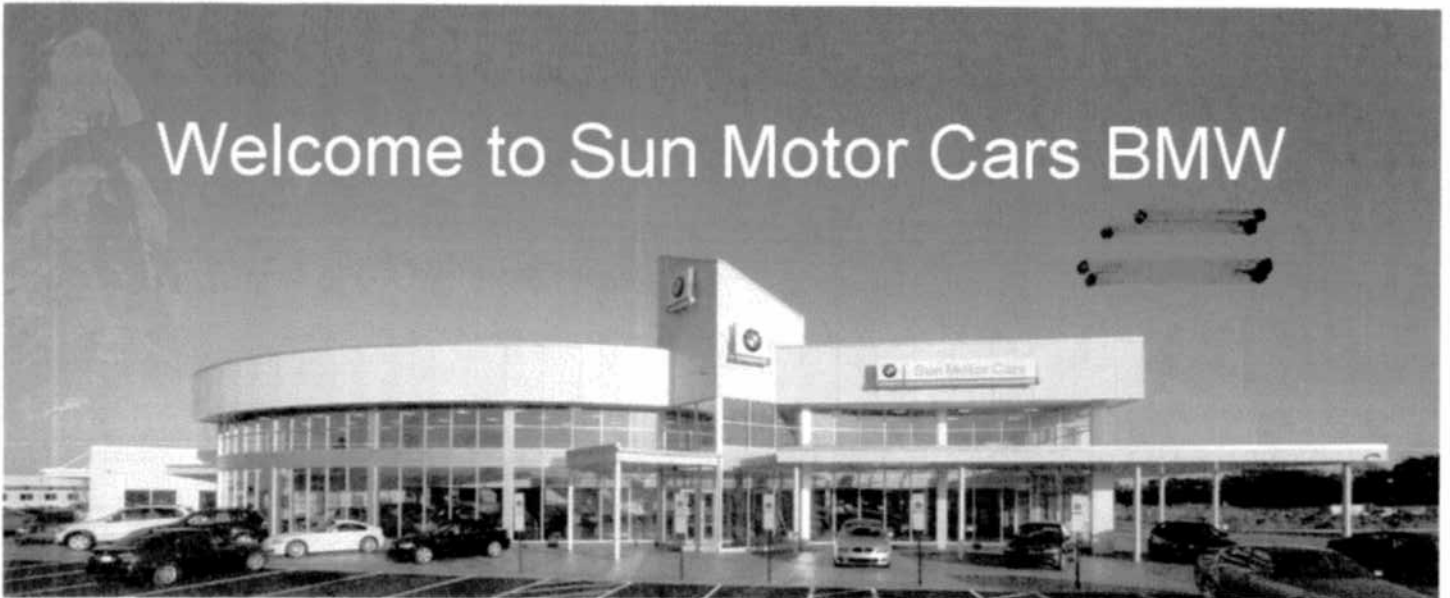


Welcome to Sun Motor Cars BMW



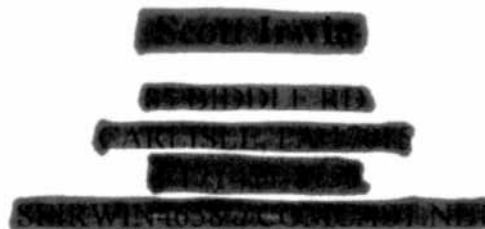
Thank you for allowing Sun BMW to maintain your BMW 325xi. In our effort to keep your BMW operating at peak performance, we have assembled this Recommended Action Plan. Use the following legend:

Pass = Item is new or "like new"

Caution = An item that is dirty or showing signs of wear that would benefit from being serviced, but is still doing what it is designed to do

Fail = An item that has worn below its minimum specification or is not doing what it is designed to do

Sun Service Value Pricing Guarantee. If you find better pricing at another store we would appreciate the opportunity to compare value and earn your business.



Tim Doupe

Service Advisor

TDoupe@sunmotorcars.com

Matt Gould

BMW Certified Technician



Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ A. REPLACE SPARK PLUGS (reset CBS as needed)
- ✓ B. Complimentary CAR WASH and VACUUM performed (\$15.00 value).
- ✓ C. Sun Motors BMW Courtesy Vehicle Report
- ✓ D. [REDACTED] SEN..DROP
- ✓ E. [REDACTED]



Package Results

Sun Motors BMW Courtesy Vehicle Report

| Passed Task | Observation | Recommendation |
|------------------------------------|--|----------------|
| State Inspection Stickers | State Inspections current. Due more than 60 days from today. | |
| Check and adjust all tire pressure | Set tire pressures to recommended psi - Check tire pressures monthly | |

Passed Tasks

- ✓ State Inspection Stickers
- ✓ Check and adjust all tire pressure
- ✓ Fill windshield washer fluid



Previously Declined Recommendations

We have kept a close watch on your maintenance history and believe that these previously recommended actions should still be performed:

| Recommendation | Declined | Approved |
|--|----------|----------|
| DIAGNOSE DRIVETRAIN VIBRATION [REDACTED] | X | |
| DIAGNOSE ELECTRICAL/CHARGING SYSTEM ISSUE [REDACTED] | X | |
| PERFORM INTAKE TRACT SMOKE TESTING [REDACTED] | X | |
| REMOVE DRIVESHAFT, REPLACE CENTER BEARING [REDACTED] | X | |
| REPLACE ALL SPARK PLUGS, CLEAR FAULTS AND RE TEST. IGNITION CO | | X |
| REPLACE B+ JUMP POINT, NUT AND CABLE TO THE ALTERNATOR | X | |
| REPLACE DRIVERS SIDE MIRROR GLASS | X | |
| REPLACE LOWER INTAKE AIR BOOT | X | |

| Recommendation | Declined | Approved |
|---|----------|----------|
| Replace oil fill cap | X | |
| REPLACE PASSENGER SIDE MIRROR GLASS | X | |
| Replace transmission mount | X | |
| Replace air filter element | X | |
| Replace power steering hose (reservoir to pump) | X | |
| Reseal oil filter housing | X | |
| Replace valve cover gasket | X | |
| Diagnose engine oil leak | X | |
| Repair brake light wiring | X | |
| Replace front caliper guides | X | |
| Perform oil service | X | |
| Perform Inspection 1 | X | |
| Perform Inspection 2 | X | |
| Replace cabin/HEPA micro filter | X | |
| Perform four wheel alignment | X | |
| Replace control arm bushings | X | |
| Replace front lower control arm bushings | X | |
| Replace fan clutch | X | |
| Replace vanos supply line | X | |



Additional Information

Below is information we feel would help you better understand some of the reasons for taking preventive maintenance steps -- steps that help to ensure the reliability and safety of your vehicle for you and your family.

** The following section may contain instructions for servicing various components of your vehicle. These are an overview of the process that will be performed by a skilled technician in our shop. They are not intended to be a guide for a "do-it-yourself" operation.

Operation Description:

Determine where the engine oil is leaking from. Repair the leak according to the manufacturer's service information. Top off the engine oil, and then take the vehicle for a test drive. Recheck the oil leak to verify that it has been effectively repaired.

Significance:

Engine oil leaks under your vehicle can indicate that a seal, gasket, or component has failed and needs to be repaired or replaced. Engine oil leaks leave a mess in your driveway, but more importantly, when they are ignored, they can lead to major engine damage.

Advantage:

Repairing engine oil leaks helps keep your vehicle reliable and your driveway clean. Repairing an engine oil leak can also help you avoid the expensive repairs arising from running an engine that is low on oil. Running an engine low on oil can lead to complete engine failure.



Removing a leaking rear main seal



New rear main seal

Operation Description:

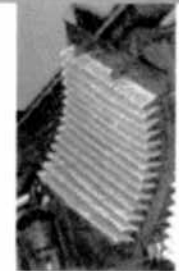
Access the cabin or pollen filter according to the vehicle manufacturer's service information. This usually involves opening the glove box and removing the bolt to lower the door. Remove the old cabin air filter from its housing. Replace with new cabin air filter. Replace the bolt to attach the glove box door. Close the glove box door. Clean the housing of all dust and debris. Install the new pollen filter into its housing.

Significance:

The cabin or pollen filter is designed to filter out dust, pollen and other particles that would normally make their way into your vehicle through the heating, ventilation and air conditioning (HVAC) systems. Pollen filters work very well, but need to be replaced as part of a scheduled maintenance program. Restricted and dirty pollen filters put a strain on the blower motor, which can cause it to be excessively noisy and even fail prematurely. This kind of strain on a blower motor can also cause problems with the vehicle wiring and electrical system, due to the excessive amperage required for the blower motor to function. Replacing the blower motor can be very expensive on some vehicles.

Advantage:

A clean cabin or pollen filter can be very effective at keeping dust, pollen, and other unwanted particles from entering the interior of your car. Also, your blower motor will generate a higher volume of airflow, boosting the efficiency and effectiveness of your HVAC systems.



A dirty and clogged cabin air filter



A clean cabin air filter

Air filter replacement

AI-28

Operation Description:

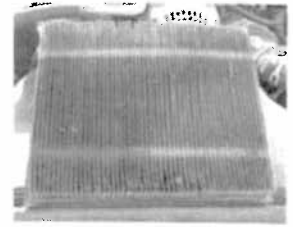
Remove the air filter element from the air filter housing. Clean the air filter housing and inspect the fresh air duct hose for damage, dirt, or obstructions. Inspect the warm air intake hose for signs of deterioration. Install a new filter element, and then reinstall the air filter housing access panel.

Significance:

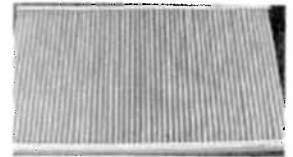
A dirty or clogged air filter can affect the fuel economy and overall vehicle performance. Both diesel and gasoline powered engines are designed to maintain a specific air-fuel ratio. A restricted air filter can affect the way the engine maintains the correct air-fuel mixture. If the air filter is restricted, the fuel mileage and overall vehicle drivability can deteriorate rapidly.

Advantage:

Replacing your air filter element is a quick and effective way to keep your engine running at its peak performance. A clean air filter helps your engine work more efficiently by letting the airflow get to the engine with no restrictions. A clean air filter can also prolong the life of your engine.



Dirty and restricted air filter



New air filter

Engine or transmission mount replacement

AI-30

Operation Description:

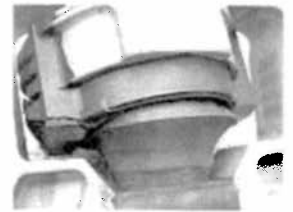
Remove the weight of the engine and transmission from the mounts. Remove the worn engine mounts. Install the new mounts according to the manufacturer's service information.

Significance:

Engine and transmission mounts secure the engine and powertrain to the vehicle frame. These mounts limit engine movement, resulting in reduced noise and vibration. Engine and transmission mounts also align the powertrain for optimal performance under various engine load and torque transfer conditions.

Advantage:

Late model vehicles offer very little engine clearance under the hood. A broken mount can allow the engine to move and cause damage to the engine and body of the vehicle. Engine and transmission mounts are tough components, but constant vibration and changes in temperature can weaken engine mounts over time. Serious engine or powertrain damage can be prevented by replacing a worn or damaged engine mount.



Worn engine mount



New engine mount

Operation Description:

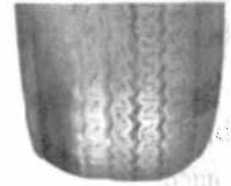
Inspect the front and rear suspension components for any signs of wear or damage. Using specialized wheel alignment equipment, adjust the suspension and wheels to the vehicle manufacturer's specifications.

Significance:

Vehicle suspensions can wear with age and repeated heavy use. Rough road surfaces and an occasional pothole can change the vehicle's wheel alignment. A wheel alignment can improve your steering control and overall vehicle handling. It can also help prevent abnormal tire wear by bringing the vehicle suspension components back to the vehicle manufacturer's specifications. This important step will keep your vehicle driving the way it was designed to. An alignment is necessary any time a worn suspension part is replaced.

Advantage:

Even slightly worn suspension components can affect the vehicle's wheel alignment. This can lead to premature wear of tires and reduce overall vehicle comfort and safety. A vehicle with worn-out suspension parts can be unsafe to drive. Maintaining your vehicle suspension and performing regular wheel alignments and tire rotations can keep your vehicle safe and reliable.



Abnormal tire wear from bad alignment



Wheel alignment

Operation Description:

Carefully lift the vehicle using an approved automotive lift. Inspect control arm bushings for cracks. Remove any worn suspension components according to the vehicle manufacturer's instructions. Install the new components and perform a wheel alignment. Test drive the vehicle.

Significance:

Your front suspension needs to work in harmony with the steering and shock absorbers or struts to give you a confident safe ride.

Advantage:

New suspension parts will reduce tire wear and may eliminate a pesky noise. It will also improve ride quality.



Worn or cracked bushing



New bushing

Operation Description:

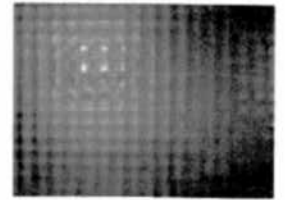
Diagnosing electrical problems is like detective work. It often takes some time to find where the problem may lie. The electrical systems in today's vehicles are more like computer networks than ever before. To save wiring and weight in today's vehicles, the electrical system and electronics are set up as LANs (local area networks) and CANs (controller area networks). Your dealer has the equipment and knowledge to track down and diagnose problems in your vehicle.



Brake indicator light on your dash lets you know of a problem

Significance:

This is about safety. Having your brake lights in perfect working order isn't a luxury... it is a necessity. When you have to stop, your brakes alert those behind you and prevent accidents. Imagine what could happen if your brake lights failed! Additionally, it can also save you from getting a ticket.



Bright brake lights demand attention

Advantage:

Your service department inspects your brake lights every time you visit. Your safety is important to us. Sometimes it is as simple as replacing a bulb. But when it goes beyond that, we have the expertise and technical equipment to track down the problem and get you back on the road safely.

Operation Description:

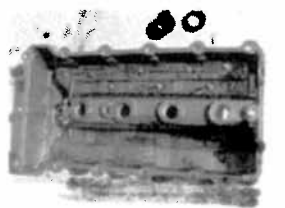
Remove valve cover bolts and valve cover. Clean out excess oil. Clean all mating surfaces. Replace valve cover gasket and inspect interior O rings. Inspect all surfaces for cracks and deterioration.



Removing a valve cover to replace gasket

Significance:

Over time, the gasket that seals the valve cover to the head assembly wears and eventually fails. Typically this allows oil to leak from the valve cover, but sometimes the leak occurs in the spark plug wells. If the dipstick is reading low and there's no sign of oil smoke, you may have an oil leak. One common place for oil leaks is from where the valve cover meets the cylinder head.



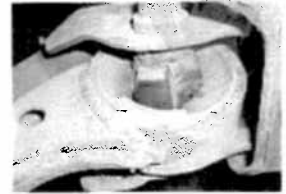
New valve cover gasket

Advantage:

Intake and exhaust valves open and close rapidly while the engine is running. This extreme mechanical activity requires oil for lubrication. All this happens under the valve cover. The valve cover gasket seals the oil between the engine and the valve cover. After time and many miles, the valve cover gasket can dry out and crack. When this happens, all the oil flying around inside the valve cover will escape, leaving you with an ugly oil leak.

Operation Description:

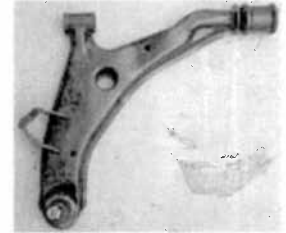
Lift the vehicle using an approved automotive lift. Remove the lower control arm. Install a new lower control arm, restoring the vehicle's original handling capabilities. Test drive the vehicle to verify the repair.



Worn lower control arm

Significance:

The components that make up your suspension are very important to the performance of your vehicle. They allow movement of the suspension to occur when driving over bumps and turning. They also keep your vehicle going straight down the highway. Damaged or degraded suspension components can cause your tires to wear out prematurely. They can also cause your vehicle to wander or pull to one side as you drive. If a worn suspension component is not replaced in a timely manner, your vehicle can become unsafe to drive. If a worn-out suspension or steering component breaks when driving down the road, you may not be able to control or steer your vehicle, and thereby run the risk of getting in an accident and doing additional damage to your vehicle.



Lower control arm

Advantage:

Even slightly worn suspension components will cause your tires to wear out prematurely. Safety is number one when it comes to you and your family. A vehicle with worn control arm bushings can be unsafe to drive. Maintaining your front and rear suspension helps keep your vehicle safe and reliable.

 **Recommended Services**

Our technicians recommend the following services for your vehicle.

| Original Customer Requests | Status | Cost | Declined | Approved |
|---|--------|----------|----------|----------|
| A. REPLACE SPARK PLUGS (reset CBS as needed) | | \$0.00 | | X |
| B. Complimentary CAR WASH and VACUUM performed (\$15.00 value). | | \$0.00 | | X |
| C. Sun Motors BMW Courtesy Vehicle Report | | \$0.00 | | X |
| D. 717-8150 ..SEN..DROP | | \$0.00 | | X |
| E. 717-421-8150 | | \$0.00 | | X |
| Previously Declined Recommendations | Status | Cost | Declined | Approved |
| DIAGNOSE DRIVETRAIN VIBRATION | Fail | \$171.11 | X | |
| DIAGNOSE ELECTRICAL/CHARGING SYSTEM ISSUE | Fail | | X | |
| REMOVE DRIVESHAFT, REPLACE CENTER BEARING | Fail | \$447.00 | X | |
| REPLACE B+ JUMP POINT, NUT AND CABLE TO THE ALTERNATOR | Fail | | X | |
| REPLACE LOWER INTAKE AIR BOOT | Fail | \$186.00 | X | |

| Previously Declined Recommendations | Status | Cost | Declined | Approved |
|--|---------|-------------------|-----------------|-----------------|
| Replace oil fill cap | Fail | \$21.00 | X | |
| Reseal oil filter housing | Fail | \$14.00 | X | |
| Replace air filter element | Fail | \$64.00 | X | See AI-28 |
| Replace valve cover gasket | Fail | \$88.00 | X | See AI-105 |
| Replace vanos supply line | Fail | \$88.00 | X | |
| Repair brake light wiring | Fail | | X | See AI-89 |
| Perform Inspection 2 | Fail | | X | |
| Perform Inspection 1 | Fail | \$480.00 | X | |
| Diagnose engine oil leak | Fail | \$110.00 | X | See AI-9 |
| Perform oil service | Fail | \$130.00 | X | |
| Replace fan clutch | Fail | \$267.00 | X | |
| Perform four wheel alignment | Fail | \$130.00 | X | See AI-35 |
| Replace control arm bushings | Fail | \$426.00 | X | See AI-78 |
| PERFORM INTAKE TRACT SMOKE TESTING | Caution | \$186.00 | X | |
| REPLACE ALL SPARK PLUGS. CLEAR FAULTS AND RE TEST. IGNITION COIL REPLACEMENT MAY BE REQUIRED IF VEHICLE STILL RUNS ROUGH | Caution | \$339.00 | | X |
| REPLACE DRIVERS SIDE MIRROR GLASS | Caution | \$146.00 | X | |
| REPLACE PASSENGER SIDE MIRROR GLASS | Caution | \$166.00 | X | |
| Replace power steering hose (reservior to pump) | Caution | \$185.00 | X | |
| Replace transmission mount | Caution | \$408.11 | X | See AI-30 |
| Replace front caliper guides | Caution | \$237.00 | X | |
| Replace cabin/HEPA micro filter | Caution | \$98.00 | X | See AI-18 |
| Replace front lower control arm bushings | Caution | \$426.00 | X | See AI-152 |
| Totals, Taxes and Fees | | Cost | Declined | Approved |
| Estimate Subtotal | | \$4,813.22 | \$4,474.22 | \$339.00 |
| Tax | | \$288.79 | | |
| Estimate Total | | \$5,102.01 | | |

For "See AI-" items see the "Additional Info"



Professional Detail Service Specials

BMW Service

BMW Service
1-800-854-2667



Add to your service order today with these current offers:

\$75 Exterior Hand wax and clean

Includes complete car wash, clean wheels and dress tires, clean windows inside and out, vacuum interior, hand wax exterior paint with premium BMW wax.

\$125 Exterior Buff and Wax

Regular price \$180.00

Upgrade for an addition \$50. Our compound buffing process with help remove light scratches, tar and contaminants from the paint and restore a brilliant finish. Additionally includes a complete car wash, clean wheels and dress tires, clean windows inside and out, vacuum interior, buff and wax exterior paint with premium BMW wax.

\$239⁹⁹ Complete Detail

Interior shampoo and exterior buff and wax. Regular price \$280.00

This is the ultimate package to restore that NEW CAR look and feel. This package includes the exterior buff and wax process as described above plus a complete interior cleaning including - shampoo all interior carpeting including floor mats and trunk, treat and clean all interior panels (dash, door, armrest, cup holders), clean all vents, clean and treat all seating and leather, dress engine bay.

Taxes additional for all packages.



Sun Motor Cars BMW
6691 Carlisle Pike,
Mechanicsburg PA 17050
Phone 717-697-2300
bmw.sunmotorcars.com

**Center of
2010 Excellence**



Sun Motor Cars is a winner of the 2010 Center of Excellence Award - recognizing those who have achieved the highest level of customer satisfaction, outstanding brand presentation, and operational excellence.