

CUSTOMER #: 9176972631  
UNIT# 140265

886944



\*INVOICE\*

BMW of Manhattan, Inc.

67 Wall Street · New York, NY 10005  
Phone: (212) 509-1900  
www.bmw-nyc.com

RAYMOND C OLSEN  
201 W 72ND ST APT 12E  
NEW YORK, NY 10023-2767  
HOME: 917-697-2631 CONT: 917-697-2631  
BUS: CELL: 917-697-2631

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N.Y.S. LIC. NO. 7055585

SERVICE ADVISOR: 2362 Christian Nguyen

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
BLACKS34	14	BMW M5		WBSFV9C55ED097339	GKC4346	18742/18765		LC1043
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
06AUG13 DD			16:00 14JUN16			179.95	CASH	21JUN16
R.O. OPENED		READY		OPTIONS: SOLD-STK:140265 DLR:65775 TRN:A				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
Check tires, fluids and update service reminders as needed							
TFR Check tires, fluids and update service reminders as needed							
1 INTS							
18742 CTP CTF							
(N/C)							

B	CUSTOMER STATES THAT THE VEHICLE WILL NOT ENGINE BRAKE WHEN COASTING						
	FYI line for information only						
	1 INTS						
	(N/C)						

18765 PER PUMA NORMAL OPERATION Vehicle history, Has had Dinantronic stage 2 installed. Previous visits, We have physically removed the Dinan software and wiring and customer test drove the vehicle and still feel little to no engine braking when downshift at highway speeds. Last visit no faults where stored related to the DCT or DME. We did drive the vehicle and was able to note that at highway speed cruising and downshifting 1 gear to slow vehicle down for slower traffic engine will not exhibit engine braking. Customer has brought vehicle to an independent shop and using BMW diagnostic software noted that Clutches will go to 'open' at time after a downshift at highway speeds when issue is occurring. Vehicle is back today for further diagnosis. I hooked up ISTA and test drove vehicle. I observed DKG clutch 1 and 2 during test drive. We accelerated, cruised and downshifted, noted 1x during downshifting and engine braking both clutch 1 and 2 readings stated 'open' all other times engine braking was felt and clutch reading stated 'torque transfer'. Vehicle was previously updated and the Dinan software is updated and currently installed. SUBMITTED PUMA CASE 62714586, PER PUMA Our suggestion is to remove the Dinan SW completely for the further diagnostic. Then, please test drive again to monitor the Clutch 1 and 2. If it would still sometimes open, swap all tires with a known-good set and try test driving. DISCONNECTED DINAN SOFTWARE, INSPECTED WHEELS AND TIRES, NOTED OEM COMPETITION WHEELS INSTALLED WITH OEM MICHELIN PILOT SPORT TIRES, TREAD OVER 7/32NDS. TEST DROVE VEHICLE. NOTED NO CHANGED, UPDATED PUMA CASE, PER PUMA, At this time reviewing the concern and the fasta It

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



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09:57 13JUN16		16:17 21JUN16							

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would be best to no longer continue diagnosis as the concern is normal operation because the vehicle has rev matching function which you are not going to have the sensation of engine braking when downshifting because the the DME is going to open the valve lift and the variables vary greatly in operation with correspondence to the driver experience profile setting. Under this circumstance you may feel engine braking at times but not under all circumstances. The concern is normal and no longer requires any additional diagnosis. DISCUSSED WITH TSE, NOTED TSE AGREEMENT WITH PUMA CASE FINDINGS. RELEASED VEHICLE BACK TO CUSTOMER							

\*\*\*\*\*

C LOANER C90 RELEASED ON 06/13/16 WITH FULL GAS. RA#20021

SSV Service substitute vehicle

1 INTS

(N/C)

\*\*\*\*\*

CUSTOMER HAS RESERVED A LOANER Thank you for servicing your vehicle at BMW / of Manhattan. As a part of our family, we value your feedback. Please do not hesitate to let us know if there is anything we could have done to make your experience with us an excellent one. Thank You!

JUN 22 2016  
SV 8:39 NYC

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	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.		LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
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			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE	0.00
			SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	0.00

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