6121517	Replacing battery - with registering b	4	4	\$42.52	\$0.00

Totals: Total Value Paid: 928.75 Total Handling Value Paid: 52.60

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 981.35

Paid To Dealer for Claim: 981.35

Claim Header:

Chassis Number : D

Claim Number/Status: (Rejected)	Mileage: 12,788
Claim Center ID:	Davis #: N/A
Repair Order Number:	Claim Reject Reason: CLAIM CORRECTION TIME LIMIT EXCEEDED
Repair Order Date: 09/01/2004	Authorization Number: 0
Repair Entry Date: 09/17/2004	AG Dealer Code: 76456

Defect Code: 1011000500

Defect Description: Cold start fails to start

Defect Dealer Comments: transient oownerTHE ENGINE DOES NOT START. CAR SAID IGNITION FAILURE. WE WERE ABLE TO GET IT STARTED BY JUMPING THE BATTERY. CHECK AND REPORT. BE SURE TO ASSEMBLE THE EMERGENCY PARKING BRAKE RELEASE AND THE STEERING UNLOCK SYSTEM. CUSTOMER ALSO STATED T \ 09-02-04/ SET CAR UP FOR DRAW TEST. RMEOVE LM REMOVE BOTH DASH WOOD TRIMS. REMOVE CAS REMOVE KNEE BOLSTER. REMOVE KNEE BAG. REMOVE ALL THREE F

Defect Reviewer Comments: PLEASE ENTER BATTERY TEST CODE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61216924023	Original BMW AGM-battery	1	0	\$0.00	\$0.00
Labor	6121530	CHARGE BATTERY (BATTERY IN CAR)+	1	0	\$0.00	\$0.00
Labor	6121517	Replacing battery - with registering b	4	0	\$0.00	\$0.00
Labor	6120515	CK.BATTERY	1	0	\$0.00	\$0.00
Labor	6100009	TROUBLE-SHOOTING ELECTRICAL SYSTEM	10	0	\$0.00	\$0.00
Labor	5145529	R+R INSTRUMENT PANEL TRIM	58	0	\$0.00	\$0.00
Labor	1231509	CHECKING ALTERNATOR AND REGULATOR SWITCH	1	0	\$0.00	\$0.00

Totals: Total Value Paid: 0.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 0.00

Defect Code: 11009999SA

Defect Description: BMW NA RENTAL COST - GOODWILL

Defect Dealer Comments: CUSTOMER REQUEST A RENTAL VEHICLE. RENTAL REIMBURSEMENT FOR 5 DAYS. D.C. 11 00 99 99 SA FOR THE TOTAL AMOUNT OF \$ 245.00. ANY ADDITIONAL DAYS PLEASE ADD OP CODE AWR \ \

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$0.00	\$0.00

Totals: Total Value Paid: 0.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 0.00

Paid To Dealer for Claim: 0.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 12,765
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/24/2004	AG Dealer Code: 10695
Repair Entry Date: 07/28/2004	

Defect Code: 0061790100

Defect Description: E65 E66 Programming control units (lower than I 6.113)

Defect Dealer Comments: PROGRAM CONTROLLUNIT,SIB 611003,LABEL 370 \ UPDATE \ 12765 PROGRAM CONTROL UNITS INCLUDING NAV PACK 3 13 FR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054778	PROGR.WITH NAV	13	13	\$146.25	\$0.00

Totals: Total Value Paid: 146.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 146.25

Paid To Dealer for Claim: 146.25

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 12,765
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/24/2004	AG Dealer Code: 10695
Repair Entry Date: 07/28/2004	

Defect Code: 3620011200

Defect Description: Wheel electronics (RDC) permanent failure

Defect Dealer Comments: C/STATES R/SIDE REAR TIRE NOT GETTING TIRE PRESSURE READING \ FAILED \ 12765 CHECK RDC FOR FAULTS FOUND FAULT 6057 RIGHT REAR SENSOR AND TIRE PRESSURE AT 60PSI CORRECT TIRE PRESSURE AND INITIALIZE TPM RIGHT REA

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	36118378682	Wheel electronics module, RDC	1	1	\$46.80	\$18.72
Labor	3611533	Removing and installing or replacing oneRDC wheel electronic	7	7	\$78.75	\$0.00
Labor	3611100	Troubleshooting in tyre pressure monitoring system RD	10	10	\$112.50	\$0.00

Totals: Total Value Paid: 238.05 Total Handling Value Paid: 18.72

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 256.77

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: Replacing both windshield wiper rubbers \ WORN \ 12765 REPLACE WIPER INSERTS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6161631	REP BOTH WINDSHIELD WIPER BLADE INSERTS+	1	1	\$11.25	\$0.00
Part	61610154440	WIPER BLADE	2	2	\$2.80	\$2.80

Totals: Total Value Paid: 14.05 Total Handling Value Paid: 2.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 16.85

Chassis Number : D [REDACTED]

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: PERFORM ENGINE OIL SERVICE \ OILCHANGE \ 12765 PERFORM OIL SERVICE RESET CBS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$25.65	\$10.35
Part	11427511161	Set oil-filter element	1	1	\$5.05	\$5.05
Labor	0000610	Engine oil service	4	4	\$45.00	\$0.00
Part	82141468858	WINDSHIELD WASHER FLUID	1	1	\$1.40	\$0.95

Totals: Total Value Paid: 77.10 Total Handling Value Paid: 16.35

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 93.45

Paid To Dealer for Claim: 367.07

Claim Header:

Claim Number/Status: [REDACTED] Paid)	Mileage: 4,986
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/06/2003	AG Dealer Code: 10695
Repair Entry Date: 10/09/2003	

Defect Code: 1153129600

Defect Description: Characteristic map thermostat, heating Fault code stored in diagnosis fault code memory (warning lam

Defect Dealer Comments: C/S SERVICE ENGINE LIGHT ON. \ FAILED \ 4986 HOOK UP GT1,RAN COMPLETE TEST DME HAD FAULT 279B,THERMOSTAT STUCK OPEN NEC TO DRAIN AND REFILL COOLANT AND REPL T-STAT . FAULTS ALSO ADD LINE FOR CODING

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1153500	Removing and installing or replacing coolant thermostat	13	13	\$146.25	\$0.00
Part	11537502779	Thermostat	1	1	\$29.00	\$11.60

Chassis Number : D [REDACTED]

Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$45.00	\$0.00
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Totals: Total Value Paid: 220.25 Total Handling Value Paid: 11.60

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 231.85

Defect Code: 6590011500

Defect Description: Navigation computer in luggage compartment permanent malfunction

Defect Dealer Comments: C/S THE AIRBAG LIGHT IS ON. \ FAILED \ 4986 REPAIRED UNDER LINE B FAULTS IN ICU,SCS,NAV,KOM,CD-GW,ASK,AMP,RDC,EGS ,TMBF,SZL,STVR,STVC AND CAS.RAN CIP NET,CODED A LL,,VTC FAILED DU RING PROGRAMMING,SPEC MEASURES ON TC2 CODE COMPL.CAR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100815	Additional work after programming/ encoding abort for 1	7	7	\$78.75	\$0.00
Labor	6100009	TROUBLE-SHOOTING ELECTRICAL SYSTEM	8	8	\$90.00	\$0.00
Labor	6100810	PROGR.C.U.'S INCL.CAS/ZAS	6	6	\$67.50	\$0.00
Labor	6590507	PROGRAM NAV SYSTEM	5	5	\$56.25	\$0.00
Labor	6100561	Entering settings in car&key memory	1	1	\$11.25	\$0.00
Labor	6100816	Additional work after programming/ encoding abort for 2	6	6	\$67.50	\$0.00

Totals: Total Value Paid: 371.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 371.25

Paid To Dealer for Claim: 603.10

Warranty Vehicle Inquiry

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Thu Oct 13 12:27:20 EDT 2011

D [REDACTED] **CONFIDENTIAL**

Vehicle Data

VIN: WBAGN634X3D [REDACTED]

Chassis Number: D [REDACTED]

Line Make: 01 - BMW

Model Year: 2003

AG Model Code/Desc: GN63 - 745LI US

NA Model Code/Desc: 0379 - 745Li

Exterior Trim Code: 354 - Titanium Silver Metallic

Interior Color Code: U6FA - Flannel Gray Nasca Leather

MSRP: \$73,945.00

Davis #: N/A

Assist Safety Plan Expires: 03/30/2004

Assist Conv. Plan Expires: 00/00/0000

TCU ESN / TCU IMEI: 10215478564 ACTIVE

TCU MIN: XXX-XXX-XXXX

MDN / MSISDN: XXX-XXX-XXXX

Vehicle Production Date: 2003/02

Motor Type: N62

Platform/Engineering Series: E66

Wholesale Center ID/Loc: 20626-01

Wholesale Date: 03/21/2003

Retail Center ID/Loc: 20626-01

Retail Date: 03/28/2003

In-Service Date: 03/28/2003

New Vehicle Warranty Info

No Coverage As Of: 03/28/2009

Expiration Mileage: 100,000

Open Campaign Information

Campaign Code	Campaign Description
0034910100	Ck Brake Booster line N62, B34 04 10

Chassis Number : D [REDACTED]

Option Information

Code	Description	Code	Description
0202	Steptronic paddles	0358	Infrared windshield
0415	Power rear sunshade	0416	Rear sunshades
0423	Floor mats	0430	Auto-dimming mirrors
0441	Smoker's package	0456	Multi-contour seats
0609	Navigation system	0620	Voice-command
0650	In-dash CD player	0676	Hi-fi sound system
0691	CD holder	0785	White turn-signal lights
0925	Shipping package	0ZFA	First aid kit

Customer Information

Name (First/Last):

Address:

Contract/Service Program Information

Type	Program Code/Desc	Contract Number/Status	Eff Date	Enrollment Date	No Coverage As Of	Exp Age (Mth)	Exp Odometer (Miles)	Retail Center	Center Name	Vendor Code Used	Contract Holder (First/Last)
MP	0000000166 - MP 48 MO/050K MLS	0000000 EXPIRED	03/28/2003	03/28/2003	03/28/2007	48	50,000	20626	Braman BMW	MP	

Repair History (Claims)

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 43,108
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/12/2008	AG Dealer Code: 26715
Repair Entry Date: 11/18/2008	

Defect Code: 84110212R7

Defect Description: APPLICATION, TELEMATICS / ASSIST PERMANENT FAILURE

Defect Dealer Comments: DURING REPAIR TECH NOTED TCU UNABLE TO PROGRAM FAULTY TCU DURING PROGRAMMING SSS INSTRUCTED INSTALL TCU, PERFORMED BAT RESET ,TCU STILL NOT COMMUICATING INSTLLED TCU AND ENCODED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	8411656	Replacing telematics control unit	6	6	\$77.28	\$0.00
Labor	6100817	Additional work after programming/ encoding abort for 1	5	5	\$64.40	\$0.00
Labor	6120908	Performing battery "power reset"	2	2	\$25.76	\$0.00
Part	84109133842	Rmfd Telematics Control Unit	1	1	\$300.60	\$120.24

Totals: Total Value Paid: 468.04 Total Handling Value Paid: 120.24

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 588.28

Paid To Dealer for Claim: 588.28

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 41,863
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/09/2007	AG Dealer Code: 26715
Repair Entry Date: 08/20/2007	

Chassis Number : D [REDACTED]

Defect Code: 5116346500

Defect Description: Drink holder, rear does not lock into position

Defect Dealer Comments: CUSTOMER STATES THE REAR CUP HOLDER IS BROKEN. CHECKED AND FOUND THAT THE REAR CUP HOLDERS FRAME HAS COME APART. REPLACED REAR CENTER CUP HOLDER.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5116704	R+R REAR CUP HOLDER	2	2	\$24.44	\$0.00
Part	51167007888	Cup holder	1	1	\$53.75	\$21.50

Totals: Total Value Paid: 78.19 Total Handling Value Paid: 21.50

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 99.69

Defect Code: 5142007800

Defect Description: Door trim panel, rear (incl. module carrier, rear door) poor surface finish

Defect Dealer Comments: CUSTOMER STATES THE REAR LEFT DOOR SHADE IS NOT RETRACTING. FOUND THAT THE LEFT REAR DOOR SHADE HAD COME UNATTACHED. THE REASON WAS THAT THE MATERIAL ON THE DOOR PANEL HAS SIB#51-30-06 STATES TO REMOVE THE DOOR TRIM PANEL AND TO APPLY ADHESIVE TO ALLOW THE MATERIAL TO STICK IN PLACE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5199000	WT.51 SECTION	4	4	\$48.88	\$0.00
Labor	5142505	Removing and installing both rear door trim panels	8	8	\$97.76	\$0.00

Totals: Total Value Paid: 146.64 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 146.64

Defect Code: 6133007900

Defect Description: Horn incorrect connection /contact

Defect Dealer Comments: CUSTOMER STATES THE HORN IS NOT BLOWING. FOUND THAT THE HORN HAD TO BE PRESSED HARD IN ORDER FOR IT TO BE ACTIVATED. REMOVED STEERING WHEEL AIR-BAG CONTROL UNIT AND FOUND THAT ONE OF THE SPRINGS HAVE BEEN BENT. PUT SPRING BACK TO ITS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D [REDACTED]

Labor	3234520	Removing and installing or replacing airbag unit	2	2	\$24.44	\$0.00
Labor	3299000	WT.32 SECTION	3	3	\$36.66	\$0.00

Totals: Total Value Paid: 61.10 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 61.10

Paid To Dealer for Claim: 307.43

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 36,570
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/30/2006	AG Dealer Code: 24987
Repair Entry Date: 11/18/2006	

Defect Code: 64310237MP

Defect Description: MICROFILTER REPLACEMENT

Defect Dealer Comments: PERFORM 745 AC MICROFILTER SERVICE \ REPLACED MICRO FILTERS \ \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	2	2	\$79.00	\$0.00
Labor	0000616	Microfilter service	2	2	\$27.60	\$0.00

Totals: Total Value Paid: 106.60 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 106.60

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDARD SCOPE SERVICE \ COMPLETED STANDARD SCOPE SERVICE \ \

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D [REDACTED]

Labor	0000105	Service - standard scope	4	4	\$55.20	\$0.00
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Totals: Total Value Paid: 55.20 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 55.20

Paid To Dealer for Claim: 161.80

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 36,181
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/19/2006	AG Dealer Code: 96628
Repair Entry Date: 07/27/2006	

Defect Code: 0011270200

Defect Description: SIB #11-03-06 RECALL 06E-A02 CRANK VENT VALVE ON E53/60/63/64/65/66 WITH N62 PROD START TO 6/30/04

Defect Dealer Comments: PERFORM RECALL 11-03-06 CRANK VENT \ OPEN RECALL IN EFFECT FOR CRANKCASE VENT VALVES REMOVED ENGINE COVERS REPLACED CRANKCASE VENT VALVES

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0056138	Replacement of crankcase ventilation vales	5	5	\$66.90	\$0.00
Part	11127547058	Repair kit, pressure regulating valve	2	2	\$20.20	\$8.08

Totals: Total Value Paid: 87.10 Total Handling Value Paid: 8.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 95.18

Paid To Dealer for Claim: 95.18

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 36,181
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/19/2006	AG Dealer Code: 96628
Repair Entry Date: 07/27/2006	

Defect Code: 5121051300

Defect Description: Outer door handles/strip handles, front (including electronic outer door handle module TAGE) broken

Defect Dealer Comments: THE C/S THA HIS DRIVER'S DOOR HANDLE DOES NOT OPEN THE VEHICLE. \ DOOR HANDLE PIVOT NOT CATCHING RELEASE CABLE REPLACED DRIVERS FRONT OUTSIDE DOOR HANDLE ASSY.ADDED TO SUBLET OUT TO PAINT HANDLE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	3	PAINT OR OTHER SUBLET WORK			\$75.00	\$0.00
Labor	5121770	R&I ORR L/R FRONT DOOR OUTSIDE HANDLE	1	1	\$13.38	\$0.00
Part	51217066671	Outer door opener, primed, left	1	1	\$83.15	\$34.09

Totals: Total Value Paid: 171.53 Total Handling Value Paid: 34.09

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 205.62

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: PERFORM OIL CHANGE \ VEHICLE DUE FOR OIL CHANGE PERFORMED OIL, OIL FILTER AND SEAL CHANGE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017954	Motor oil SAE 5W-30 Longlife 01	9	9	\$46.80	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$12.30	\$0.00
Labor	0000610	Engine oil service	4	4	\$53.52	\$0.00
Part	83120405186	Windshield Washer Antifreeze	1	1	\$3.00	\$0.00

Totals: Total Value Paid: 115.62 Total Handling Value Paid: 0.00

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 115.62

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: RESET CBS \ RESET CBS DATA

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$53.52	\$0.00

Totals: Total Value Paid: 53.52 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 53.52

Paid To Dealer for Claim: 374.76

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 35,304
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/24/2006	AG Dealer Code: 46786
Repair Entry Date: 04/27/2006	

Defect Code: 0061410200

Defect Description: SIB #65-33-05 LBL 460 PGM CNTL UNITS FOR AIRBAG WARNING LAMP

Defect Dealer Comments: RECALL \ WP2 \ \ 35306 WAR COMPLETED RECALL 72 11 05 PROGRAMMED & RESET.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0056720	Program control units	11	11	\$151.25	\$0.00

Totals: Total Value Paid: 151.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 151.25

Chassis Number : D [REDACTED]

Paid To Dealer for Claim: 151.25

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 35,304
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/24/2006	AG Dealer Code: 46786
Repair Entry Date: 04/27/2006	

Defect Code: 5121003700

Defect Description: Rotary latch lock/system lock, front loose

Defect Dealer Comments: RT FRONT DOOR HANDLE FELL OUT \ Rotary latch lock, front Loose \ \ 35306 WR CHECKED R/F DOOR HANDLE FALL OUT CAUSING THE PAINT ON DOOR HANDLE TO GET SCRACHED CHECKED AND FAUND PASS FRONT DOOR OUTSIDE CARRIER LOOSE CHECKED AND REINSTALLED DOOR CARRIER CORRECTLY REINSTALLED AND SECURED DOOR HANDLE OK-SUBLET TO PAINT HANDLE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	3	PAINT OR OTHER SUBLET WORK			\$20.00	\$0.00
Labor	5121625	Removing and installing or replacing carrier for outer do	13	13	\$178.75	\$0.00

Totals: Total Value Paid: 198.75 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 198.75

Paid To Dealer for Claim: 198.75

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 33,535
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/08/2005	AG Dealer Code: 26507
Repair Entry Date: 09/13/2005	

Defect Code: 5116077800

Defect Description: Oddments tray on transmission tunnel poor surface finish

Defect Dealer Comments: CUSTOMER STATES, FRONT ASHTRAY COVER IS PEELING AT FRONT- LIGHT WOOD FINISH \ FRONT ASHTRAY COVER PEELING. \ REPLACED AND INSTALLED FRONT ASHTRAY COVER.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5142540	Removing and installing or replacing finisher for ashtray	2	2	\$23.78	\$0.00
Part	51167040340	Module carrier, center console, wood	1	1	\$216.70	\$86.68

Totals: Total Value Paid: 240.48 Total Handling Value Paid: 86.68

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 327.16

Defect Code: 5143047800

Defect Description: A-pillar trim panel (inner) poor surface finish

Defect Dealer Comments: CUST STATES THAT THE RT SIDE FRONT TRIM PIECE IS PEELING NEAR RT FOOT AREA \ PASSANGER SIDE FRONT A PILLAR FOOT WELL PEELING. \ REPLACED AND INSTALLED PASSENGER SIDE FRONT A PILLAR FOOT WELL.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51437013804	Lateral trim panel front right	1	1	\$27.60	\$11.04

Totals: Total Value Paid: 27.60 Total Handling Value Paid: 11.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 38.64

Defect Code: 5143057800

Chassis Number : D

Defect Description: B-pillar trim panel (inner) poor surface finish

Defect Dealer Comments: CUSTOMER STATES, PASSENGER SIDE GRAY B-PILLAR TRIM PANEL IS PEELING \ RIGHT B-PILLAR TRIM PEELING. \ REPLACED AND INSTALLED RIGHT SIDE B-PILLAR TRIM.PREVIOUS CLAIM DRIVER SIDE LOWER

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51437162020	Trim panel, right lower centre column	1	1	\$111.70	\$44.68
Labor	5143148	R+R L/R.DOOR TOP TRIM PANEL	8	8	\$95.12	\$0.00

Totals: Total Value Paid: 206.82 Total Handling Value Paid: 44.68

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 251.50

Defect Code: 5143067800

Defect Description: C-pillar trim panel (inner) poor surface finish

Defect Dealer Comments: CUST STATES THAT THE LEFT REAR C PILLAR TRIM IS PEELING \ LEFT REAR C PILLAR SCUFF PANEL PEELING. \ REPLACED AND INSTALLED LEFT REAR C PILLAR SCUFF PANEL.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5143730	Removing and installing or replacing finisher on C-pillar	6	6	\$71.34	\$0.00
Part	51477014633	SILL STRIP REAR LEFT	1	1	\$22.30	\$8.92

Totals: Total Value Paid: 93.64 Total Handling Value Paid: 8.92

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 102.56

Defect Code: 5147000100

Defect Description: Scuff panel (inner carpet edge protector) cracked / broken / torn off

Defect Dealer Comments: C/S R/R SILL PLATE IS MISSING THE B FROM THE BMW/R/R DOOR SILL MISSING THE B IN BMW. \ REPLACED AND INSTALLED THE RIGHT REAR DOOR SILL.ALSO C/S LEFT FRONT SCUFF PLATE PEELING-REPLACE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51477014610	FRONT RIGHT SILL STRIP	1	1	\$10.30	\$4.12

Chassis Number : D [REDACTED]

Labor	5147570	R&IORR BOTH COVERS FOR FRONT DOOR SILLS	2	2	\$23.78	\$0.00
Part	51477014609	FRONT LEFT SILL STRIP	1	1	\$10.30	\$4.12
Part	51477007398	REAR RIGHT ENTRANCE COVER	1	1	\$27.10	\$10.84

Totals: Total Value Paid: 71.48 Total Handling Value Paid: 19.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 90.56

Defect Code: 6312027900

Defect Description: Headlight housing incorrect connection /contact

Defect Dealer Comments: CUST STATES THAT THE ARE DISCOLORED AND AT TIMES HAVE WATER IN THEM \ LEFT AND RIGHT HEADLIGHTS HAVE CONDENSATION AND ARE DIS- COLORING AT TURN SIGNALS. \ PERFORMED CONDENSTATION TEST WITH HEADLIGHTS ON FOR 20 MINS. AND CONDENSTATION DID NOT DISAPATE. REPLACED BOTH HEADLIGHTS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	63127165456	Headlight Xenon rght,white turn indicat.	1	1	\$379.80	\$151.92
Labor	6312827	Replacing both headlights	18	18	\$214.02	\$0.00
Part	63127165455	Headlight Xenon lft,white turn indicator	1	1	\$379.80	\$151.92

Totals: Total Value Paid: 973.62 Total Handling Value Paid: 303.84

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,277.46

Defect Code: 6422067800

Defect Description: Fresh air nozzle (including thumb wheel) front poor surface finish

Defect Dealer Comments: CUST STATES THAT THE LEFT & RIGHT INTERIOR TRIM PANEL IS PEELING \BOTH B PILLAR FRONTSIDE AIR VENTS PEELING. \ REPLACED BOTH.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6422638	Removing and installing or replacing right fresh air gril	1	1	\$11.89	\$0.00
Part	64227010949	AIR CHANNEL LEFT	1	1	\$3.50	\$1.40
Part	64227010950	AIR CHANNEL RIGHT	1	1	\$3.50	\$1.40
Labor	5143648	R+R L/R TOP DOOR PILLAR TRIM	6	6	\$71.34	\$0.00

Totals: Total Value Paid: 90.23 Total Handling Value Paid: 2.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 93.03

Chassis Number : D [REDACTED]

Defect Code: 6422107800

Defect Description: Fresh air vent, rear poor surface finish

Defect Dealer Comments: CUST STATES THAT THE REAR AIR VENT IS PEELING \ REAR VENT IN CENTER CONSOL PEELING. \ REPLACED AND INSTALLED REAR A/C VENT.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	64227007984	FRESH AIR GRILLE REAR ROOM	1	1	\$84.00	\$33.60
Labor	6422691	Removing and installing or replacing rear fresh air grill	1	1	\$11.89	\$0.00

Totals: Total Value Paid: 95.89 Total Handling Value Paid: 33.60

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 129.49

Paid To Dealer for Claim: 2,310.40

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 32,419
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/05/2005	AG Dealer Code: 26507
Repair Entry Date: 08/09/2005	

Defect Code: 6121001200

Defect Description: Vehicle battery permanent failure

Defect Dealer Comments: THE CUSTOMER STATES THAT THE VEHICLE DID NOT START TODAY AND AFTER JUMP STARTED AND DRIVEN FOR AWHILE WILL STILL NOT \ DEAD BATTERY \ TESTED BATTERY-NO GOOD, CODE-ALAH0-0T9CM REPLACED BATTERY AND RE-SET CBS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6120001	LOAD TEST CAR BATTERY	3	3	\$35.67	\$0.00
Labor	6121517	Replacing battery - with registering b	4	4	\$47.56	\$0.00
Part	61216924023	Original BMW AGM-battery	1	1	\$131.50	\$52.60

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 214.73 Total Handling Value Paid: 52.60

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 267.33

Paid To Dealer for Claim: 267.33

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 32,415
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/03/2005	AG Dealer Code: 26507
Repair Entry Date: 08/05/2005	

Defect Code: 3231033900

Defect Description: Top steering shaft/steering column unpleasant noises

Defect Dealer Comments: THE STEERING WHEEL TILT OPERATION IS VERY NOISEY. \ COLUMN FAULTY \ REPLACE STEERING COLUMN ASSEMBLY RESET AIRBAG SYSTEM,RESET STEERING ANGLE SYSTEM

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	32306760116	Steering column, all-electric	1	1	\$367.40	\$146.96
Labor	3231591	Replacing steering column	24	24	\$285.36	\$0.00

Totals: Total Value Paid: 652.76 Total Handling Value Paid: 146.96

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 799.72

Defect Code: 5116405200

Defect Description: Lock (lockable) center armrest hinged box, front not opening

Defect Dealer Comments: THE CENTER CONSOLE RELEASE BUTTONS HAVE THE COATING PEELING OFF OF THEM. \ \ REMOVE CENTER CONSOLE ,DISASSEMBLY CENTER CONSOLE TO REMOVE AND INSTALL NEW GLOVE COMPARTMENT LOCK ASSEMBLY

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D

Part	51167002397	Lock f center armrest covers	1	1	\$19.60	\$7.84
Labor	5116690	Removing and installing/replacing lock cylinder in cen	15	15	\$178.35	\$0.00

Totals: Total Value Paid: 197.95 Total Handling Value Paid: 7.84

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 205.79

Defect Code: 5143057800

Defect Description: B-pillar trim panel (inner) poor surface finish

Defect Dealer Comments: THE LOWER DRIVER SIDE B PILLAR TRIM COVER IS PEELING. SOP PARTS ARE IN. \ \ REPLACE LOWER B-PILLAR TRIM PANEL ASSEMBLY

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51437162019	COVERING COLUMN-CENTER LOWER LEFT	1	1	\$111.70	\$44.68
Labor	5143650	Removing and installing or replacing trim panel at top of	3	3	\$35.67	\$0.00

Totals: Total Value Paid: 147.37 Total Handling Value Paid: 44.68

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 192.05

Defect Code: 5143086800

Defect Description: Interior strip/decor trim, rear side trim panel peels off / detaches itself

Defect Dealer Comments: THE PLASTIC TRIM COVER AROUND THE HOOD RELEASE HANDLE HAS THE COATING PEELING. \ . \ REPLACE TRIM COVER AT HOOD RELEASE HANDLE WT NO LABOR OP

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5199000	WT.51 SECTION	4	4	\$47.56	\$0.00
Part	51437013803	Lateral trim panel front left	1	1	\$27.60	\$11.04

Totals: Total Value Paid: 75.16 Total Handling Value Paid: 11.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 86.20

Defect Code: 5145046800

Defect Description: Side trim, front underside (incl. footrest) peels off / detaches itself

Defect Dealer Comments: THE CUSTOMER CALLED BACK AND STATED THAT THE DRIVER DEAD PEDAL PLATE IS CRACKED. \ . \ REPLACE DEAD PEDAL ASSEMBLY

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5143570	Removing and installing or replacing footwell side trim p	4	4	\$47.56	\$0.00
Part	51437011069	Driver's footrest	1	1	\$14.40	\$5.76

Totals: Total Value Paid: 61.96 Total Handling Value Paid: 5.76

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 67.72

Defect Code: 6135621500

Defect Description: Remote control key/ID transmitter permanent malfunction

Defect Dealer Comments: THE REMOTE WILL LOCK BUT WILL NOT UNLOCK THE VEHICLE AND WILL ALSO OPERATE THE TRUNK-THIS IS THE ONLY KEY. \ REMOTE FAULTY \ REPLACE REMOTE ASSEMBLY WT NO LABOR OP

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	66120396044	Radio remote control (code)	1	1	\$65.25	\$26.10
Part	51217065227	Slide-in key (code)	1	1	\$14.00	\$5.60
Labor	6199000	WT.61 SECTION	3	3	\$35.67	\$0.00

Totals: Total Value Paid: 114.92 Total Handling Value Paid: 31.70

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 146.62

Paid To Dealer for Claim: 1,498.10

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 32,129
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 05/23/2005	AG Dealer Code: 20626
Repair Entry Date: 05/28/2005	

Defect Code: 34000077MP

Chassis Number : D [REDACTED]

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: A/O TECH NOTED: BRAKE FLUID DUE AS PER KEY DATA \ MAINT. \ \ 32130 PERFORM SCH MT BRAKE FLUSH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000618	Brake fluid service	5	5	\$61.05	\$0.00
Part	81220142156	BRAKE FLUID	2	2	\$6.50	\$0.00

Totals: Total Value Paid: 67.55 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 67.55

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: A/O TECH NOTED: STANDARD SCOPE DUE AS PER KEY DATA \ .. \ \ 32130 PERFORM STANARD SCOPE AND REESET CBS DATA

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$48.84	\$0.00

Totals: Total Value Paid: 48.84 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 48.84

Paid To Dealer for Claim: 116.39

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 01/12/2005

Repair Entry Date: 01/18/2005

Mileage: 30,039

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 20626

Defect Code: 11009999SA

Chassis Number : D [REDACTED]

Defect Description: BMW NA RENTAL COST - GOODWILL

Defect Dealer Comments: PROVIDE RENTAL AS PER GOODWILL GUIDESLINES /PROVIDE RENTAL AS EPR GOODWILL GUIDELINES SUB=ASAP

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$40.00	\$0.00

Totals: Total Value Paid: 40.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 40.00

Defect Code: 1162003200

Defect Description: Exhaust manifold Deformed / distorted / bent

Defect Dealer Comments: C/S CK ENGINE LIGHT IS ON/30040 W INITERROGATED THE VEH FND FAULT 2738 CATALYTIC CONVERTER FROM BANK 1 TO 4 PERFORMED TEST PLAN FND DEFECT CAT IT AND CLEAR THE ADAPTATION

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11627505789	Gasket Asbestos Free	1	1	\$3.30	\$1.32
Part	18407511037	Rmfd exhaust manifold with catalyst	1	1	\$482.20	\$192.88
Part	11627505788	Gasket Asbestos Free	1	1	\$3.30	\$1.32
Labor	1840520	Removing and installing or replacing right-hand exhaust m	55	55	\$671.55	\$0.00

Totals: Total Value Paid: 1,160.35 Total Handling Value Paid: 195.52

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,355.87

Defect Code: 34117777MP

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: C/S BRAKES SQUEKING/ 30039 W FND FRONT BRAKE PADS RT SIDE WITH 2MM ROTOR 28.2MM ALSO DAMAGED THE SESNOR REPLACED FRONT PADS ROTORS AND SENSOR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$112.00	\$0.00
Part	34356755266	Brake pad wear sensor	1	1	\$14.60	\$0.00

Chassis Number : D [REDACTED]

Labor	3411609	R+R L+R FT.DISCS	10	10	\$122.10	\$0.00
Part	34116750267	Brake disc, ventilated	2	2	\$187.00	\$0.00

Totals: Total Value Paid: 435.70 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 435.70

Defect Code: 64310237MP

Defect Description: MICROFILTER REPLACEMENT

Defect Dealer Comments: C/S REPLACED MICROFILTER AS INDICATED /30040 W REPLACED MICROFILTER

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	2	2	\$52.00	\$0.00
Labor	0000616	Microfilter service	2	2	\$24.42	\$0.00

Totals: Total Value Paid: 76.42 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 76.42

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: C/S PERFORM STANDARD SCOPE/ 30040 W PERFORMED

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$48.84	\$0.00

Totals: Total Value Paid: 48.84 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 48.84

Paid To Dealer for Claim: 1,956.83

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid) Claim Center ID: [REDACTED] Repair Order Number: 0 Repair Order Date: 01/12/2005 Repair Entry Date: 01/01/1900	Mileage: 30,039 Davis #: N/A Authorization Number: 0 AG Dealer Code: 20626
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Defect Code: 99999977CF

Defect Description: CORE CREDITS - AUTOMATIC VIA IWS - JACKSONVILLE PDC

Defect Dealer Comments: CORE CREDITS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	C	CORE CREDITS			\$30.00	\$0.00

Totals: Total Value Paid: 30.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 30.00

Paid To Dealer for Claim: 30.00

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid) Claim Center ID: [REDACTED] Repair Order Number: [REDACTED] Repair Order Date: 12/14/2004 Repair Entry Date: 12/22/2004	Mileage: 28,785 Davis #: N/A Authorization Number: 0 AG Dealer Code: 20626
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Defect Code: 11720376MP

Defect Description: ENG AIR FILTER-DIRTY-MP

Defect Dealer Comments: AS PER KEY READER REPLACE INTAKE SILENCER \ DUE \ 28785 SERVICE DUE W REPLACE AIR FILTER.

Chassis Number : D

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	13717505007	Filter cartridge	1	1	\$20.50	\$0.00
Labor	0000602	Intake silencer service	1	1	\$12.21	\$0.00

Totals: Total Value Paid: 32.71 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 32.71

Defect Code: 34217777MP

Defect Description: REAR BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: PERFORM BMW REAR BRAKES \ BELOW SPECS \ 28785 REAR PADS & ROTORS BELOW SPECS 3MM PADS 22.1MM ROTORS W REPLACE REAR PADS & SENSOR.
REPLACE REAR ROTORS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34356755267	Brake pad wear sensor	1	1	\$14.60	\$0.00
Part	34211166129	Brake disc, ventilated	2	2	\$161.00	\$0.00
Part	34116763305	Repair kit, brake pads asbestos-free	1	1	\$84.75	\$0.00
Labor	3421928	R+R L+R RR.DISCS	10	10	\$122.10	\$0.00

Totals: Total Value Paid: 382.45 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 382.45

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: PERFORM BMW OIL SERVC \ MAINT. \ 28785 SERVICE DUE W PERFORMED OIL SERVICE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11427511161	Set oil-filter element	1	1	\$10.50	\$0.00
Labor	0000610	Engine oil service	4	4	\$48.84	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$36.00	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 95.34 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 95.34

Defect Code: 85990101MP

Defect Description: VEHICLE CHECK

Defect Dealer Comments: PERFORM BMW VEHICLE CHECK \ MAINT. \ 28785 SERVICE DUE W PERFORMED VEHICLE CHECK

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000624	Service, vehicle check	6	6	\$73.26	\$0.00

Totals: Total Value Paid: 73.26 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 73.26

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM BMW STANDARD SCOPE \ MAINT. \ 28785 SERVICE DUE W PERFORMED STANDARD SCOPE CHECKS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$48.84	\$0.00

Totals: Total Value Paid: 48.84 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 48.84

Paid To Dealer for Claim: 632.60

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid)	Mileage: 22,880
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/21/2004	AG Dealer Code: 20626
Repair Entry Date: 09/24/2004	

Chassis Number : D [REDACTED]

Defect Code: 0061060200

Defect Description: SIB #61-03-04 LBL CODE 420 PGM CONTROL UNITS ON E65/E66 FROM START OF PRODUCTION TO 01/20/2004

Defect Dealer Comments: SIB#61-03-04 LBL CODE 420 E65/E66 PROGR. \ WP5 \ 22880 CAMP. 61 03 04. W PERFORMED CAMP. 61 03 04, PROGRAMMED VEHICLE SUCCESSFULLY, AND CODED COMPLETE VEHICLE. CLEARED FAULT MEMORY AND ALIG STRNG ANGLE SENSOR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0055515	PROGRAM CONTROL UNITS W/CAS+NAV	15	15	\$183.15	\$0.00

Totals: Total Value Paid: 183.15 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 183.15

Paid To Dealer for Claim: 183.15

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 22,880
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/21/2004	AG Dealer Code: 20626
Repair Entry Date: 09/24/2004	

Defect Code: 1115031400

Defect Description: Valve for crankcase venting occasional malfunction

Defect Dealer Comments: CUST. STATES C/K ENG LIGHT COMES ON \ FAULTY. \ 22880 CRANCKCASE VENT VALVES. W HOOKED UP GTI RAN SHORT TEST FOUND FC 272C, AND 272D, ADDITIVE MIXTURE ADAPTATIONS BANK 1 AND 2, INSPECTED FND CRANKCASE VENT VALVE DIAGRAMS TORN REPLACED WITH UPDATED VENT VALVES

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1115501	Replacing engine vent pipe	1	1	\$12.21	\$0.00
Part	11127537733	Repair kit, pressure regulating valve	2	2	\$15.10	\$6.04
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$48.84	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 76.15 Total Handling Value Paid: 6.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 82.19

Paid To Dealer for Claim: 82.19

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 19,461
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/27/2004	AG Dealer Code: 20626
Repair Entry Date: 07/29/2004	

Defect Code: 34117777MP

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: PERFORM BMW FT. BRAKES \ MAINT. \ 19461 W FOUND FRONT BRAKE BELOW SPEC,PADS--1MM AND ROTOR 28.2MM----ALSO DAMAGED THE SENSOR REPLACED FRONT PADS,ROTOR AND SENSOR SUB = BRAKE CLEANER

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34116750267	Brake disc, ventilated	2	2	\$102.70	\$84.30
Labor	3411609	R+R L+R FT.DISCS	10	10	\$122.10	\$0.00
Part	34356755266	Brake pad wear sensor	1	1	\$8.00	\$6.60
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$61.15	\$50.85
Sublet	4	OIL,LUBRICANTS ETC			\$1.93	\$0.00

Totals: Total Value Paid: 295.88 Total Handling Value Paid: 141.75

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 437.63

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: PERFORM BMW ENGINE OIL \ MAINT. \ 19461 W PERFORMED OIL SERVICE

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$25.65	\$10.35
Part	82141468857	WINDSHIELD WASHER FLUID	1	1	\$0.75	\$0.50
Labor	0000610	Engine oil service	4	4	\$48.84	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$5.05	\$5.05

Totals: Total Value Paid: 80.29 Total Handling Value Paid: 15.90

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 96.19

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM BMW STANDARD SCOPE \ MAINT. \ 19461 W PERFORMED STARDARD SCOPE TEST

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$48.84	\$0.00

Totals: Total Value Paid: 48.84 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 48.84

Paid To Dealer for Claim: 582.66

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 16,728
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/04/2004	AG Dealer Code: 20626
Repair Entry Date: 06/09/2004	

Defect Code: 11009999SA

Chassis Number : D [REDACTED]

Defect Description: BMW NA RENTAL COST - GOODWILL

Defect Dealer Comments: PROVIDE RENTAL AS PER GOODWILL GUIDEINES (CUSTOMER WILL BE RESPONSIBLE FOR RENTALL CHARGES 24 HOURS AFTER VEHICLE COMPLETION) \ RENTAL. \ 16728\SUB=ASAP RENTAL,\$34.10.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$34.10	\$0.00

Totals: Total Value Paid: 34.10 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 34.10

Defect Code: 8411011100

Defect Description: Control module communication (transceiver) occasional failure

Defect Dealer Comments: C\S ENG. SERV SOON LT ON ENG SURGES AT A STOP IN GEAR\FAULTY\16728\NO COMMUNICATION IN MOST BUS. REPLACED TCU UNIT. PRGRMG CAR COMPLETE ALSO PERFD STERRING ANGLE SENSOR & INCLUDES NAV. CLEAR FAULTS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	84116940467	Telematics Control Unit	1	1	\$695.00	\$278.00
Labor	8411528	Replace transceiver	6	6	\$73.26	\$0.00
Labor	6100810	PROGR.C.U.'S INCL.CAS/ZAS	6	6	\$73.26	\$0.00
Labor	6590507	PROGRAM NAV SYSTEM	5	5	\$61.05	\$0.00

Totals: Total Value Paid: 902.57 Total Handling Value Paid: 278.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,180.57

Paid To Dealer for Claim: 1,214.67

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 9,089
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/20/2004	AG Dealer Code: 20626
Repair Entry Date: 01/22/2004	

Defect Code: 0061790100

Defect Description: E65 E66 Programming control units (lower than I 6.113)

Defect Dealer Comments: SIB 61-10-03 \ WP5 \ 9089 RECALL W REPROGRAMMED COMPLETE CAR AS PER SIB.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054780	PROGR.WITH NAV+CAS	15	15	\$176.85	\$0.00

Totals: Total Value Paid: 176.85 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 176.85

Paid To Dealer for Claim: 176.85

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 9,089
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/20/2004	AG Dealer Code: 20626
Repair Entry Date: 01/22/2004	

Defect Code: 11009999SA

Defect Description: BMW NA RENTAL COST - GOODWILL

Defect Dealer Comments: PROVIDE RENTAL AS PER GOODWILL GUIDEINES (CUSTOMER WILL BE RESPONSIBLE FOR RENTALL CHARGES 24 HOURS AFTER VEHICLE COMPLETION) \ RENTAL. \ 9089\SUB=ASAP RENTAL,\$34.10

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$34.10	\$0.00

Totals: Total Value Paid: 34.10 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 34.10

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: C/S WIPERS ARE STREAKING \ MAINT. \ 9089 WIPER INSERTS STREAKING W REPLACDE WIPER INSERTS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61610154440	WIPER BLADE	2	2	\$2.80	\$2.80
Labor	6161631	REP BOTH WINDSHIELD WIPER BLADE INSERTS+	1	1	\$11.79	\$0.00

Totals: Total Value Paid: 14.59 Total Handling Value Paid: 2.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 17.39

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: PERFORM 1ST BMW OIL SERV (MAINT) \ SERV.DUE \ 9089 OIL SERVICE DUE W PERFORMED BMW OIL SERVICE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11427511161	Set oil-filter element	1	1	\$5.00	\$5.00
Labor	0000610	Engine oil service	4	4	\$47.16	\$0.00
Labor	0000105	Service - standard scope	4	4	\$47.16	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$25.65	\$10.35
Part	82141468857	WINDSHIELD WASHER FLUID	1	1	\$0.75	\$0.50

Totals: Total Value Paid: 125.72 Total Handling Value Paid: 15.85

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 141.57

Chassis Number : D [REDACTED]

Paid To Dealer for Claim: 193.06

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 3,930
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/18/2003	AG Dealer Code: 20626
Repair Entry Date: 09/09/2003	

Defect Code: 6577060200

Defect Description: Airbag control module/safety electronics Software error / internal device fault

Defect Dealer Comments: UPDATE PROGRAMING PER BMW \ SOFTWARE ERROR \ 3930 UPDATE PROGRAMMING AS PER BMW W REPROGRAM VEHICLE WITH CIP 8.2/INITIALIZE STEERING ANGLE SENSOR/PERFORMED ARS COMMISIONIN G/ADJUST MIN VLV LIFT 0.8MM START SYS TIME TO ALL SIM MOD

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3710501	Commissioning with dynamic drive rest run	3	3	\$33.75	\$0.00
Labor	6199000	WT.61 SECTION	8	8	\$90.00	\$0.00
Labor	6100810	PROGR.C.U.'S INCL.CAS/ZAS	6	6	\$67.50	\$0.00
Labor	6590507	PROGRAM NAV SYSTEM	5	5	\$56.25	\$0.00

Totals: Total Value Paid: 247.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 247.50

Paid To Dealer for Claim: 247.50

Warranty Vehicle Inquiry

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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Thu Oct 13 12:27:42 EDT 2011

D [REDACTED] **CONFIDENTIAL**

Vehicle Data

VIN: WBAGN63433D [REDACTED]	Davis #: N/A
Chassis Number: D [REDACTED]	Assist Safety Plan Expires: 00/00/0000
Line Make: 01 - BMW	Assist Conv. Plan Expires: 00/00/0000
Model Year: 2003	TCU ESN / TCU IMEI: 14602117081 INACTIVE
AG Model Code/Desc: GN63 - 745LI US	TCU MIN: XXX-XXX-XXXX
NA Model Code/Desc: 0379 - 745Li	MDN / MSISDN: XXX-XXX-XXXX
Exterior Trim Code: 668 - Jet Black	Vehicle Production Date: 2003/06
Interior Color Code: U6NB - Natural Brown Nasca Leather	Motor Type: N62
MSRP: \$80,345.00	Platform/Engineering Series: E66
	Wholesale Center ID/Loc: 21294-01
	Wholesale Date: 08/22/2003
	Retail Center ID/Loc: 21294-01
	Retail Date: 10/20/2003
	In-Service Date: 10/20/2003
	See - Vehicle Comments

New Vehicle Warranty Info

No Coverage As Of: 10/20/2009

Expiration Mileage: 100,000

Vehicle Comments

Add Date	Comment Status	Comment Source	Vehicle Comment
	Active	Entered Online	!!! REPOSSESSION ALERT !!! CONTACT BMW FINANCIAL SVCS IF THIS VEHICLE HAS BEEN LOCATED.PHONE # IS 1-877-269-3577 PER DOC.IN 06/2006 NAT.VEHFILE.POSTED 06/16/2006.

Chassis Number : D [REDACTED]

11/14/2006	Active	Entered Online	CANCEL REPOSSESSION ALERT PER BMWFS & PER DOC. 11/2006 NATIONAL VEHICLE FILE..DATE POSTED 11/14/06
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Open Campaign Information

Campaign Code	Campaign Description
0034910100	Ck Brake Booster line N62, B34 04 10

Option Information

Code	Description	Code	Description
0ZCV	Convenience Package	0ZLS	Luxury Seating Package
0ZPS	Premium Sound Package	0202	Steptronic paddles
0268	19" wheels w/performance tires	0358	Infrared windshield
0415	Power rear sunshade	0416	Rear sunshades
0423	Floor mats	0430	Auto-dimming mirrors
0438	Dark Poplar Wood trim	0441	Smoker's package
0456	Multi-contour seats	0508	Park Distance Control
0609	Navigation system	0620	Voice-command
0650	In-dash CD player	0691	CD holder
0785	White turn-signal lights	0925	Shipping package
0ZFA	First aid kit	0ZKR	key ring

Customer Information

Name (First/Last):

Address:

Contract/Service Program Information

Type	Program Code/Desc	Contract Number/Status	Eff Date	Enrollment Date	No Coverage As Of	Exp Age (Mth)	Exp Odometer (Miles)	Retail Center	Center Name	Vendor Code Used	Contract Holder (First/Last)
MP	0000000166 - MP 48 MO/050K MLS	0000000 EXPIRED	10/20/2003	10/20/2003	10/20/2007	48	50,000	21294	Desert BMW of Las Vegas	MP	

Chassis Number : D [REDACTED]

Repair History (Claims)

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 03/18/2008

Repair Entry Date: 03/31/2008

Mileage: 79,975

Davis #: N/A

Authorization Number: 161361

AG Dealer Code: 36299

Defect Code: 11009999WR

Defect Description: GW RENTAL - "ONLY"

Defect Dealer Comments: SUBLET OF \$1120.00 IS FOR 32 DAYS OF RENTAL TO CUSTOMER. VEHICLE HAD SPI INVESTIGATION FOR TRANSMISSION AND WAIT WAS FOR ENGINEER FROM BMWNA TO INVESTIGATE AND REPORT ON SAFETY MATTER GOODWILL.AUTHO REQUIRED.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$1,120.00	\$0.00

Totals: Total Value Paid: 1,120.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,120.00

Paid To Dealer for Claim: 1,120.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 01/25/2008

Repair Entry Date: 01/31/2008

Mileage: 78,387

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 36299

Chassis Number : D [REDACTED]

Defect Code: 61210001R7

Defect Description: BATTERY TORN, SPLIT

Defect Dealer Comments: SERVICE ENGINE SOON LIGHT IS ON. PERFORMED SHORT TEST MULTIPLE FAULTS PRESENT FOUND BATTERY SWITCH TURNED OFF. CLEARED FAULTS AND ROAD TESTED VEHICLE LIGHT DID NOT RETURN.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1200009	TROUBLESHOOTING	8	8	\$106.24	\$0.00
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$26.56	\$0.00
Labor	6120015	Checking battery	3	3	\$39.84	\$0.00

Totals: Total Value Paid: 172.64 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 172.64

Paid To Dealer for Claim: 172.64

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 55,295
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 02/23/2007	AG Dealer Code: 46720
Repair Entry Date: 02/27/2007	

Defect Code: 1332001200

Defect Description: Fuel filter (including heater) permanent failure

Defect Dealer Comments: CUST REPORTS: EXCESSIVE ENG CRANK WHEN PUSHING START/STOP BUTTON \ FAULTY \ \ 55300 FUEL PRESSURE REGULATOR FAULTY CHECK FUEL PRESSURE, AFTER TURNING CAR OFF THE FUEL WILL DROP TO ZERO, PINCH FUEL RETURN LINE IT WILL HOLD PRESSURE, REPLACED FUEL FILTER.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	16126750475	Fuel filter with pressure regulator	1	1	\$39.75	\$15.90

Chassis Number : D [REDACTED]

Part	07129952104	Hose clamp	3	3	\$1.23	\$0.49
Labor	1331529	CHECKING DELIVERY PRESSURE OF FUEL PUMP	2	2	\$24.00	\$0.00
Labor	1612510	Removing and installing or replacing activated carbon fil	9	9	\$108.00	\$0.00

Totals: Total Value Paid: 172.98 Total Handling Value Paid: 16.39

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 189.37

Defect Code: 2400004800

Defect Description: Automatic transmission, complete leaking

Defect Dealer Comments: CUST REPORTS: POSSIBLE OIL LEAK FROM UNDER THE ENG AREA \ LEAKING \ \ 55295 TRASMISSION OIL PAN LEAKING REPLACED TRASMISSION OIL AND TOP OFF TRANS. SUBLET FOR GEAR OIL.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	24117522923	Oil pan with oil filter	1	1	\$117.60	\$47.04
Labor	2411510	Removing and installing/sealing or replacing transmissi	13	13	\$156.00	\$0.00
Sublet	4	OIL,LUBRICANTS ETC			\$19.82	\$0.00

Totals: Total Value Paid: 293.42 Total Handling Value Paid: 47.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 340.46

Paid To Dealer for Claim: 529.83

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 48,852
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/28/2006	AG Dealer Code: 21294
Repair Entry Date: 05/02/2006	

Defect Code: 0061410200

Defect Description: SIB #65-33-05 LBL 460 PGM CNTL UNITS FOR AIRBAG WARNING LAMP

Chassis Number : D [REDACTED]

Defect Dealer Comments: SIB#72-11-05 - PROGRAM CONTROL UNIT. REPROGRAMED VEHICLE WITH CIP 21.02.01 AS PER SIB 72 11 05.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0056723	Program control units (including CAS and NAV)	15	15	\$185.55	\$0.00

Totals: Total Value Paid: 185.55 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 185.55

Paid To Dealer for Claim: 185.55

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 48,852
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/28/2006	AG Dealer Code: 21294
Repair Entry Date: 05/02/2006	

Defect Code: 3421777MP

Defect Description: REAR BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: CHKD THE BRAKES. TECH FOUND THE FRONT PADS AT 3MM ROTORS AT 22MM. REPLACED THE FRONT PADS, ROTORS AND SENSOR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34356755267	Brake pad wear sensor	1	1	\$18.50	\$0.00
Part	34211166129	Brake disc, ventilated	2	2	\$174.00	\$0.00
Part	34216768471	Repair kit, brake pads asbestos-free	1	1	\$100.50	\$0.00
Labor	3421928	R+R L+R RR.DISCS	10	10	\$123.70	\$0.00

Totals: Total Value Paid: 416.70 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 416.70

Chassis Number : D [REDACTED]

Defect Code: 6321051200

Defect Description: Tail light, bulb permanent failure

Defect Dealer Comments: THE RR REVERSE LIGHT IS OUT. VERIFIED. THE RIGHT REVERSE LIGHT BULB BURNT OUT. REPLACED BULB.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6399790	REP LEFT OR RIGHT REAR LIGHT BULB+	1	1	\$12.37	\$0.00
Part	07119978373	BULB	1	1	\$0.60	\$0.24

Totals: Total Value Paid: 12.97 Total Handling Value Paid: 0.24

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 13.21

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: COMPLETED AN ENGINE OIL SERVICE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	8	8	\$41.60	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$11.90	\$0.00
Labor	0000610	Engine oil service	4	4	\$49.48	\$0.00

Totals: Total Value Paid: 102.98 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 102.98

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORMED SCOPE WITH NO FAULTS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$49.48	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 49.48 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 49.48

Paid To Dealer for Claim: 582.37

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 37,457
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/08/2005	AG Dealer Code: 21294
Repair Entry Date: 12/15/2005	

Defect Code: 11720376MP

Defect Description: ENG AIR FILTER-DIRTY-MP

Defect Dealer Comments: PER THE KEY TECH NEEDS TO REPLACE THE INTAKE SILENCER. REPLACED AIR FILTER FOR REPAIR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000602	Intake silencer service	1	1	\$12.37	\$0.00
Part	13717505007	Filter cartridge	1	1	\$23.50	\$0.00

Totals: Total Value Paid: 35.87 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 35.87

Defect Code: 1362021100

Defect Description: Coolant temperature sensor (at engine) occasional failure

Defect Dealer Comments: CUST RPTS THE CAR CRANKS AND WILL NOT START. TRIED COUPLE TIMES. FAULTY COOLANT TEMP SENSOR. CHKD DIS. FOUND FAULT CODE 278B PRESENT. TEMP SENSOR SHORT OR OPEN. TRACED TO A FAILED TEMP SENSOR. R/R THE COOLANT TEMP SENSOR FOR REPAIR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	13621433076	Temperature sensor water/oil	1	1	\$6.15	\$2.46

Chassis Number : D [REDACTED]

Labor	1362531	REP ENGINE COOLANT TEMP SENSOR (W/1300002/1360009/10)	2	2	\$24.74	\$0.00
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Totals: Total Value Paid: 30.89 Total Handling Value Paid: 2.46

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 33.35

Defect Code: 34110077MP

Defect Description: FT BRAKE PADS - MAINTENANCE PLAN

Defect Dealer Comments: PER THE KEY READER TECH NEEDS TO CHECK THE FRONT BRAKES. MEASURED THE FRONT BRAKE PADS AT 3MM. REPLACED THE FRONT PADS AND SENSOR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34356755266	Brake pad wear sensor	1	1	\$17.90	\$0.00
Labor	0000612	Service, front brakes	8	8	\$98.96	\$0.00
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$115.00	\$0.00

Totals: Total Value Paid: 231.86 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 231.86

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: COMPLETED AN ENGINE OIL SERVICE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11427511161	Set oil-filter element	1	1	\$11.90	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$44.55	\$0.00
Labor	0000610	Engine oil service	4	4	\$49.48	\$0.00

Totals: Total Value Paid: 105.93 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 105.93

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORMED STANDARD SCOPE.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$49.48	\$0.00

Totals: Total Value Paid: 49.48 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 49.48

Paid To Dealer for Claim: 456.49

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 31,285
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/19/2005	AG Dealer Code: 21294
Repair Entry Date: 08/24/2005	

Defect Code: 1214151200

Defect Description: Component, DME control unit permanent failure

Defect Dealer Comments: CUST RPTS THE CHECK ENGINE WARNING LIGHT IS ON. VERIFIED. CHKD DIS. FAULT CODES 28D7 COMM W/ALT & 278B TEMP SENSOR, ENGINE PRESENT. SPECIAL MEASURED THE DME W/18.01 FOR SOFTWARE FAULT.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100910	Programming/encoding control module(s) on PT-CAN bus	3	3	\$32.25	\$0.00
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$43.00	\$0.00

Totals: Total Value Paid: 75.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 75.25

Paid To Dealer for Claim: 75.25

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 31,258
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/11/2005	AG Dealer Code: 21294
Repair Entry Date: 09/20/2005	

Defect Code: 1214151100

Defect Description: Component, DME control unit occasional failure

Defect Dealer Comments: CAR CRANKS BUT NO START TECH TRACED TO PROGRAMMING ISSUR UPDATED VEHICLE WITH LATEST SOFTWARE SPECIAL MEASURE TRANS FOLLOWING BULLETIN B12 200 05

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100811	Programming/encoding control unit(s) (with CAS)	8	8	\$91.20	\$0.00
Labor	6100910	Programming/encoding control module(s) on PT-CAN bus	3	3	\$34.20	\$0.00

Totals: Total Value Paid: 125.40 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 125.40

Paid To Dealer for Claim: 125.40

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 31,258
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/11/2005	AG Dealer Code: 21294
Repair Entry Date: 08/13/2005	

Defect Code: 5133121300

Chassis Number : D [REDACTED]

Defect Description: Power window, front broken

Defect Dealer Comments: CUST RPTS THE DRIVER'S SIDE WINDOW IS INOP. TECH FOUND THE LF WINDOW REGULATOR BINDING. REPLACED THE LF WINDOW REGULATOR FOR REPAIR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5133501	REMOVING AND INSTALLING POWER WINDOW REGULATOR IN LEFT OR	15	15	\$171.00	\$0.00
Part	51337138861	ELECTR.WINDOW LIFTER FRONT LEFT	1	1	\$121.30	\$48.52

Totals: Total Value Paid: 292.30 Total Handling Value Paid: 48.52

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 340.82

Defect Code: 85990101MP

Defect Description: VEHICLE CHECK

Defect Dealer Comments: COMPLETED A VEHICLE CHECK.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000624	Service, vehicle check	6	6	\$68.40	\$0.00

Totals: Total Value Paid: 68.40 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 68.40

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORMED STANDARD SCOPE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$45.60	\$0.00

Totals: Total Value Paid: 45.60 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 45.60

Paid To Dealer for Claim: 454.82

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 27,541
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 05/31/2005	AG Dealer Code: 21294
Repair Entry Date: 06/04/2005	

Defect Code: 6577288100

Defect Description: Sensor (satellite) door interruption

Defect Dealer Comments: CUST RPTS THE AIRBAG WARNING LIGHT IS ON. STVR FAULT STORED. REF: RO# 361371. R/R THE STVR DOOR MODULE & ATTEMPTED PROGRAMMING. PROGRAM FAILED. ATTEMPTED TO SPECIAL MEASURE. FAILED. PERFORMED BATTERY RESET & RE-ATTEMPTED SPECIAL MEASURE. PASSED. CLEARED CODES. SYSTEM STARTED UP FINE. RESET CLOCK, RADIO STATIONS & CAR KEY MEMORY.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$43.00	\$0.00
Labor	6100807	Additional work after programming/ encoding abort for 1	5	5	\$53.75	\$0.00
Labor	6100801	Programming/encoding control unit(s) (not including CAS)	7	7	\$75.25	\$0.00
Part	65776947416	Sensor, front right door	1	1	\$91.30	\$36.52
Labor	6577746	Replacing front door sensor, right	7	7	\$75.25	\$0.00

Totals: Total Value Paid: 338.55 Total Handling Value Paid: 36.52

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 375.07

Paid To Dealer for Claim: 375.07

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status [REDACTED] (Paid)	Mileage: 26,943
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 05/13/2005	AG Dealer Code: 21294
Repair Entry Date: 05/18/2005	

Defect Code: 1153129600

Defect Description: Characteristic map thermostat, heating Fault code stored in diagnosis fault code memory (warning lam

Defect Dealer Comments: CUST RPTS THE CHECK ENGINE WARNING LIGHT IS ON. CHECK DIS TESTER. TECH FOUND THE TSTAT STUCK. R/R THE TSTAT. NOTE: RO# 358149 ON 3/24/05 WITH 24092 MILES. SUBLET - ANTIFREEZE AT \$18.55.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1153500	Removing and installing or replacing coolant thermostat	13	13	\$139.75	\$0.00
Sublet	4	OIL,LUBRICANTS ETC			\$3.00	\$0.00
Part	11537502779	Thermostat	1	1	\$29.30	\$11.72
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$43.00	\$0.00

Totals: Total Value Paid: 215.05 Total Handling Value Paid: 11.72

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 226.77

Defect Code: 5116396500

Defect Description: Vanity mirror in headlining (rear compartment) does not lock into position

Defect Dealer Comments: CUST RPTS THE VANITY MIRROR ON REAR IS INOP. TECH FOUND THE REAR VANITY MIRROR (NOT GLASS) BROKEN. R/R THE REAR VANITY MIRROR FOR REPAIR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5144680	Removing and installing/replacing mounting bracket ins	1	1	\$10.75	\$0.00
Part	51447112631	Insert f console, make-up mirror rear	1	1	\$97.65	\$39.06

Totals: Total Value Paid: 108.40 Total Handling Value Paid: 39.06

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 147.46

Chassis Number : D [REDACTED]

Paid To Dealer for Claim: 374.23

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 25,191
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/15/2005	AG Dealer Code: 21294
Repair Entry Date: 04/21/2005	

Defect Code: 99999977CC

Defect Description: CORE CREDITS - AUTOMATIC VIA IWS - ONTARIO PDC VALID FOR REPAIR DATES FROM 12/18/97

Defect Dealer Comments: CORE CREDITS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	C	CORE CREDITS			\$500.00	\$0.00

Totals: Total Value Paid: 500.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 500.00

Paid To Dealer for Claim: 500.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 25,191
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/15/2005	AG Dealer Code: 21294
Repair Entry Date: 04/21/2005	

Chassis Number : D [REDACTED]

Defect Code: 34117777MP

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: R/R THE FRONT PADS & ROTORS. SPECS PADS 5% REMAINING ROTORS 27.6 & 22.7.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34356755266	Brake pad wear sensor	1	1	\$14.60	\$0.00
Labor	3411609	R+R L+R FT.DISCS	10	10	\$107.50	\$0.00
Part	34116750267	Brake disc, ventilated	2	2	\$187.00	\$0.00
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$118.00	\$0.00

Totals: Total Value Paid: 427.10 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 427.10

Defect Code: 34210077MP

Defect Description: RR BRAKE PADS - MAINTENANCE PLAN

Defect Dealer Comments: PER CBS DATA INFO TECH TO CHECK BRAKES. TECH FOUND WORN REAR PADS. REPLACED REAR PADS. REAR SPECS WERE 3% REMAINING.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34116763305	Repair kit, brake pads asbestos-free	1	1	\$89.50	\$0.00
Part	34356755267	Brake pad wear sensor	1	1	\$14.60	\$0.00
Labor	3421739	Removing and installing or replacing brake pads of both r	6	6	\$64.50	\$0.00

Totals: Total Value Paid: 168.60 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 168.60

Defect Code: 6135920200

Defect Description: E60 E61 E63 E64 E65 E66 Various electrical problems

Defect Dealer Comments: AFTER ASC REPLACEMENT & SPECIAL MEASURE TECH PERFORMED A COMPLETE UPDATE WAS NECESSARY TO UPDATE VEHICLE WITH 16.0. PERFORMED COMPLETE UPDATE. PROGRAMMED WITH 16.0 VERSION.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D [REDACTED]

Labor	0054543	PROGR.C.U'S	11	11	\$118.25	\$0.00
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Totals: Total Value Paid: 118.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 118.25

Defect Code: 6510031500

Defect Description: Controls on radio / ASK / MASK / CCC permanent malfunction

Defect Dealer Comments: CUST RPTS THE REAR SPEAKER CUTS OUT & MAKES A POPPING SOUND. TECH TRACED TO A BAD ASC. R/R THE ASC MODULE & SPECAIL MEASURED FOR REPAIR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6512701	Replacing audio system controller	3	3	\$32.25	\$0.00
Part	65126949385	AT-audio system controller CD	1	1	\$462.00	\$184.80

Totals: Total Value Paid: 494.25 Total Handling Value Paid: 184.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 679.05

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORMED STANDARD SCOPE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$43.00	\$0.00

Totals: Total Value Paid: 43.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 43.00

Paid To Dealer for Claim: 1,436.00

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 24,740
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/04/2005	AG Dealer Code: 21294
Repair Entry Date: 04/06/2005	

Defect Code: 6422061300

Defect Description: Fresh air nozzle (including thumb wheel) front broken

Defect Dealer Comments: THE AIR VENT ON PASSENGER SIDE IS LOOSE. R/I RIGHT AIR VENT TO INSTALL PROPERLY.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	64227007226	Fresh air grille, right	1	1	\$33.75	\$13.50

Totals: Total Value Paid: 33.75 Total Handling Value Paid: 13.50

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 47.25

Defect Code: 6510153700

Defect Description: CD/DVD changer loose

Defect Dealer Comments: MOULDING ON PASSENGER SIDE BY GLOVE BOX IS OFF. GLOVE BOX BUTTON/CD CHANGER LOOSE. R/I CD CHANGER TO INSTALL TRIM PROPERLY.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6511570	R&IORR CD PLAYER+	7	7	\$75.25	\$0.00

Totals: Total Value Paid: 75.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 75.25

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: COMPLETED THE 1ST ENGINE OIL SERVICE.MILEAGE CORRECTED BY BOB P. PER PHONE CONVERSATION 04/21/2005 ORIGINAL RO 352086 THIS SHOULD CLEAR NOW

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11427511161	Set oil-filter element	1	1	\$11.60	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$41.40	\$0.00
Labor	0000610	Engine oil service	4	4	\$43.00	\$0.00

Totals: Total Value Paid: 96.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 96.00

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: COMPLETED A STANDARD SCOPE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$43.00	\$0.00

Totals: Total Value Paid: 43.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 43.00

Paid To Dealer for Claim: 261.50

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 24,092
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/28/2005	AG Dealer Code: 21294
Repair Entry Date: 03/30/2005	

Defect Code: 99999977CC

Defect Description: CORE CREDITS - AUTOMATIC VIA IWS - ONTARIO PDC VALID FOR REPAIR DATES FROM 12/18/97

Chassis Number : D [REDACTED]

Defect Dealer Comments: CORE CREDITS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	C	CORE CREDITS			\$500.00	\$0.00

Totals: Total Value Paid: 500.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 500.00

Paid To Dealer for Claim: 500.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 24,092
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/28/2005	AG Dealer Code: 21294
Repair Entry Date: 03/30/2005	

Defect Code: 1153129600

Defect Description: Characteristic map thermostat, heating Fault code stored in diagnosis fault code memory (warning lam

Defect Dealer Comments: CUST RPTS THE CHECK ENGINE WARNING LIGHT IS ON. TECH TRACED TO A STUCK TSTAT. R/R THE TSTAT FOR REPAIR. SUBLET - ANTIFREEZE AT \$18.55.MILEAGE CORRECTED BY BOB P.PHONE CONVERSATION 04/21/2005

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11537502779	Thermostat	1	1	\$29.30	\$11.72
Labor	1153500	Removing and installing or replacing coolant thermostat	13	13	\$139.75	\$0.00
Sublet	4	OIL,LUBRICANTS ETC			\$3.00	\$0.00

Totals: Total Value Paid: 172.05 Total Handling Value Paid: 11.72

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 183.77

Chassis Number : D [REDACTED]

Defect Code: 1178037900

Defect Description: Oxygen monitor sensor incorrect connection /contact

Defect Dealer Comments: CONTINUATION FROM LINE 1 FAULT PRESENT 2721 BANK 1 POST CAT O2 SENSOR REPLACE O2 SENSOR DUE TO FAULT

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1178543	Replacing right-hand oxygen monitor sensor	3	3	\$32.25	\$0.00
Part	11787512567	Lambda probe, black	1	1	\$91.65	\$36.66

Totals: Total Value Paid: 123.90 Total Handling Value Paid: 36.66

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 160.56

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: COMPLETED A BRAKE FLUSH. SUBLET - BRAKE FLUID AT \$5.20.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$5.20	\$0.00
Labor	0000618	Brake fluid service	5	5	\$53.75	\$0.00

Totals: Total Value Paid: 58.95 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 58.95

Defect Code: 6510021500

Defect Description: CD/MD/CD-ROM/DVD player (in radio, ASK, MASK) permanent malfunction

Defect Dealer Comments: CUST RPTS THE CD PLAYER IN THE CENTER DASH IS INOP. TECH TRACED TO A FAULTY ASK. R/R THE ASK & RECODED FOR FIX.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	65126949385	AT-audio system controller CD	1	1	\$462.00	\$184.80
Labor	6100801	Programming/encoding control unit(s) (not including CAS)	7	7	\$75.25	\$0.00
Labor	6512701	Replacing audio system controller	3	3	\$32.25	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 569.50 Total Handling Value Paid: 184.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 754.30

Defect Code: 6512001200

Defect Description: Speakers permanent failure

Defect Dealer Comments: CUST RPTS THE LR SPEKER IS NOT WORKING. TECH TRACED TO A BLOWN LR DOOR SPEAKER. R/R THE LR SPEAKER FOR REPAIR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6513680	Removing and installing or replacing rear speaker	2	2	\$21.50	\$0.00
Part	65136907641	TOP-HIFI MID-RANGE LOUDSPEAKER	1	1	\$37.90	\$15.16

Totals: Total Value Paid: 59.40 Total Handling Value Paid: 15.16

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 74.56

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: COMPLETED A STANDARD SCOPE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$43.00	\$0.00

Totals: Total Value Paid: 43.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 43.00

Paid To Dealer for Claim: 1,275.14

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 22,116
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/03/2005	AG Dealer Code: 21294
Repair Entry Date: 03/08/2005	

Defect Code: 5143053700

Defect Description: B-pillar trim panel (inner) loose

Defect Dealer Comments: CUST RPTS BOTH B PILLARS ARE PEELING OFF. CONFIRMED. R/R BOTH B PILLAR TRIM PIECES DUE TO A PEELING CONDITION.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51437043341	COVERING COLUMN-CENTER LOWER LEFT	1	1	\$111.70	\$44.68
Labor	5143668	R+R L+R DOOR PILLAR TRIM	12	12	\$129.00	\$0.00
Part	51437043342	Trim panel, right lower centre column	1	1	\$122.00	\$48.80

Totals: Total Value Paid: 362.70 Total Handling Value Paid: 93.48

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 456.18

Defect Code: 5147000100

Defect Description: Scuff panel (inner carpet edge protector) cracked / broken / torn off

Defect Dealer Comments: CUST RPTS BOTH THE REAR DOOR SILLS & COVERS ARE PEELING UP. CONFIRMED. R/R BOTH REAR DOOR SILLS & COVERS FOR REPAIR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5147030	R&IORR LEFT OR RIGHT REAR DOOR KICK PLATE	4	4	\$43.00	\$0.00
Part	51477014637	SILL STRIP REAR LEFT	1	1	\$22.30	\$8.92
Part	51477014638	SILL STRIP REAR RIGHT	1	1	\$22.30	\$8.92
Part	51477007398	REAR RIGHT ENTRANCE COVER	1	1	\$27.10	\$10.84
Part	51477007397	REAR LEFT ENTRANCE COVER	1	1	\$27.10	\$10.84

Totals: Total Value Paid: 141.80 Total Handling Value Paid: 39.52

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 181.32

Defect Code: 8411181200

Defect Description: Snap-in adapter / telephone cradle permanent failure

Defect Dealer Comments: CUST RPTS THE PHONE WILL NOT CONNECT ALL THE WAY INTO THE CRADLE. CONFIRMED. TECH TRACED TO A FAULTY EJECT BOX. R/R THE EJECT BOX FOR REPAIR.

NOTE: RO# 328477 ON 2/11/04 WITH 7027 MILES THE EJECT BOX WAS REPLACED FOR NOT MAKING PROPER CONTACT.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	8421550	R+R CRADLE	4	4	\$43.00	\$0.00
Part	84216944026	MOUNT FOR HANDY	1	1	\$114.30	\$45.72

Totals: Total Value Paid: 157.30 Total Handling Value Paid: 45.72

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 203.02

Paid To Dealer for Claim: 840.52

Claim Header:

Claim Number/Status: [REDACTED] (Rejected)	Mileage: 22,116
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Claim Reject Reason: MILEAGE / REPAIR DATE WRONG
Repair Order Date: 03/03/2005	Authorization Number: 0
Repair Entry Date: 03/08/2005	AG Dealer Code: 21294

Defect Code: 5143053700

Defect Description: B-pillar trim panel (inner) loose

Defect Dealer Comments: CUST RPTS BOTH B PILLARS ARE PEELING OFF. CONFIRMED. R/R BOTH B PILLAR TRIM PIECES DUE TO A PEELING CONDITION.

Defect Reviewer Comments: PREVIOUS CLAIM HAS HIGHER MILEAGE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51437043342	Trim panel, right lower centre column	1	0	\$0.00	\$0.00

Chassis Number : D [REDACTED]

Labor	5143668	R+R L+R DOOR PILLAR TRIM	12	0	\$0.00	\$0.00
Part	51437043341	COVERING COLUMN-CENTER LOWER LEFT	1	0	\$0.00	\$0.00

Totals: Total Value Paid: 0.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 0.00

Defect Code: 5147000100

Defect Description: Scuff panel (inner carpet edge protector) cracked / broken / torn off

Defect Dealer Comments: CUST RPTS BOTH THE REAR DOOR SILLS & COVERS ARE PEELING UP. CONFIRMED. R/R BOTH REAR DOOR SILLS & COVERS FOR REPAIR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5147030	R&IORR LEFT OR RIGHT REAR DOOR KICK PLATE	4	0	\$0.00	\$0.00
Part	51477007398	REAR RIGHT ENTRANCE COVER	1	0	\$0.00	\$0.00
Part	51477014637	SILL STRIP REAR LEFT	1	0	\$0.00	\$0.00
Part	51477014638	SILL STRIP REAR RIGHT	1	0	\$0.00	\$0.00
Part	51477007397	REAR LEFT ENTRANCE COVER	1	0	\$0.00	\$0.00

Totals: Total Value Paid: 0.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 0.00

Defect Code: 8411406500

Defect Description: Telephone console, mobile phone does not lock into position

Defect Dealer Comments: CUST RPTS THE PHONE WILL NOT CONNECT ALL THE WAY INTO THE CRADLE. CONFIRMED. TECH TRACED TO A FAULTY EJECT BOX. R/R THE EJECT BOX FOR REPAIR.

NOTE: RO# 328477 ON 2/11/04 WITH 7027 MILES THE EJECT BOX WAS REPLACED FOR NOT MAKING PROPER CONTACT.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	8421550	R+R CRADLE	4	0	\$0.00	\$0.00
Part	84216944026	MOUNT FOR HANDY	1	0	\$0.00	\$0.00

Totals: Total Value Paid: 0.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 0.00

Paid To Dealer for Claim: 0.00

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 20,041
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 02/08/2005	AG Dealer Code: 21294
Repair Entry Date: 02/10/2005	

Defect Code: 5147000100

Defect Description: Scuff panel (inner carpet edge protector) cracked / broken / torn off

Defect Dealer Comments: CUST RPTS THE DOOR ENTRANCE MOULDING IS PEELING OFF. R/R BOTH FRONT ROCKER MOULDINGS FOR REPAIR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5147520	Removing and installing or replacing both front door acce	1	1	\$10.75	\$0.00
Part	51477014613	FRONT LEFT SILL STRIP	1	1	\$10.30	\$4.12
Part	51477014614	FRONT RIGHT SILL STRIP	1	1	\$10.30	\$4.12

Totals: Total Value Paid: 31.35 Total Handling Value Paid: 8.24

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 39.59

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: CUST RPTS THE WIPERS DO NOT WORK PROPERLY. R/R THE WIPER INSERTS, WORN.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6161131	REP BOTH WINDSHIELD WIPER BLADE INSERTS	3	3	\$32.25	\$0.00
Part	61610154440	WIPER BLADE	2	2	\$5.60	\$0.00

Totals: Total Value Paid: 37.85 Total Handling Value Paid: 0.00

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 37.85

Paid To Dealer for Claim: 77.44

Claim Header:

Claim Number/Status: [REDACTED] (Rejected)	Mileage: 20,041
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Claim Reject Reason: MILEAGE / REPAIR DATE WRONG
Repair Order Date: 02/08/2005	Authorization Number: 0
Repair Entry Date: 02/10/2005	AG Dealer Code: 21294

Defect Code: 5147000100

Defect Description: Scuff panel (inner carpet edge protector) cracked / broken / torn off

Defect Dealer Comments: CUST RPTS THE DOOR ENTRANCE MOULDING IS PEELING OFF. R/R BOTH FRONT ROCKER MOULDINGS FOR REPAIR.

Defect Reviewer Comments: PREVIOUS CLAIM HAS HIGHER MILEAGE .

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5147520	Removing and installing or replacing both front door acce	1	0	\$0.00	\$0.00
Part	51477014613	FRONT LEFT SILL STRIP	1	0	\$0.00	\$0.00
Part	51477014614	FRONT RIGHT SILL STRIP	1	0	\$0.00	\$0.00

Totals: Total Value Paid: 0.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 0.00

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: CUST RPTS THE WIPERS DO NOT WORK PROPERLY. R/R THE WIPER INSERTS, WORN.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61610154440	WIPER BLADE	2	0	\$0.00	\$0.00

Chassis Number : D [REDACTED]

Labor	6161131	REP BOTH WINDSHIELD WIPER BLADE INSERTS	3	0	\$0.00	\$0.00
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Totals: Total Value Paid: 0.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 0.00

Paid To Dealer for Claim: 0.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 01/21/2005

Repair Entry Date: 01/26/2005

Mileage: 25,036

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 21294

Defect Code: 0061060200

Defect Description: SIB #61-03-04 LBL CODE 420 PGM CONTROL UNITS ON E65/E66 FROM START OF PRODUCTION TO 01/20/2004

Defect Dealer Comments: REPROGRAMMED THE COMPLETE VEHICLE AS PER SI BULLETIN 61 03 04 WP# 5.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0055515	PROGRAM CONTROL UNITS W/CAS+NAV	15	15	\$161.25	\$0.00

Totals: Total Value Paid: 161.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 161.25

Paid To Dealer for Claim: 161.25

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 25,036
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/21/2005	AG Dealer Code: 21294
Repair Entry Date: 01/26/2005	

Defect Code: 1112923900

Defect Description: E53 E60 E65 E66 N62 Whistling noise from engine (pressure control valve)

Defect Dealer Comments: CUST RPTS THE VEHICLE RUNS ROUGH. R/R THE CRANKCASE VENTILLATION VALVES PER SI BULLETIN 11 10 03 FOR REPAIR. VALVES WERE TORN.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054909	REPLACE BOTH CRANKCASE VENT VALVES	4	4	\$43.00	\$0.00
Part	11127547058	Repair kit, pressure regulating valve	2	2	\$15.10	\$6.04

Totals: Total Value Paid: 58.10 Total Handling Value Paid: 6.04

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 64.14

Defect Code: 6552001200

Defect Description: Onboard monitor / control display / central information display (CID), front (including trim cover)

Defect Dealer Comments: THE CONTROL DISPLAY FAILED TO PROGRAM. R/R THE CONTROL DISPLAY & REPROGRAMMED FOR REPAIR.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6582511	REPL.CONTROL DISPLAY	8	8	\$86.00	\$0.00
Labor	6100801	Programming/encoding control unit(s) (not including CAS)	7	7	\$75.25	\$0.00
Part	65826946721	Control display	1	1	\$1,470.00	\$588.00

Totals: Total Value Paid: 1,631.25 Total Handling Value Paid: 588.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 2,219.25

Paid To Dealer for Claim: 2,283.39

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 15,083
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/30/2004	AG Dealer Code: 21294
Repair Entry Date: 08/04/2004	

Defect Code: 34110077MP

Defect Description: FT BRAKE PADS - MAINTENANCE PLAN

Defect Dealer Comments: NEEDS FRONT BRAKES PER CBS SHEET. WORN FRONT PADS. REPLACED FRONT PADS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3411505	R+R L+R.FT.BRAKE PADS	7	7	\$75.25	\$0.00
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$61.15	\$50.85
Part	34356755266	Brake pad wear sensor	1	1	\$8.00	\$6.60

Totals: Total Value Paid: 144.40 Total Handling Value Paid: 57.45

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 201.85

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: PERFORMED ENGINE OIL AND FILTER W/ SYNTHETIC OIL.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11427511161	Set oil-filter element	1	1	\$5.05	\$5.05
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$25.65	\$10.35
Labor	0000610	Engine oil service	4	4	\$43.00	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 73.70 Total Handling Value Paid: 15.40

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 89.10

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORMED STANDARD SCOPE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$43.00	\$0.00

Totals: Total Value Paid: 43.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 43.00

Paid To Dealer for Claim: 333.95

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 8,050
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/03/2004	AG Dealer Code: 21294
Repair Entry Date: 03/05/2004	

Defect Code: 5113116800

Defect Description: Door sill cover trim peels off / detaches itself

Defect Dealer Comments: DOOR MOLDINGS ARE DELAMINATING. INSTALL SOP \ \ INSTALLED BOTH FRONT DOOR SEAL MOLDINGS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51477014614	FRONT RIGHT SILL STRIP	1	1	\$10.30	\$4.12
Part	51477014613	FRONT LEFT SILL STRIP	1	1	\$10.30	\$4.12
Labor	5147065	R&IORR PLATES ON LEFT OR RIGHT FRONT SILLS	3	3	\$32.25	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 52.85 Total Handling Value Paid: 8.24

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 61.09

Paid To Dealer for Claim: 61.09

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 7,027
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 02/12/2004	AG Dealer Code: 21294
Repair Entry Date: 02/17/2004	

Defect Code: 8411403700

Defect Description: Telephone console, mobile phone loose

Defect Dealer Comments: INSTALL SOP PHONE CRADLE. CRADLE IS NOT READING PHONE. REPLACED PHONE CRADLE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	84216944026	MOUNT FOR HANDY	1	1	\$114.30	\$45.72
Labor	8421550	R+R CRADLE	4	4	\$43.00	\$0.00

Totals: Total Value Paid: 157.30 Total Handling Value Paid: 45.72

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 203.02

Paid To Dealer for Claim: 203.02

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 1,576
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/06/2003	AG Dealer Code: 21294
Repair Entry Date: 11/08/2003	

Defect Code: 5147000100

Defect Description: Scuff panel (inner carpet edge protector) cracked / broken / torn off

Defect Dealer Comments: BOTH REAR DOOR SILLS PEELING UP \ \ REMOVED AND REPLACED REAR DOOR SILLS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51477007398	REAR RIGHT ENTRANCE COVER	1	1	\$26.80	\$10.72
Part	51477007397	REAR LEFT ENTRANCE COVER	1	1	\$26.80	\$10.72
Labor	5147050	R&IORR BOTH REAR DOOR KICK PLATES	5	5	\$53.75	\$0.00

Totals: Total Value Paid: 107.35 Total Handling Value Paid: 21.44

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 128.79

Paid To Dealer for Claim: 128.79

Claim Header:

Claim Number/Status: [REDACTED]	Mileage: 4
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/25/2003	AG Dealer Code: 66682
Repair Entry Date: 09/24/2003	

Defect Code: 0011850100

Defect Description: SIB #11-05-03 LABEL CODE 368 E65/E66 OIL FILTER OIL DRAIN PL

Chassis Number : D

Defect Dealer Comments: PERFORM CAMPAIGN 03B21 OIL FILTER DRAIN. 2003 E65 /66 N62/N73 PRODUCED FORM 6/1 THRU 7/15/03 *** USE LABOR TYPE WM// PERFORMED - WORKPACKAG\--
\PERFORMED CAMPAIGN

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054747	RETORQUE DRAIN PLUG+	3	3	\$21.00	\$0.00

Totals: Total Value Paid: 21.00 Total Handling Value Paid: 0.00
Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 21.00
Paid To Dealer for Claim: 21.00

Warranty Vehicle Inquiry

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DO NOT USE DAVIS AS THE SOLE INDICATOR FOR CALCULATING VEHICLES' DAYS OUT OF SERVICE.
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Thu Oct 13 12:28:07 EDT 2011

D [REDACTED] **CONFIDENTIAL**

Vehicle Data

VIN: WBAGN63443D [REDACTED]

Chassis Number: D [REDACTED]

Line Make: 01 - BMW

Model Year: 2003

AG Model Code/Desc: GN63 - 745LI US

NA Model Code/Desc: 0379 - 745Li

Exterior Trim Code: 475 - Black Sapphire Metallic

Interior Color Code: U6SW - Black Nasca Leather

MSRP: \$79,645.00

Davis #: N/A

Assist Safety Plan Expires: 00/00/0000

Assist Conv. Plan Expires: 00/00/0000

TCU ESN / TCU IMEI: 14602122892 INACTIVE

TCU MIN: XXX-XXX-XXXX

MDN / MSISDN: XXX-XXX-XXXX

Vehicle Production Date: 2003/07

Motor Type: N62

Platform/Engineering Series: E66

Wholesale Center ID/Loc: 50000-01

Wholesale Date: 08/22/2003

Retail Center ID/Loc: 50000-01

Retail Date: 09/13/2003

In-Service Date: 09/13/2003

New Vehicle Warranty Info

No Coverage As Of: 09/13/2009

Expiration Mileage: 100,000

NO OPEN CAMPAIGNS

Option Information

Code	Description	Code	Description
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Chassis Number : D [REDACTED]

0ZCV	Convenience Package	0ZLS	Luxury Seating Package
0ZPS	Premium Sound Package	0202	Steptronic paddles
0268	19" wheels w/performance tires	0358	Infrared windshield
0415	Power rear sunshade	0416	Rear sunshades
0423	Floor mats	0430	Auto-dimming mirrors
0438	Dark Poplar Wood trim	0441	Smoker's package
0456	Multi-contour seats	0609	Navigation system
0620	Voice-command	0650	In-dash CD player
0691	CD holder	0785	White turn-signal lights
0925	Shipping package	0ZFA	First aid kit
0ZKR	key ring	0ZMU	mugs

Customer Information

Name (First/Last):

Address:

Contract/Service Program Information

Type	Program Code/Desc	Contract Number/Status	Eff Date	Enrollment Date	No Coverage As Of	Exp Age (Mth)	Exp Odometer (Miles)	Retail Center	Center Name	Vendor Code Used	Contract Holder (First/Last)
MP	0000000170 - MP 72 MO/100K MLS	2102296 EXPIRED	09/13/2003	09/28/2006	09/13/2009	72	100,000	50000	JMK BMW	MP	
CPO	0000000009 - CPO 72 MO/100K MLS	0000000 EXPIRED	09/13/2003	09/05/2006	09/13/2009	72	100,000	50000	JMK BMW	UW	

Repair History (Claims)

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 65,220
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/30/2010	AG Dealer Code: 36460
Repair Entry Date: 12/14/2010	

Defect Code: 0034910100

Defect Description: Ck Brake Booster line N62, B34 04 10

Complaint: PER DCS PERFORM SIB# AND DEFECT CODE # Ck Brake Booster line N62, B34 04 10.

Cause: OPEN RECALL DUE. CHECKED AND REPLACED BOOSTER LINE.

Correction: REPLACED BOOSTER LINE.

Technician Notes:

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0059055	Unterdruckleitung prüfen und ersetzen	10	10	\$118.60	\$0.00
Part	11667611337	VACUUM PIPE	1	1	\$16.70	\$6.68
Part	11151726339	Hose clamp	1	1	\$0.61	\$0.24

Totals: Total Value Paid: 135.91 Total Handling Value Paid: 6.92

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 142.83

Paid To Dealer for Claim: 142.83

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 54,474
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/03/2009	AG Dealer Code: 26731
Repair Entry Date: 09/04/2009	

Chassis Number : D [REDACTED]

Defect Code: 16140318R7

Defect Description: RT FUEL LVL SENS-INCOR READ

Defect Dealer Comments: CLIENT STATES VEHICLE HAS GAS, BUT REGISTER ZERO Fuel filler sensor, right Incorrect/incomplete reading 54480 FUEL TANK SENDING UNIT/LEVEL SENSOR IS FAULTY CHECK FUEL TANK AND IT READS OK AND IS AT HLAFA TANK. PERFORM SHORT TEST AND IT ADVISED THAT THERE IS A FAULT IN THE RH SENDING UNIT. REMOVE RH FUEL TANK SENDING UNIT AND REMOVE LEVEL SENSOR AND CHECK L

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1612000	R&IORR FUEL LEVEL SENSOR FOR FUEL TANK	7	7	\$82.11	\$0.00
Labor	1699000	WT.16 SECTION	5	5	\$58.65	\$0.00
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$23.46	\$0.00
Part	16117183795	RIGHT FUEL LEVEL SENSOR	1	1	\$46.89	\$18.76

Totals: Total Value Paid: 211.11 Total Handling Value Paid: 18.76

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 229.87

Paid To Dealer for Claim: 229.87

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 08/19/2009

Repair Entry Date: 08/23/2009

Mileage: 54,021

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 26731

Defect Code: 11140048R7

Defect Description: TIMING CASE COVER, TOP LEAKING

Defect Dealer Comments: CLIENT STATES VEHICLE IS LEAKING OIL Timing case cover, top Leaking 54021 BOTH UPPER TIMING AND VALVE COVER GASKETS DEFECTIVE AND LEAKING RESEALED BOTH UPPER TIMING AND VALVE COVERS, CORRECTED ENGINE OIL LEVEL AND CLEANED RESIDUAL OIL FROM LEAK, TEST DROVE -ALSO SEE JOB I

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	12141748398	O-ring	4	4	\$2.68	\$1.07
Part	11127570219	Spark plug pipe	8	8	\$142.56	\$57.02
Part	11127513195	Gasket set, cylinder head cover	1	1	\$48.32	\$19.33
Part	11127513194	Gasket set, cylinder head cover	1	1	\$48.32	\$19.33
Part	11147506425	Gasket Steel	1	1	\$6.25	\$2.50
Part	11147506424	Gasket Steel	1	1	\$6.25	\$2.50
Part	11127518420	sealing	2	2	\$5.92	\$2.37
Part	11367513222	O-ring	4	4	\$4.32	\$1.73
Part	07119903596	O-ring	2	2	\$2.76	\$1.10
Part	11667509080	O-ring	1	1	\$2.35	\$0.94
Labor	1114591	Removing and installing/sealing or replacing both upper	62	62	\$727.26	\$0.00

Totals: Total Value Paid: 996.99 Total Handling Value Paid: 107.89

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,104.88

Defect Code: 12310048R7

Defect Description: ALTERNATOR LEAKING

Defect Dealer Comments: TECH STATES VEHICLE LEAKING OIL AT THE ALTERNATOR HOUSING GASKET Alternator Leaking 54021 ALTERNATOR HOUSING/OIL BLOCK-OFF GASKET DEFECTIVE AND LEAKING INSPECTED ENGINE AND ISOLATED SOURCE OF OIL LEAK, PARTIALLY REMOVED/INSTALLED FRONT AXLE SUBFRAME/CARRIER, REMOVED/INSTALLED POWER STEERING PUMP AND ALTERNATOR, REMOVED/INSTALLED LEFT ENG

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	12317507807	Gasket	1	1	\$0.67	\$0.27
Part	12311439988	Feed pipe	1	1	\$8.45	\$3.38
Part	12317507996	Gasket ring f generator water-cooled	1	1	\$10.29	\$4.12
Labor	1231565	Lagerbock fjr Generator aus- und ein- bauen/ersetzen oder	62	62	\$727.26	\$0.00
Part	32306778609	Torx bolt	1	1	\$0.40	\$0.16
Part	82140411176	1 pint	2	2	\$3.04	\$1.22
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	1	1	\$4.75	\$1.90

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 754.86 Total Handling Value Paid: 11.05

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 765.91

Defect Code: [REDACTED]

Defect Description: CONTROL ARM JOINT, TOP UNPLEASANT NOISES

Defect Dealer Comments: CLIENT STATES CHECK REAR SUSPENSION/CONTROL ARM/BOOT TORN? EAR AXLE CARRIER/WHEEL CARRIER UNPLEasant noises 54021 RR UPPER WISHBONE DEFECTIVE/GREASE BOOT FOR BALL JOINT TORN AND LEAKING REPLACED RR UPPER WISHBONE, TEST DROVE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	33326760380	Combination nut	1	1	\$1.44	\$0.58
Labor	3332071	REP ONE UPPER CONTROL ARM (WITHOUT ALIGNMENT)	6	6	\$70.38	\$0.00
Part	33306772242	Right wishbone	1	1	\$182.05	\$72.82

Totals: Total Value Paid: 253.87 Total Handling Value Paid: 73.40

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 327.27

Defect Code: 61210012R7

Defect Description: BATTERY FAILED

Defect Dealer Comments: CLIENT STATES CHECK BATTERY MESSAGE APPEARS ON CHECK CONTROL Vehicle battery Permanent failure 54021 BATTERY DEFECTIVE PERFORMED VEHICLE TEST AND READ OUT FAULT DATA W/ISID, INSPECTED BATTERY AND PERFORMED HIGH CURRENT BATTERY TEST W/MIDTRONICS TESTER (WARRANT CODE: B9WG4-0BEC0), REPLACED BATTERY AND CLEANED TERMINALS, REGISTERED BATTERY REPLACEMENT

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6121517	Replacing battery - with registering b	4	4	\$46.92	\$0.00
Part	61217553954	Battery, East Penn (warranty only)	1	1	\$159.90	\$63.96
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$23.46	\$0.00
Labor	6120505	Checking battery with battery tester	2	2	\$23.46	\$0.00

Totals: Total Value Paid: 253.74 Total Handling Value Paid: 63.96

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 317.70

Chassis Number : D [REDACTED]

Paid To Dealer for Claim: 2,515.76

Claim Header:

Claim Number/Status: [REDACTED] Paid)	Mileage: 52,153
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 05/01/2009	AG Dealer Code: 26731
Repair Entry Date: 05/04/2009	

Defect Code: 10320105MP

Defect Description: STATE & LOCAL TAXES - FULL MAINTENANCE PROGRAM

Defect Dealer Comments: SALES TAX 11.10

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$11.00	\$0.00

Totals: Total Value Paid: 11.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 11.00

Defect Code: 64310237MP

Defect Description: MICROFILTER REPLACEMENT

Defect Dealer Comments: REPLACE MICRO-FILTER . 52153 MICROFILTER REPLACED MICROFILTER PER KEY DATA

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000616	Microfilter service	2	2	\$23.46	\$0.00
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	2	2	\$134.52	\$0.00

Totals: Total Value Paid: 157.98 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 157.98

Chassis Number : D [REDACTED]

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDARD SCOPE . 52153 SCOPE CHECK PERFORMED SCOPE CHECK PER KEY DATA. ISID NOT PRINTING.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$46.92	\$0.00

Totals: Total Value Paid: 46.92 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 46.92

Paid To Dealer for Claim: 215.90

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 51,387
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 02/02/2009	AG Dealer Code: 26731
Repair Entry Date: 02/04/2009	

Defect Code: 10320105MP

Defect Description: STATE & LOCAL TAXES - FULL MAINTENANCE PROGRAM

Defect Dealer Comments: SALES TAX .72

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$1.00	\$0.00

Totals: Total Value Paid: 1.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1.00

Defect Code: 34000077MP

Chassis Number : D [REDACTED]

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: PERFORM BRAKE FLUSH F 51387 BRAKE FLUSH PERFORMED BRAKE FLUSH PERF KEY DATA

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000618	Brake fluid service	5	5	\$51.20	\$0.00
Part	81220142156	BRAKE FLUID	2	2	\$8.70	\$0.00

Totals: Total Value Paid: 59.90 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 59.90

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDARD SCOPE F 51387 SCOPE CHECK PERFORMED SCOPE CHECK PER KEY DATA.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$40.96	\$0.00

Totals: Total Value Paid: 40.96 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 40.96

Paid To Dealer for Claim: 101.86

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 08/28/2008

Repair Entry Date: 08/29/2008

Mileage: 49,624

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 26731

Defect Code: 11660048R7

Chassis Number : D [REDACTED]

Defect Description: Vacuum pump leaking

Defect Dealer Comments: CLIENT STATES VEH HAS AN OIL LEAK DEFFECTIVE VACUUM PUMP CLEANED UP ENG COMPARTMENT DUE TO OIL BEING EVERYWHERE.TEST DROVE VEH INSPECTED ENG FOR LEAKS FOUND OIL COMING FROM VACUUM PUMP.R&R ENG COVER,AIR BOX AND HOSES.REPLACED VACUUM PUMP AND CLEANED UP OIL TEST DROVE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11667545384	VACUUM PUMP	1	1	\$229.97	\$91.99
Labor	1166500	Removing and installing or replacing vacuum pump	11	11	\$140.69	\$0.00

Totals: Total Value Paid: 370.66 Total Handling Value Paid: 91.99

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 462.65

Defect Code: 37110439R7

Defect Description: ACTIVE STABILIZER BAR ARS, FRONT AXLE UNPLEASANT NOISES

Defect Dealer Comments: CLIENT STATES THERE IS A POPPING NOISE WHEN MAKING A RIGHT TURN **WT NO OPS FOR T/S**INTERNALY DEFFECTIVE SWAY BAR CKD ALL FT SUSP AND SUSP BOLTS=OK.INSTALLED CHASSIS EARS ON STEERING RACK,SWAY BAR LINKS,LOWER CONTROL ARM BUSHINGS TEST DROVE REPOSITIONED CHASSIS EARS FOUND SWAY BAR LINKS LOUDER.R&R CENTER SPLASH SHIELD,SWAY BAR HOSES REPLACED SWAY BAR TOPPED OFF STEERING FLUID PERF DSC STARTUP TES

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3711510	Removing and installing or replacing active stabilizer ba	10	10	\$127.90	\$0.00
Labor	3799000	WT.37 SECTION	8	8	\$102.32	\$0.00
Part	82111468041	PRNTOSIN CHF 11S	1	1	\$13.53	\$5.41
Part	37116780009	Active stabilizer bar	1	1	\$652.29	\$260.92

Totals: Total Value Paid: 896.04 Total Handling Value Paid: 266.33

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 1,162.37

Paid To Dealer for Claim: 1,625.02

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 49,172
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/28/2008	AG Dealer Code: 26731
Repair Entry Date: 06/30/2008	

Defect Code: 31120739R7

Defect Description: HYDRO-MOUNT PULL AND THRUST STRUTS UNPLEASANT NOISES

Defect Dealer Comments: CLIENT STATES VEHICLE MAKING A POPPING NOISE WHEN TURNING RT WORN LOWER CONTROL BUSHINGS INSPECTED VEH SUSPENSION FOUND IT TO BE OK.COULD NOT PIN POINT WHERE POPPING WAS LOCATED AT.INSTALLED CHASSIS EARS LOCATED THEN ON SWAY BAR LINKS,SWAY BAR,LOWER CONTROL ARM BUSHING & P S RACK TEST DROVE R&R FT WHEEL,CENTER SPLASH SHIELD REPLACED FT LOWER CONTROL ARM BUSHINGS TEST DROVE OK

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	31126774832	Tension strut with hydraulic mount,right	1	1	\$101.24	\$40.50
Part	31126774831	Tension strut with hydraulic mount, left	1	1	\$101.24	\$40.50
Labor	3112080	R&IORR BOTH PULL STRUTS	15	15	\$191.85	\$0.00

Totals: Total Value Paid: 394.33 Total Handling Value Paid: 81.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 475.33

Defect Code: 51430578R7

Defect Description: B-PILLAR TRIM PANEL (INNER) POOR SURFACE FINISH

Defect Dealer Comments: CLIENT STATE DR SIDE B-PILLAR IS PEELING BOTTOM B-PILLAR PEELING REPLACED BOTTOM B-PILLAR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51437162041	COVERING COLUMN-CENTER LOWER LEFT	1	1	\$140.20	\$56.08
Labor	5143650	Removing and installing or replacing trim panel at top of	3	3	\$38.37	\$0.00

Totals: Total Value Paid: 178.57 Total Handling Value Paid: 56.08

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 234.65

Paid To Dealer for Claim: 709.98

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 48,434
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/09/2008	AG Dealer Code: 76626
Repair Entry Date: 06/10/2008	

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: ENGINE OIL OVERDUE -240 MILES COMPLETED OIL SERVICE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$2.52	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$15.19	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$54.00	\$0.00
Labor	0000610	Engine oil service	4	4	\$42.00	\$0.00

Totals: Total Value Paid: 113.71 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 113.71

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: STANDARD SCOPE COMPLETED STANDARD SCOPE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$42.00	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 42.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 42.00

Paid To Dealer for Claim: 155.71

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 46,073
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number [REDACTED]	Authorization Number: 0
Repair Order Date: 04/15/2008	AG Dealer Code: 26731
Repair Entry Date: 04/16/2008	

Defect Code: 99999977CS

Defect Description: CORE CREDITS - AUTOMATIC VIA IWS - SENATOBIA PDC

Defect Dealer Comments: CORE CREDIT

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	C	CORE CREDITS			\$500.00	\$0.00

Totals: Total Value Paid: 500.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 500.00

Paid To Dealer for Claim: 500.00

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status [REDACTED] (Paid)	Mileage: 46,073
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/15/2008	AG Dealer Code: 26731
Repair Entry Date: 04/16/2008	

Defect Code: 24004639R7

Defect Description: NOISE WHILE DOWNSHIFTING, AUTOMATIC TRANSMISSION UNPLEASANT NOISES

Defect Dealer Comments: CLIENT STATES THUMPING NOISE FROM REAR WHEN STOPPING BUT NOT A COMPLETE STOP DEFECTIVE TRANS PUMA CASE#16921813 RAN DIAG NO FLTS WERE FOUND.CKD OIL LEVEL/CONDITION,CKD SOFTWARE IT WAS ATE065-06-09-800 CLEARED ADAPTATIONS TEST DROVE REPLACED TRANS,R&R EXHAUST,HEAT SHIELD,TRANS COVER,DRIVESHAFT,TRANS MOUNT,GUIBO.REPLACED TRANS PROGRAMMED EGS & ENCODED ENTIRE VEH PERF STEERING ANGLE CALIBRATION,DSC S

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	17211742636	O-ring	2	2	\$0.64	\$0.26
Labor	2400543	Installing exchange transmission	74	74	\$946.46	\$0.00
Labor	6100811	Programming/encoding control unit(s) (with CAS)	8	8	\$102.32	\$0.00
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$51.16	\$0.00
Labor	6100910	Programming/encoding control module(s) on PT-CAN bus	3	3	\$38.37	\$0.00
Labor	6131996	Performing steering angle sensor adjustment	1	1	\$12.79	\$0.00
Labor	6100850	Setting compressor inlet	1	1	\$12.79	\$0.00
Labor	6100830	Initialising sunroof and power windows	1	1	\$12.79	\$0.00
Part	24007528952	Rmfd automatic transmission EH	1	1	\$3,588.83	\$1,435.53

Totals: Total Value Paid: 4,766.15 Total Handling Value Paid: 1,435.79

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 6,201.94

Paid To Dealer for Claim: 6,201.94

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 9,718
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/29/2008	AG Dealer Code: 26731
Repair Entry Date: 04/08/2008	

Defect Code: 3411043900

Defect Description: Front brake pad wear sensor unpleasant noises

Defect Dealer Comments: CLIENT STATES: BRAKES SQUEAKING AT TIMES ***PARTS WARR., RO#403271, 05-16-07, 36207 MILES*** BRAKE SENSOR CONTACTING PADS- PADS WORN REPLACED FT BRAKE PADS & SENSOR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34356778037	Brake pad wear sensor	1	1	\$12.79	\$5.12
Labor	3411505	R+R L+R.FT.BRAKE PADS	7	7	\$89.53	\$0.00
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$84.54	\$33.82

Totals: Total Value Paid: 186.86 Total Handling Value Paid: 38.94

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 225.80

Paid To Dealer for Claim: 225.80

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 45,925
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/29/2008	AG Dealer Code: 26731
Repair Entry Date: 04/01/2008	

Defect Code: 34110439R7

Chassis Number : D [REDACTED]

Defect Description: FRONT BRAKE PAD WEAR SENSOR UNPLEASANT NOISES

Defect Dealer Comments: Part replaced previously, please submit as parts warranty. DW

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3411505	R+R L+R.FT.BRAKE PADS	7	7	\$(89.53)	\$0.00
Part	34356778037	Brake pad wear sensor	1	0	\$(12.79)	\$(5.12)
Part	34116764540	Repair kit, brake pads asbestos-free	1	0	\$(84.54)	\$(33.82)

Totals: Total Value Paid: (186.86) Total Handling Value Paid: (38.94)

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): (225.80)

Paid To Dealer for Claim: (225.80)

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 03/29/2008

Repair Entry Date: 03/31/2008

Mileage: 45,925

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 26731

Defect Code: 26110201R7

Defect Description: GUIBO JOINT OR JOINT DISC TORN, SPLIT

Defect Dealer Comments: CLIENT STATES VEH MAKING A THUMPING NOISE WHEN COMING TO A STOP DETERIORRATION OR SEPARATION OF RUBBER IN UNIVERSAL JOINT LOCATER BETWEEN TRANS AND DRIVE SHAFT ASSY PER SIB 26 01 06. R&R EXHAUST,HEAT SHIELDS,TRANS. COVER,TRANS MOUNT,DRIVE SHAFT REPLACED UNIVERSAL JOINT TEST DROVE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	26117572664	UNIVERSAL JOINT	1	1	\$78.28	\$31.31
Labor	2611051	REP DRIVE SHAFT FRONT RUBBER COUPLING	21	21	\$268.59	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 346.87 Total Handling Value Paid: 31.31

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 378.18

Defect Code: 34110439R7

Defect Description: FRONT BRAKE PAD WEAR SENSOR UNPLEASANT NOISES

Defect Dealer Comments: CLIENT STATES BRAKES ARE SQUEAKING AT TIMES FRONT BRAKE SENSOR FAULTY PER SIB 34 01 07. REPLACED FRONT BRAKE PADS, AND SENSOR, CLEANED BRAKES AND TEST DROVE AND ALL CHECKED OK. D/C 34 11 04 39 00 L/O 34 11 000 9 FRU

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3411505	R+R L+R.FT.BRAKE PADS	7	7	\$89.53	\$0.00
Part	34356778037	Brake pad wear sensor	1	1	\$12.79	\$5.12
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$84.54	\$33.82

Totals: Total Value Paid: 186.86 Total Handling Value Paid: 38.94

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 225.80

Paid To Dealer for Claim: 603.98

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid)	Mileage: 45,714
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/14/2008	AG Dealer Code: 26731
Repair Entry Date: 03/17/2008	

Defect Code: 10320105MP

Defect Description: STATE & LOCAL TAXES - FULL MAINTENANCE PROGRAM

Defect Dealer Comments: SALES TAX .50

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D [REDACTED]

Sublet	4	OIL,LUBRICANTS ETC			\$0.50	\$0.00
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Totals: Total Value Paid: 0.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 0.50

Defect Code: 34211939R7

Defect Description: REAR BRAKE PAD SENSOR UNPLEASANT NOISES

Defect Dealer Comments: CLIENT STATES BRAKES ARE MAKING A SQUEALING NOISE EAR SENSOR RUBBING ROTOR MAKING SQUEEKING NOISE PERFORM DEFECT CODE 3421193900 LAB/OP 3411010 6FRU REMOVE AND REPLACED REAR PADS AND SENSOR .TEST DROVE BRAKES ARE WORKING PROPERLY .

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34356778038	Brake pad wear sensor	1	1	\$13.48	\$5.39
Part	34216768471	Repair kit, brake pads asbestos-free	1	1	\$67.35	\$26.94
Labor	3421739	Removing and installing or replacing brake pads of both r	6	6	\$76.74	\$0.00

Totals: Total Value Paid: 157.57 Total Handling Value Paid: 32.33

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 189.90

Defect Code: 51430578R7

Defect Description: B-PILLAR TRIM PANEL (INNER) POOR SURFACE FINISH

Defect Dealer Comments: CLIENT STATES PANNEL ON PASSENGER SIDE IS WORE PAINT PEELING OFF B PILLER RIGHT SIDE PERFORM REPLACEMENT OF LOWER B PILLER ON RIGHT SIDE INSTALL NEW B PILLER PANEL

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51437162042	Trim panel, right lower centre column	1	1	\$130.41	\$52.16
Labor	5143650	Removing and installing or replacing trim panel at top of	3	3	\$38.37	\$0.00

Totals: Total Value Paid: 168.78 Total Handling Value Paid: 52.16

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 220.94

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Chassis Number : D [REDACTED]

Defect Dealer Comments: CLIENT STATES THAT WIPERS ARE STREAKING DEFECTIVE WIPER INSERTS STEEKING 45714 DEFECTIVE WIPER INSERTS STEEKING PERFORM FRONT WIPER REPLACEMENT,CHECKED OPERATION SYSTEM IS WORKING PROPERLY .

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6161631	REP BOTH WINDSHIELD WIPER BLADE INSERTS+	1	1	\$12.79	\$0.00
Part	61610154440	WIPER BLADE	2	2	\$6.00	\$0.00

Totals: Total Value Paid: 18.79 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 18.79

Paid To Dealer for Claim: 430.13

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 44,918
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/19/2008	AG Dealer Code: 36460
Repair Entry Date: 02/18/2008	

Defect Code: 67320114R7

Defect Description: DRIVE UNIT FOR HEATER/AIR CONDITIONER BLOWER OCCASIONAL MALFUNCTION

Defect Dealer Comments: CUSTOMER REPORTS A CRICKET SOUND COMING FROM THE A/C VENTS FROM INSIDE CAR. BLOWER NOISEY. REPLACED BLOWER.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	64116913401	Blower unit	1	1	\$59.20	\$23.68
Labor	6411213	R&I ORR BLOWER FOR HEATER AND A/C	11	11	\$130.68	\$0.00

Totals: Total Value Paid: 189.88 Total Handling Value Paid: 23.68

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 213.56

Chassis Number : D [REDACTED]

Paid To Dealer for Claim: 213.56

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 44,454
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/21/2007	AG Dealer Code: 26731
Repair Entry Date: 12/26/2007	

Defect Code: 51164278R7

Defect Description: INTERIOR STRIP / CENTRE ARMREST FINISHER, FRONT POOR SURFACE FINISH

Defect Dealer Comments: CLIENT STATE CONSOLE COMPARTMENT BUTTONS PEELING CENTER CONSOLE BUTTONS PEELING REMOVE CENTER CONSOLE.REMOVE & REPLACE CENTER CONSOLE BUTTONS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5116690	Removing and installing/replacing lock cylinder in cen	15	15	\$191.85	\$0.00
Part	51167002397	Lock f center armrest covers	1	1	\$19.60	\$7.84

Totals: Total Value Paid: 211.45 Total Handling Value Paid: 7.84

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 219.29

Defect Code: 51470041R7

Defect Description: SILL COVER STRIPS POOR FIT

Defect Dealer Comments: CLIENT STATES LEFT ROCKER PANEL LOOSE LEFT ROCKER PANEL CLIPS DEFORMED REMOVE LEFT ROCKER PANEL.REMOVE & REPLACE DEFORMED CLIPS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	51717055853	Clip	5	5	\$3.00	\$1.20
Labor	5147000	R&IORR L/R FRONT DOOR KICK PLATE	3	3	\$38.37	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 41.37 Total Handling Value Paid: 1.20

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 42.57

Paid To Dealer for Claim: 261.86

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 42,250
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 77680
Repair Order Date: 10/18/2007	AG Dealer Code: 56398
Repair Entry Date: 11/04/2007	

Defect Code: 85990023TR

Defect Description: NON REPAIR SPECIAL GOODWILL - ELECTRICAL SYSTEM (TREAD ACT)

Defect Dealer Comments: GOODWILL PAYMENT TO CUSTOMER DUE TO TIME DOWN WITH VEHICLE AS PER TM, AND CARLOS DUARTE GOODWILLED PAYMENT DUE TO TIMEDOWN WITH VEHICLE. CAR WAS IN ELECTRICAL/SOFTWARE ISSUES. GOODWILL FIELD AUTH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$2,200.00	\$0.00

Totals: Total Value Paid: 2,200.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 2,200.00

Paid To Dealer for Claim: 2,200.00

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 42,110
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/08/2007	AG Dealer Code: 56398
Repair Entry Date: 10/13/2007	

Defect Code: 6130091400

Defect Description: Microswitch for electric window regulator occasional malfunction

Defect Dealer Comments: C.S WHEN CAR WAS PULLED INTO GARAGE AND TURNED OFF ALL WINDOWS CAME DOWN AND SUNROOF OPENED, THIS HAPPEN 7 TIMES TROUBLESHOOT ELECTRICAL CHECKED FOR FAULTS NO FAULTS STORED. CHECKED FOR BULLETINS . NO TEST PLANS NO KNOWN ISSUES

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100009	TROUBLE-SHOOTING ELECTRICAL SYSTEM	6	6	\$78.00	\$0.00

Totals: Total Value Paid: 78.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 78.00

Defect Code: 6135621500

Defect Description: Remote control key/ID transmitter permanent malfunction

Defect Dealer Comments: C/S KEY BATTERY IS LOW. WAS ORDERED BY ANDY. SUPPLIED AND INITIALIZED KEY

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	66120396044	Radio remote control (code)	1	1	\$70.80	\$28.32
Labor	6199000	WT.61 SECTION	2	2	\$26.00	\$0.00

Totals: Total Value Paid: 96.80 Total Handling Value Paid: 28.32

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 125.12

Paid To Dealer for Claim: 203.12

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 41,236
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/20/2007	AG Dealer Code: 56398
Repair Entry Date: 10/09/2007	

Defect Code: 1151014800

Defect Description: Coolant pump leaking

Defect Dealer Comments: C/S CHECK FOR CRACKLING/BEARING NOISE FROM ENGINE AREA CK & REPORT. FOUND TSTAT & WATER PUMP TO BE FAUKTY. REPLACE BAD T-STAT AND WATER PUMP. RETEST, ALL OK NOW.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11517508496	RMFD WATER PUMP	1	1	\$102.90	\$41.16
Part	11537502779	Thermostat	1	1	\$33.00	\$13.20
Part	11511439976	Return pipe	1	1	\$8.85	\$3.54
Part	12311439988	Feed pipe	1	1	\$5.85	\$2.34
Part	51111908077	EXPANDING RIVET	4	4	\$0.60	\$0.24
Sublet	4	OIL,LUBRICANTS ETC			\$16.25	\$0.00
Labor	1151000	R&IORR COOLANT PUMP	22	22	\$286.00	\$0.00
Labor	1153700	R&IORR COOLANT THERMOSTAT (COOLANT DRAINED)	7	7	\$91.00	\$0.00

Totals: Total Value Paid: 544.45 Total Handling Value Paid: 60.48

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 604.93

Paid To Dealer for Claim: 604.93

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 39,088
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 08/11/2007	AG Dealer Code: 56398
Repair Entry Date: 08/14/2007	

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: CUSTOMER REQUESTS REPLACE WIPER INSERTS REPLACED WIPER INSERTS.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6161111	REP L/R WINDSHIELD WIPER BLADE INSERT	2	2	\$26.00	\$0.00
Part	61610154440	WIPER BLADE	2	2	\$6.00	\$0.00

Totals: Total Value Paid: 32.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 32.00

Paid To Dealer for Claim: 32.00

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 38,258
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 07/20/2007	AG Dealer Code: 56398
Repair Entry Date: 07/27/2007	

Defect Code: 1128013900

Defect Description: Belt tensioner unpleasant noises

Defect Dealer Comments: C/S RINGING NOISE HEARD AT TIMES FROM ENGINE AREA \ \ REPLACED ALT BELT TENSIONER AND BELT AS PER SHOPFOREMAN JACK D.

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11287549588	Belt tensioner	1	1	\$51.50	\$20.60
Labor	1128020	REPL.ALTERN.BELT TENSIONER	7	7	\$91.00	\$0.00
Part	11287544786	RIBBED V-BELT	1	1	\$18.05	\$7.22

Totals: Total Value Paid: 160.55 Total Handling Value Paid: 27.82

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 188.37

Paid To Dealer for Claim: 188.37

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 36,207
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: 40327	Authorization Number: 0
Repair Order Date: 05/16/2007	AG Dealer Code: 56398
Repair Entry Date: 05/25/2007	

Defect Code: 17110077MP

Defect Description: COOLANT CHANGE MAINTENANCE PROGRAM

Defect Dealer Comments: PERFORM COOLANT FLUSH AS PER KEYREADER \ \ COMPLETED COOLANT FLUSH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000620	Coolant service	11	11	\$143.00	\$0.00
Part	82141467704	ANTIFREEZE	1	1	\$19.25	\$0.00

Totals: Total Value Paid: 162.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 162.25

Defect Code: 34117777MP

Chassis Number : D [REDACTED]

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: PERFORM FRONT BRAKE SERVICE AS PER KEYREADER \ \ REPLACED FRONT PADS ROTORS AND SENSORS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34116750267	Brake disc, ventilated	2	2	\$298.00	\$0.00
Part	34356778037	Brake pad wear sensor	1	1	\$19.10	\$0.00
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$145.00	\$0.00
Labor	3411609	R+R L+R FT.DISCS	10	10	\$130.00	\$0.00

Totals: Total Value Paid: 592.10 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 592.10

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: PERFORM OIL AND FILTER CHANGE AS PER KEYREADER SERVICE DUE IN 1000 \ \ COMPLETED OIL AND FILTER CHANGE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11427511161	Set oil-filter element	1	1	\$12.30	\$0.00
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$48.60	\$0.00
Labor	0000610	Engine oil service	4	4	\$52.00	\$0.00
Part	83120405186	Windshield Washer Antifreeze	2	2	\$6.00	\$0.00

Totals: Total Value Paid: 118.90 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 118.90

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM SCOPE AS PER KEY READER \ \ PERFORMED SCOPE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$52.00	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 52.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 52.00

Paid To Dealer for Claim: 925.25

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 35,238
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/25/2007	AG Dealer Code: 56398
Repair Entry Date: 05/01/2007	

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: CUSTOMER REQUESTS BRAKE FLUID FLUSH FULL MAINT \ \ COMPLETED BRAKE FLUSH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000618	Brake fluid service	5	5	\$65.00	\$0.00
Part	81220142156	BRAKE FLUID	2	2	\$7.30	\$0.00

Totals: Total Value Paid: 72.30 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 72.30

Defect Code: 5116092900

Defect Description: Glovebox, front passenger's side sticking/jammed

Defect Dealer Comments: C/S GLOVE BOX WILL NOT CLOSE \ \ REMOVE GLOVE BOX BUTTON FOUND CABLE OUT OF PLACE FROM LQTC MECHANISM REFIT AND SECURE CABLE WITH LATCH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5116845	Removing and installing or replacing glove compartment pu	11	11	\$143.00	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 143.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 143.00

Defect Code: 64310237MP

Defect Description: MICROFILTER REPLACEMENT

Defect Dealer Comments: C/S REPLACE MICRO FILTER FULL MAINT \ \ REPLACED MICRO FILTERS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	2	2	\$89.10	\$0.00
Labor	0000616	Microfilter service	2	2	\$26.00	\$0.00

Totals: Total Value Paid: 115.10 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 115.10

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM SCOPE AS PER KEY READER \ \ PERFORMED SCOPE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$52.00	\$0.00

Totals: Total Value Paid: 52.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 52.00

Paid To Dealer for Claim: 382.40

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 32,986
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 03/06/2007	AG Dealer Code: 56398
Repair Entry Date: 03/14/2007	

Defect Code: 1042014700

Defect Description: Starting response under all operating conditions drop in engine speed

Defect Dealer Comments: C/S CHECK FOR DELAY ON ACCELERATION FROM A STOP \ \ CHECKED FOR FAULTS, NONE STORED,. TEST DROVE VEHICLE, NORMAL OPERATION FOR THIS VEHICLE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000555	INTERROGATING FAULT MEMORY IN DIAGNOSING SYSTEM	2	2	\$26.00	\$0.00

Totals: Total Value Paid: 26.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 26.00

Defect Code: 6112557900

Defect Description: Control module for steering column switch cluster SZL, including coil spring assy incorrect connecti

Defect Dealer Comments: C/S ASC LIGHT IS ON... CHECK AND REPORT \ \ TROUBLESHOOT DSC LIGHT FAULT IN SZL REPLACE SZL PROGRAM AND INTILIZE WINDOWS AND SUNROOF BUT WOULD NOT WORK PERFROM BATT RESET & REINITIALIZE OK NOW. SET FTM & STEERING ANGLE SENSOR, ALL OK NOW.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6100830	Initialising sunroof and power windows	1	1	\$13.00	\$0.00
Labor	6131996	Performing steering angle sensor adjustment	1	1	\$13.00	\$0.00
Labor	6120908	Performing battery "power reset"	2	2	\$26.00	\$0.00
Part	61316970833	Switch unit steering column	1	1	\$218.90	\$87.56
Labor	3611500	Initialising tyre failure indicator	1	1	\$13.00	\$0.00
Labor	3450003	CHK OPERATION OF STABILITY CONTROL(ABS,ASC & ASC+T)	5	5	\$65.00	\$0.00
Labor	6100801	Programming/encoding control unit(s) (not including CAS)	7	7	\$91.00	\$0.00
Labor	6131528	Replacing support for switch on steering column	8	8	\$104.00	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 543.90 Total Handling Value Paid: 87.56

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 631.46

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: C/S WIPERS ARE STREAKING FULL MAINT \ \ REPLACED WIPER INSERTS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	61610154440	WIPER BLADE	2	2	\$6.00	\$0.00
Labor	6161631	REP BOTH WINDSHIELD WIPER BLADE INSERTS+	1	1	\$13.00	\$0.00

Totals: Total Value Paid: 19.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 19.00

Paid To Dealer for Claim: 676.46

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 29,646
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/27/2006	AG Dealer Code: 56398
Repair Entry Date: 01/04/2007	

Defect Code: 6512003900

Defect Description: Speakers unpleasant noises

Defect Dealer Comments: C/S PASS FRONT AND REAR DOOR SPEAKERS HAVE STATIC WHEN FIRST STARTING CAR. \ \ TROUBLESHOOT RADIO SYSTEM FOUND FAULTY DOOR SEPAKER REPLACE P/S FRONT DOOR SPEAKER

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6513571	Removing and installing or replacing loudspeaker	6	6	\$74.22	\$0.00

Chassis Number : D [REDACTED]

Labor	6510009	TROUBLESHOOTING RADIO	5	5	\$61.85	\$0.00
Part	65136907641	TOP-HIFI MID-RANGE LOUDSPEAKER	1	1	\$39.50	\$15.80

Totals: Total Value Paid: 175.57 Total Handling Value Paid: 15.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 191.37

Defect Code: 85990101MP

Defect Description: VEHICLE CHECK

Defect Dealer Comments: C/S PERFORM VEHICLE CHECK \ \ PERFORMED VEHICLE CHECK

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000624	Service, vehicle check	6	6	\$74.22	\$0.00

Totals: Total Value Paid: 74.22 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 74.22

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM SCOPE AS PER KEY READER \ \ PERFORMED SCOPE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$49.48	\$0.00

Totals: Total Value Paid: 49.48 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 49.48

Paid To Dealer for Claim: 315.07

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 27,084
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/07/2006	AG Dealer Code: 56398
Repair Entry Date: 11/16/2006	

Defect Code: 1611004800

Defect Description: Fuel tank leaking

Defect Dealer Comments: C/S CHECK FOR FUEL LEAK \ \ CHECK DME FOR FAULTS FUEL LEAK FAULT CHECK FUEL SYSTEM FOR L EAKS NONE FOUND ALL OK

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1600102	Checking fuel tank and tank venting system for leaks wit	6	6	\$74.22	\$0.00

Totals: Total Value Paid: 74.22 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 74.22

Defect Code: 1711004800

Defect Description: Radiator including module carrier leaking

Defect Dealer Comments: C/S COLANT LEVEL MESSAGE COMES ON \ \ TOP OFF COLANT SYSTEM CHECK FOR LEAKS NONE FOUND ALL OK

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1700509	Checking cooling system for leaks	2	2	\$24.74	\$0.00

Totals: Total Value Paid: 24.74 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 24.74

Paid To Dealer for Claim: 98.96

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid) Claim Center ID: [REDACTED] Repair Order Number: [REDACTED] Repair Order Date: 10/04/2006 Repair Entry Date: 10/11/2006	Mileage: 25,563 Davis #: N/A Authorization Number: 0 AG Dealer Code: 56398
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Defect Code: 99999977CN

Defect Description: CORE CREDITS - AUTOMATIC VIA IWS - MT OLIVE PDC VALID FOR REPAIR DATES FROM 12/18/97

Defect Dealer Comments: CORE CREDITS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	C	CORE CREDITS			\$500.00	\$0.00

Totals: Total Value Paid: 500.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 500.00

Paid To Dealer for Claim: 500.00

[Claim Header:](#)

Claim Number/Status: [REDACTED] (Paid) Claim Center ID: [REDACTED] Repair Order Number: [REDACTED] Repair Order Date: 10/04/2006 Repair Entry Date: 10/11/2006	Mileage: 25,563 Davis #: N/A Authorization Number: 0 AG Dealer Code: 56398
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Defect Code: 6512421200

Defect Description: Menu selection, CD/DVD changer permanent failure

Defect Dealer Comments: C/S CD CHANGER DOOR DOES NOT OPEN AND CD MAGAZINE KEEPS POPING OUT (PARTS ON ORDER ATTN CHRIS FIFE) \ \ REPLACED CD CHANGER AND RECODED VEHICLE

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6511070	R&IORR CD PLAYER	9	9	\$111.33	\$0.00
Labor	6100991	Performing complete coding	3	3	\$37.11	\$0.00
Labor	6100801	Programming/encoding control unit(s) (not including CAS)	7	7	\$86.59	\$0.00
Part	65126943468	Rmfd CD changer	1	1	\$295.00	\$118.00

Totals: Total Value Paid: 530.03 Total Handling Value Paid: 118.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 648.03

Paid To Dealer for Claim: 648.03

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 25,302
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 09/14/2006	AG Dealer Code: 56398
Repair Entry Date: 09/22/2006	

Defect Code: 1142003700

Defect Description: Full-flow filter body loose

Defect Dealer Comments: OIL FILTER HOUSING IS DEFECTIVE. \ 1142003700 \ REPLACED OIL FILTER HOUSING

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11427521353	OIL FILTER COVER	1	1	\$14.75	\$5.90

Totals: Total Value Paid: 14.75 Total Handling Value Paid: 5.90

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 20.65

Defect Code: 11720376MP

Chassis Number : D

Defect Description: ENG AIR FILTER-DIRTY-MP

Defect Dealer Comments: CHANGE AIR SILENCER AS PER CBS. \ \ REPLACED AIR CLEANER

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000602	Intake silencer service	1	1	\$12.37	\$0.00
Part	13717505007	Filter cartridge	1	1	\$23.50	\$0.00

Totals: Total Value Paid: 35.87 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 35.87

Defect Code: 3231153900

Defect Description: Steering column adjustment, electric unpleasant noises

Defect Dealer Comments: STEERING COLUMN NOISEY UP/DOWN. \ \ REMOVE STEERING COLOMN TRIM TO LUBE STEERING COLOMN

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3231504	Removing and installing or replacing upper section of ste	3	3	\$37.11	\$0.00

Totals: Total Value Paid: 37.11 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 37.11

Defect Code: 5116390700

Defect Description: Vanity mirror in headlining (rear compartment) cracked

Defect Dealer Comments: MIRROR FOR CENTER COMPARTMENT IS BROKEN. \ \ REPLACE VANITY MIRROR IN HEADLINER REAR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5144680	Removing and installing/replacing mounting bracket ins	1	1	\$12.37	\$0.00
Part	51446964036	Insert f console, make-up mirror rear	1	1	\$104.70	\$41.88

Totals: Total Value Paid: 117.07 Total Handling Value Paid: 41.88

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 158.95

Chassis Number : D [REDACTED]

Defect Code: 85990091MP

Defect Description: OIL SERVICE(MP)AFTER THE 1ST

Defect Dealer Comments: AS PER CBS CHANGE OIL AND FILTER. \ 1 \ PERFORMED OIL AND FILTER SERVICE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$46.80	\$0.00
Part	83120405186	Windshield Washer Antifreeze	2	2	\$6.00	\$0.00
Labor	0000610	Engine oil service	4	4	\$49.48	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$12.30	\$0.00

Totals: Total Value Paid: 114.58 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 114.58

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM SCOPE AS PER KEY READER \ \ PERFORMED SCOPE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$49.48	\$0.00

Totals: Total Value Paid: 49.48 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 49.48

Paid To Dealer for Claim: 416.64

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 21,168
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 04/20/2006	AG Dealer Code: 56398
Repair Entry Date: 04/22/2006	

Defect Code: 1172061500

Defect Description: Shut-off valve (return flow shut-off valve) permanent malfunction

Defect Dealer Comments: C/S CHECK ENGINE LIGHT IS ON.. \ \ TROUBLESHOOT DME,REPLACED ARRESTING VALVE ON BANK 1

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	11727553101	Valve	1	1	\$53.25	\$21.30
Part	11727506214	Gasket Asbestos Free	1	1	\$2.55	\$1.02
Labor	1172550	R+R CHECK VALVE	22	22	\$272.14	\$0.00
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$49.48	\$0.00

Totals: Total Value Paid: 377.42 Total Handling Value Paid: 22.32

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 399.74

Paid To Dealer for Claim: 399.74

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 20,108
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 02/17/2006	AG Dealer Code: 56398
Repair Entry Date: 02/21/2006	

Defect Code: 0061410200

Chassis Number : D [REDACTED]

Defect Description: SIB #65-33-05 LBL 460 PGM CNTL UNITS FOR AIRBAG WARNING LAMP

Defect Dealer Comments: C/S PERFORM 72 11 05 LBL REPORGRAM CONTROL UNIT.. \ \ WP2 11 0061410200

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0056720	Program control units	11	11	\$136.07	\$0.00

Totals: Total Value Paid: 136.07 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 136.07

Paid To Dealer for Claim: 136.07

Claim Header:

Claim Number/Status: [REDACTED] Paid)	Mileage: 20,108
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 02/17/2006	AG Dealer Code: 56398
Repair Entry Date: 02/21/2006	

Defect Code: 1032003500

Defect Description: Idling quality under all operating conditions uneven running

Defect Dealer Comments: C/S CHECK ENGINE LIGHT IS ON.. CAR RUNNING ROUGH.. \ \ TEST FOR FAULTS 2760 CLEARED FAULT TEST MODULE SYSTEM PASSES NO SIB PERTAINING

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000005	INTERROGATING FAULT MEMORY	4	4	\$49.48	\$0.00

Totals: Total Value Paid: 49.48 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 49.48

Defect Code: 5210013700

Defect Description: Seat rail cover (trim cover for seat controls) front seat loose

Chassis Number : D [REDACTED]

Defect Dealer Comments: C/S PASS SEAT LOWER COVER IS LOOSE.. \ \ REFITTED COVER

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	5217539	R+R L/R.FT.SEAT COVER	1	1	\$12.37	\$0.00

Totals: Total Value Paid: 12.37 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 12.37

Paid To Dealer for Claim: 61.85

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 19,200
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/30/2006	AG Dealer Code: 56398
Repair Entry Date: 02/01/2006	

Defect Code: 6610031500

Defect Description: Receiver function, remote operation / radio remote control permanent malfunction

Defect Dealer Comments: C/S REMOTE WILL NOT LOCK OR UNLOCK DOORS.. \ \ REPROGRAMMED NEW REMOTE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	66120396044	Radio remote control (code)	1	1	\$65.25	\$26.10
Labor	6699000	WT.66 SECTION	1	1	\$12.37	\$0.00

Totals: Total Value Paid: 77.62 Total Handling Value Paid: 26.10

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 103.72

Paid To Dealer for Claim: 103.72

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 18,666
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: 349127	Authorization Number: 0
Repair Order Date: 12/15/2005	AG Dealer Code: 56398
Repair Entry Date: 12/20/2005	

Defect Code: 3711044800

Defect Description: Active stabilizer bar ARS, front axle leaking

Defect Dealer Comments: C/S MESSAGE CAME ON RIGHT LAST NIGHT WHEN PICKING UP CAR, STATED TO CALL ROADSIDE BECUUSE OF LOSS OF POWER STEERTING \ \ REPLACED FR STABLIZER BAR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3711010	Removing and installing or replacing active stabilizer ba	12	12	\$148.44	\$0.00
Part	37116752800	Active stabilizer bar	1	1	\$536.20	\$214.48

Totals: Total Value Paid: 684.64 Total Handling Value Paid: 214.48

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 899.12

Paid To Dealer for Claim: 899.12

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 18,658
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 12/14/2005	AG Dealer Code: 56398
Repair Entry Date: 12/16/2005	

Defect Code: 6121001200

Chassis Number : D [REDACTED]

Defect Description: Vehicle battery permanent failure

Defect Dealer Comments: C/S KEY AT TIMES WILL NOT LOCK OR UNLOCK VEHICLE.. MESSAGE COMES ON SCREEN OF A KEY AND BATTERY, ALSO YELLOW SERVICE LIGHT IS ON. TEST BATTERY PERFORMED TEST BATTERY FAILED REPLACED BATTERY AMWHG-746DR TEST FOR DRAIN OK

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6121517	Replacing battery - with registering b	4	4	\$49.48	\$0.00
Part	61216924023	Original BMW AGM-battery	1	1	\$131.50	\$52.60
Labor	6121530	CHARGE BATTERY (BATTERY IN CAR)+	1	1	\$12.37	\$0.00
Labor	6120503	TEST STANDING VOLTAGE OF BATTERY	2	2	\$24.74	\$0.00
Labor	6100005	INSPECTION USING DIS	4	4	\$49.48	\$0.00

Totals: Total Value Paid: 267.57 Total Handling Value Paid: 52.60

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 320.17

Paid To Dealer for Claim: 320.17

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 18,202
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/30/2005	AG Dealer Code: 56398
Repair Entry Date: 12/06/2005	

Defect Code: 1115031500

Defect Description: Valve for crankcase venting permanent malfunction

Defect Dealer Comments: C/S AFTER A LONG DRIVE - ENGINE WILL MAKE A TICKING SOUND NOISE IS VERY NOTICABLE. \ \ TEST FOR FAULTS N62 TEST REPLACED CRANKCASE VENT VALVES

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	1115530	Sealing/replacing both control valves for engine venting	4	4	\$49.48	\$0.00
Part	11127547058	Repair kit, pressure regulating valve	2	2	\$20.20	\$8.08

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 69.68 Total Handling Value Paid: 8.08

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 77.76

Defect Code: 34117777MP

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: C/S FRONT BRAKE MESSAGE IS ON \ \ REPLACED FR PADS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$115.00	\$0.00
Part	34356755266	Brake pad wear sensor	1	1	\$17.90	\$0.00
Labor	0000612	Service, front brakes	8	8	\$98.96	\$0.00

Totals: Total Value Paid: 231.86 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 231.86

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: C/R TO PERFORM STANDARD SCOPE \ \ COMPLETED STANDARD SCOPE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$49.48	\$0.00

Totals: Total Value Paid: 49.48 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 49.48

Paid To Dealer for Claim: 359.10

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 17,949
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/09/2005	AG Dealer Code: 56398
Repair Entry Date: 11/12/2005	

Defect Code: 3411047900

Defect Description: Front brake pad wear sensor incorrect connection /contact

Defect Dealer Comments: C/S VEHICLE MAKES A LOUD SQUEAKING NOISE WHEN BRAKE IS APPLIED \ \ REMOVED FRONT BRAKE TO MODIFY FRONT BRAKE PAD SENSOR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	3699000	WT.36 SECTION	2	2	\$24.74	\$0.00
Labor	3435511	Replacing one brake pad sensor	1	1	\$12.37	\$0.00

Totals: Total Value Paid: 37.11 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 37.11

Paid To Dealer for Claim: 37.11

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 17,297
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/19/2005	AG Dealer Code: 56398
Repair Entry Date: 10/22/2005	

Defect Code: 0084250100

Defect Description: SIB #84-17-05 LBL 447 TCU CHECK AND REPLACE IF NECESSARY ON E65/E66 PROD FROM 08/28/02 TO 08/28/03

Defect Dealer Comments: PERFOOM SERVICE ACTION SIB# 84-17-05 LBL 447 TCU CHECK, NO REPLACEMENT NEEDED \ \ COMPLETED REPROGRAMMING

Chassis Number : D [REDACTED]

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0055251	Programming/encoding control modules	12	12	\$141.00	\$0.00

Totals: Total Value Paid: 141.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 141.00

Defect Code: 34217777MP

Defect Description: REAR BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: REPLACE REAR BRAKES AS PER CBS \ \ REPLACED REAR BRAKE PADS AND SENSOR

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000614	Service, rear brakes	12	12	\$141.00	\$0.00
Part	34356755267	Brake pad wear sensor	1	1	\$17.90	\$0.00
Part	34216768471	Repair kit, brake pads asbestos-free	1	1	\$100.50	\$0.00

Totals: Total Value Paid: 259.40 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 259.40

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: PERFORM STANDARD ENGINE OIL CHANGE AS PER CBS \ \ PERF OIL AND FILTER CHANGE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$44.55	\$0.00
Part	82141468858	WINDSHIELD WASHER FLUID	2	2	\$6.00	\$0.00
Labor	0000610	Engine oil service	4	4	\$47.00	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$11.90	\$0.00

Totals: Total Value Paid: 109.45 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 109.45

Chassis Number : D [REDACTED]

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM STANDARD SCOEP AS PER CBS// PERFORMED SCOPE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$47.00	\$0.00

Totals: Total Value Paid: 47.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 47.00

Paid To Dealer for Claim: 556.85

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 17,297
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 10/19/2005	AG Dealer Code: 56398
Repair Entry Date: 10/22/2005	

Defect Code: 85990066NA

Defect Description: REFUELING COSTS

Defect Dealer Comments: GAS FILL-UP

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Sublet	4	OIL,LUBRICANTS ETC			\$51.01	\$0.00

Totals: Total Value Paid: 51.01 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 51.01

Paid To Dealer for Claim: 51.01

Chassis Number : D [REDACTED]

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 13,468
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/30/2005	AG Dealer Code: 56398
Repair Entry Date: 07/02/2005	

Defect Code: 34000077MP

Defect Description: BRAKE FLUID CHANGE- FULL MAINTENANCE PROGRAM

Defect Dealer Comments: C/S PERFORM BRAKE FLUID FLUSH \ \ PERFORMED BRAKE FLUID FLUSH

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	81220142156	BRAKE FLUID	2	2	\$6.50	\$0.00
Labor	0000618	Brake fluid service	5	5	\$58.75	\$0.00

Totals: Total Value Paid: 65.25 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 65.25

Defect Code: 6121075900

Defect Description: Vehicle battery charge status too low / deep / slight

Defect Dealer Comments: C/S WHEN A/C IS ON THE BLOWER WILL CUT OUT COMPLETELY AT TIMES \ \ TEST BATTERY PEFORMED LOAD TEST BATTERY PASSES RECHARGED AMWOR-FCL11

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6120503	TEST STANDING VOLTAGE OF BATTERY	2	2	\$23.50	\$0.00
Labor	6121530	CHARGE BATTERY (BATTERY IN CAR)+	1	1	\$11.75	\$0.00
Labor	6100005	INSPECTION USING DIS	3	3	\$35.25	\$0.00

Totals: Total Value Paid: 70.50 Total Handling Value Paid: 0.00

Chassis Number : D [REDACTED]

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 70.50

Defect Code: 64310237MP

Defect Description: MICROFILTER REPLACEMENT

Defect Dealer Comments: C/S REPLACE MICRO FILTER WITH STANDARD SCOPE AS PER CBS. \ REPLACED BOTH MICRO FILTERS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	64116921019	MICROFILTER/ACTIVATED CARBON CONTAINER	1	1	\$38.00	\$0.00
Labor	0000616	Microfilter service	2	2	\$23.50	\$0.00

Totals: Total Value Paid: 61.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 61.50

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORMED STANDARD SCOPE.

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0000105	Service - standard scope	4	4	\$47.00	\$0.00

Totals: Total Value Paid: 47.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 47.00

Paid To Dealer for Claim: 244.25

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 10,248
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 01/18/2005	AG Dealer Code: 56398
Repair Entry Date: 01/20/2005	

Chassis Number : D [REDACTED]

Defect Code: 34117777MP

Defect Description: FRONT BRAKE PADS & ROTORS - MAINTENANCE PLAN

Defect Dealer Comments: C/S REPLACE FRONT BRAKE PADS AS PER CBS \ \ REPLACED BRAKE PADS,ROTORS AND SENSORS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	34116750267	Brake disc, ventilated	2	2	\$187.00	\$0.00
Part	34116764540	Repair kit, brake pads asbestos-free	1	1	\$112.00	\$0.00
Part	34356755266	Brake pad wear sensor	1	1	\$14.60	\$0.00
Labor	0000612	Service, front brakes	8	8	\$94.00	\$0.00

Totals: Total Value Paid: 407.60 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 407.60

Paid To Dealer for Claim: 407.60

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 8,993
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/18/2004	AG Dealer Code: 56398
Repair Entry Date: 11/24/2004	

Defect Code: 0061060200

Defect Description: SIB #61-03-04 LBL CODE 420 PGM CONTROL UNITS ON E65/E66 FROM START OF PRODUCTION TO 01/20/2004

Defect Dealer Comments: SIB #61-03-04 \ \ WP 2 12 0061060200

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0055512	PROGRAM CONTROL UNITS	10	10	\$117.50	\$0.00

Chassis Number : D [REDACTED]

Totals: Total Value Paid: 117.50 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 117.50

Paid To Dealer for Claim: 117.50

Claim Header:

Claim Number/Status: [REDACTED] (Paid)	Mileage: 8,993
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 11/18/2004	AG Dealer Code: 56398
Repair Entry Date: 11/24/2004	

Defect Code: 85990089MP

Defect Description: 1ST ENG OIL SERVICE-FULL MAINTENANCE

Defect Dealer Comments: C/S PERFORM BMW FIRST OIL SERVICE AS PER TO CBS \ CHECKED FOR ANY OPEN CAMPAIGNS \ 85990501MP PERFORMED SCOPE AND OIL

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Part	07510017866	Motor oil SAE 5W-30 Longlife 01	9	9	\$36.00	\$0.00
Part	11427511161	Set oil-filter element	1	1	\$10.10	\$0.00
Part	82141468857	WINDSHIELD WASHER FLUID	2	2	\$2.50	\$0.00
Labor	0000610	Engine oil service	4	4	\$47.00	\$0.00

Totals: Total Value Paid: 95.60 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 95.60

Defect Code: 85990501MP

Defect Description: STANDARD OPERATION MP

Defect Dealer Comments: PERFORM SCOPE

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
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Chassis Number : D [REDACTED]

Labor	0000105	Service - standard scope	4	4	\$47.00	\$0.00
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Totals: Total Value Paid: 47.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 47.00

Paid To Dealer for Claim: 142.60

Claim Header:

Claim Number/Status: [REDACTED] (Paid)

Claim Center ID: [REDACTED]

Repair Order Number: [REDACTED]

Repair Order Date: 09/08/2004

Repair Entry Date: 09/10/2004

Mileage: 7,429

Davis #: N/A

Authorization Number: 0

AG Dealer Code: 56398

Defect Code: 61610077MP

Defect Description: FT WIPER RUBBER INSERT-MP

Defect Dealer Comments: C/S WIPERS ARE NOT WORKING. CHECK AND REPORT. \ \ FOUND BOTH WIPER ARMS REPLACED INSERTS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	6161631	REP BOTH WINDSHIELD WIPER BLADE INSERTS+	1	1	\$11.75	\$0.00
Part	61610154440	WIPER BLADE	2	2	\$2.80	\$2.80

Totals: Total Value Paid: 14.55 Total Handling Value Paid: 2.80

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 17.35

Paid To Dealer for Claim: 17.35

Claim Header:

Chassis Number : D [REDACTED]

Claim Number/Status: [REDACTED] (Paid)	Mileage: 5,475
Claim Center ID: [REDACTED]	Davis #: N/A
Repair Order Number: [REDACTED]	Authorization Number: 0
Repair Order Date: 06/09/2004	AG Dealer Code: 56398
Repair Entry Date: 06/12/2004	

Defect Code: 6135920200

Defect Description: E60 E61 E63 E64 E65 E66 Various electrical problems

Defect Dealer Comments: C/S AIR BAG LIGHT IS ON \ \ UPDATED PROGRAMS AND CONTROL UNITS

Defect Item Type	Defect Item Code	Defect Item Description	Qty Claimed	Qty Accepted	Value Paid	Handling Value Paid
Labor	0054026	PROGR.C.U'S W/CAS+NAV	17	17	\$187.00	\$0.00

Totals: Total Value Paid: 187.00 Total Handling Value Paid: 0.00

Total Value Paid for Defect (Total Value Paid + Total Handling Value Paid): 187.00

Paid To Dealer for Claim: 187.00