

BMW OF SAN FRANCISCO

1675 Howard St.
San Francisco, CA 94103
(415) 863-9000



SERVICE INVOICE

NO VEHICLES RELEASED AFTER SERVICE HOURS.

NOTICE TO CONSUMER • PLEASE READ IMPORTANT INFORMATION ON BACK
TERMS: CASH - UNLESS PRIOR ARRANGEMENTS MADE -
• B. A. R # AA 002754 EPA # CA 0000138404

| | | | | | |
|-----------------|----------------|---|----------------------------|---------------------------------|------------------------------------|
| CUSTOMER No. | | ADVISOR CEDRIC TONG | TAG No. 617 1496 | INVOICE DATE 08/27/10 | INVOICE No. BMCS540278 |
| | | LABOR RATE | LICENSE No. | MILEAGE 1,058 | COLOR GRAPHITE/ |
| | | YEAR / MAKE / MODEL 11/BMW/550i | | | DELIVERY DATE 08/07/10 |
| | | VEHICLE I.D. No. | | | SELLING DEALER NO. 86335 |
| | | | | | PRODUCTION DATE 06/01/10 |
| | | | | | R.O. DATE 08/24/10 |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | |

MO: 1058

LABOR & PARTS

J# 1 32BMZ

*STEERING DIAG

TECH(S):999325

WARRANTY

CLIENT REPORTS VEHICLE PULLS TO RIGHT ON NEUTRAL CROWN. REPORTS HEARING RUBBING/FRICTION NOISE TURNS/SLOW ROAD TESTED VEHICLE ON FREEWAY AND VERIFIED CUSTOMER'S COMPLAINT. FOUND VEHICLE TO DRIFT TO THE RIGHT ON FLAT ROADS WITH NO CROWNS. CHECKED TIRE PRESSURE, TIRE PRESSURES SET AT 35PSI FRONT AND 38PSI REAR. PLACED VEHICLE ON 4 WHEEL ALIGNMENT RACK AND CHECKED ALIGNMENT, ALIGNMENT IS SET TO BMW SPECIFICATIONS, NO ADJUSTMENT NEEDED. RTE. VINCENT GOZZO WAS CONTACTED AND A LIST OF MECHANICAL ADJUSTMENTS WERE PROVIDED. SWAPPED FRONT TIRES FROM LEFT TO RIGHT AND ROTATED BOTH FRONT STRUTS COUNTER-CLOCKWISE AS PER INSTRUCTIONS. ROAD TESTED VEHICLE AGAIN AND VEHICLE STILL CONTINUES TO DRIFT TO THE RIGHT. PERFORMED ANOTHER ADJUSTMENT AS PER RTE INSTRUCTIONS, REMOVED BOTH FRONT STRUTS AND COMPRESSED THE SPRING TO ROTATE THE LOWER SECTION OF THE STRUT ASSEMBLY TO THE LEFT BY 10MM. REINSTALLED BOTH STUTS & ROAD TESTED VEHICLE AGAIN. SWAPPED A COMPLETE SET OF WHEELS FROM A F01 TO VEHICLE AND ROAD TESTED VEHICLE, VEHICLE STILL DRIFTS TO THE RIGHT. PuMa CASE #3413692 STARTED, RTE IS TO INSTALL NEW SOFTWARE TO VEHICLE'S EPS MODULE. RTE INSTALLED NEW SOFTWARE FOR EPS AND ROAD TESTED VEHICLE AGAIN. VEHICLE CURRENTLY DOES NOT DRIFT TO EITHER SIDE.
11 FRU 32 00 155; 11 FRU 31 31 515; 12 FRU 31 99 000

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 55BMZ-ITEMS

PERSONAL ITEMS

TECH(S):999325

INTERNAL

PLEASE REMOVE ALL PERSONAL ITEMS FROM YOUR VEHICLE. BMW OF SAN FRANCISCO ASSUMES NO RESPONSIBILITY FOR ANY ITEMS LEFT

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 55BMZ-WASHCAR

WASH CAR

TECH(S):999325

INTERNAL

YOUR SERVICE ADVISOR WILL ARRANGE A COMPLIMENTARY EXTERIOR WASH. ASK US ABOUT OUR DETAIL DEPARTMENT & AUTO POLISHING. COURTESY CAR WASH COMPLETED

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 51BMZ-LIC

LIC PLATE BRACKET

TECH(S):999325

INTERNAL

INSTALL FRONT LICENSE PLATE BRACKET AND NECESSARY HARDWARE AS REQUESTED
INSTALLED FRONT LICENSE PLATE BRACKET AS NEEDED.

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 02BMZ

MINOR SERVICES

TECH(S):999325

INTERNAL

REMOVE FILM ON INSIDE OF DRIVER'S WINDOW.
REMOVED STICKY RESIDUE FROM DRIVER'S INSIDE WINDOW AS PER CUSTOMER'S REQUEST.

JOB # 5 TOTAL LABOR & PARTS 0.00