



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository

2005 NOV 27 94 2: 45  
21-NOV-2005

Reference No.  
10143354

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City EAST SOUND

State WA

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized signature, please print your name and address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 12/1/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

WBAFR334EYL [REDACTED]

Make

BMW

Model

X5

Model Year

2000

Date Purchased  
01-DEC-01

Dealer's Name and Telephone Number  
BMW 206-777-1450

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

Dealer's City  
SEATTLE

State  
WA

Zip Code

Transmission Type  
AUTOMATIC

Antilock Brakes  
 Cruise Control

Powertrain  
4 WHEEL DRIVE

Vehicle Component Code

136000 VISIBILITY:WINDSHIELD WIPER/WASHER

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
10-NOV-2003

Failure Mileage  
50000

Failure Speed  
0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes  No

Yes  No

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT: THE CONTACT STATED THE WINDSHIELD WIPERS COMPLETELY AND RANDOMLY FAILED TO WORK. THE WINDSHIELD WIPER QUIT FOUR TIMES IN TWO YEARS. THE FIRST TIME THIS HAPPENED THE BMW DEALERSHIP REPLACED THE MOTOR. IT QUIT AGAIN ABOUT SIX MONTHS LATER. SINCE THEN THE DEALER HAS NOT BEEN ABLE TO DUPLICATE THE PROBLEM; MOSTLY BECAUSE IS DID OCCUR RANDOMLY. \*AK

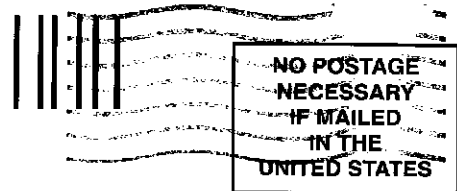
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The Wipers stop working randomly in rainy conditions. Only after turning the Engine off and restarting it, they are working again! The first Failure happened in Winter 02-03 on Hwy 2 outside of Monroe WA in heavy Rain and Truck-traffic in both directions. I almost crashed due to zero visibility. BMW of Seattle replaced the Wiper-motor, they where unable to duplicate the Fault in the water-tunnel! It happened three more times since then. Twice on the Freeway with Children in the Car. An Accident was just narrowly avoided while looking for a shoulder to pull over. We feel that the Vehicle is not safe to Drive in bad weather!  
Dec. 6th 05 the car will be at BMW of Seattle again.



U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300

**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



**VEHICLE OWNER'S QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

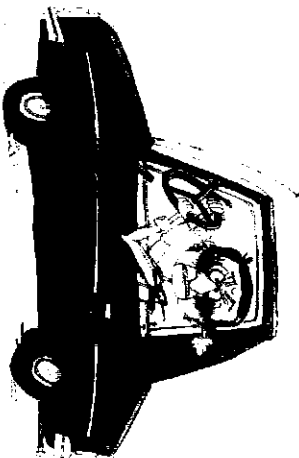
TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**  
**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
[www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)