



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

04-SEP-2008

Repository ☐

Reference No.
10240874

OWNER INFORMATION (Type or Print)

Name

Address

City JACKSONVILLE

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same

Do you authorize NHTSA
In the absence of an authorized
Signature of Owner

manufacturer of your vehicle? ☐ YES ☒ NO
your name or address to the vehicle manufacturer.

Date 09/19/08

VEHICLE INFORMATION

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

WBXPA934X4W

Make
BMW

Model
X3

Model Year
2004

Date Purchased

June 2007

Dealer's Name and Telephone Number

Tom Bush BMW 904-777-2500

Engine:

No: Cylinders 6

Fuel Type:

91 min.
Premium

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code
140000 AIR BAGS

Multiple Failure: Yes

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
03-SEP-2008

Failure Mileage
68000

Failure Speed
0

Drivers Side Front and Side
Airbags

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

☒ Yes ☐ No

Fire

☐ Yes ☒ No

Number of Persons Injured

1

Number of Deaths

0

Reported to Police

Y

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).

TL- THE CONTACT OWNS A 2004 BMW X3. THE CONTACT STATED THAT THE VEHICLE WAS IMPACTED AND THE ROLLED OVER SEVERAL TIMES
BUT THE DRIVER SIDE NOR PASSENGER SIDE AIR BAGS DEPLOYED. THE CONTACT SUSTAINED INJURIES TO THE NECK, HEAD AND UPPER
BACK. THE VEHICLE SUSTAINED MAJOR DAMAGE. THE CURRENT AND FAILURE MILEAGE IS 68000. JP

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 to 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.

503. North Ellis Rd
SA FL 32259

- ☐ LAW ENFORCEMENT SHORT FORM REPORT
☐ DRIVER REPORT OF TRAFFIC CRASH
☒ DRIVER EXCHANGE OF INFORMATION

DO NOT WRITE IN THIS SPACE

Time & Location	DATE OF CRASH 09/03/2008	TIME OF CRASH 09 : 24 ☒ AM ☐ PM	TIME OFFICER NOTIFIED 09 : 27 ☒ AM ☐ PM	TIME OFFICER ARRIVED 09 : 44 ☒ AM ☐ PM	INVEST. AGENCY REPORT NUMBER 836546	HSMV CRASH REPORT NUMBER 80099799
	COUNTY / CITY CODE 0238	FEET or MILE(S) N S E W of JACKSONVILLE (J-3)	CITY OR TOWN (Check if in City or Town) ☒			COUNTY DUVAL
	AT NODE NO. or FEET or MILE(S) FROM NODE NO. NEXT NODE NO. NO. OF LANES 6	1. DIVIDED ON STREET ROAD OR HIGHWAY 2. UNDIVIDED SR#15/ ROOSEVELT BLVD				
	AT THE INTERSECTION OF (street, road or highway) or FEET MILE(S) ORTEGA FOREST			FROM INTERSECTION OF (street, road or highway) N S E W		

Section 1 Vehicle Pedestrian	YEAR 2004	MAKE BMW	TYPE 03	VEH. LICENSE NUMBER	STATE FL	VEHICLE IDENTIFICATION NUMBER WBXPA934X	18. Undercarriage 19. Overturn 20. Windshield 21. Trailer SHOW FIRST POINT OF VEHICLE DAMAGE 1,2,3,4,5,6,7, 1	
	EST. VEHICLE DAMAGE 10000							
	MOTOR VEHICLE INSURANCE COMPANY (LIABILITY OR PIP) USAA						POLICY NUMBER	
	NAME OF VEHICLE OWNER (Check Box if Same As Driver) ☒ CURRENT ADDRESS (Number and Street) CITY AND STATE ZIP CODE ENTERPRISE AL						1. Tow Rotation List 3. Driver 2. Tow Owner's Request 4. Other 1	
Section 2 Vehicle Pedestrian	NAME OF DRIVER (Take From Driver License) / PEDESTRIAN CURRENT ADDRESS (Number and Street) CITY AND STATE AND ZIP CODE ENTERPRISE AL						DATE OF BIRTH	
	DRIVER LICENSE NUMBER						STATE DL TYPE DRIVER'S PHONE NO. RACE SEX INJ. S. EQUIP. EJECT.	
	YEAR MAKE TYPE VEH. LICENSE NUMBER STATE VEHICLE IDENTIFICATION NUMBER						18. Undercarriage 19. Overturn 20. Windshield 21. Trailer SHOW FIRST POINT OF VEHICLE DAMAGE 1	
	EST. VEHICLE DAMAGE 10000							

Section 2 Vehicle Pedestrian	YEAR 2007	MAKE PORS	TYPE 01	VEH. LICENSE NUMBER	STATE FL	VEHICLE IDENTIFICATION NUMBER WP0AD2998TS	18. Undercarriage 19. Overturn 20. Windshield 21. Trailer SHOW FIRST POINT OF VEHICLE DAMAGE 1	
	EST. VEHICLE DAMAGE 10000							
	MOTOR VEHICLE INSURANCE COMPANY (LIABILITY OR PIP) NATIONWIDE MUTUAL FIRE INS. CO.						POLICY NUMBER	
	NAME OF VEHICLE OWNER (Check Box if Same As Driver) ☒ CURRENT ADDRESS (Number and Street) CITY AND STATE ZIP CODE JACKSONVILLE FL						1. Tow Rotation List 3. Driver 2. Tow Owner's Request 4. Other 1	
Section 3 Vehicle Pedestrian	NAME OF DRIVER (Take From Driver License) / PEDESTRIAN CURRENT ADDRESS (Number and Street) CITY AND STATE AND ZIP CODE JACKSONVILLE FL						DATE OF BIRTH	
	DRIVER LICENSE NUMBER						STATE DL TYPE DRIVER'S PHONE NO. RACE SEX INJ. S. EQUIP. EJECT.	
	YEAR MAKE TYPE VEH. LICENSE NUMBER STATE VEHICLE IDENTIFICATION NUMBER						18. Undercarriage 19. Overturn 20. Windshield 21. Trailer SHOW FIRST POINT OF VEHICLE DAMAGE 1	
	EST. VEHICLE DAMAGE 10000							

Section 3 Vehicle Pedestrian	YEAR 2007	MAKE PORS	TYPE 01	VEH. LICENSE NUMBER	STATE FL	VEHICLE IDENTIFICATION NUMBER WP0AD2998TS	18. Undercarriage 19. Overturn 20. Windshield 21. Trailer SHOW FIRST POINT OF VEHICLE DAMAGE 1	
	EST. VEHICLE DAMAGE 10000							
	MOTOR VEHICLE INSURANCE COMPANY (LIABILITY OR PIP) NATIONWIDE MUTUAL FIRE INS. CO.						POLICY NUMBER	
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	MOTOR VEHICLE INSURANCE COMPANY (LIABILITY OR PIP) NATIONWIDE MUTUAL FIRE INS. CO.						POLICY NUMBER	
	NAME OF VEHICLE OWNER (Check Box if Same As Driver) ☒ CURRENT ADDRESS (Number and Street) CITY AND STATE ZIP CODE JACKSONVILLE FL						1. Tow Rotation List 3. Driver 2. Tow Owner's Request 4. Other 1	
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	MOTOR VEHICLE INSURANCE COMPANY (LIABILITY OR PIP) NATIONWIDE MUTUAL FIRE INS. CO.						POLICY NUMBER	
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	EST. VEHICLE DAMAGE 10000							

Tom Bush BMW Orange Park

6914 BLANDING BLVD.
JACKSONVILLE, FL 32244
(904) 777-2500
www.tombushbmw.com

LIC# NV-

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Adv: 337 JONATHAN T. DAVIS		Tag: [REDACTED]	License: 0	WOM: A931X [REDACTED]
Invoice to [REDACTED] JACKSONVILLE, FL [REDACTED] Work: [REDACTED] Home: [REDACTED]		Driver/Owner Information [REDACTED] JACKSONVILLE, FL [REDACTED] Work: [REDACTED] Home: [REDACTED]		
Odometer in: 57068 Out: 57071		Vehicle Information 04 BMW X3 3.0I 4DR SUV		
Begin: 12/20/07 Done: 12/20/07		Inservice: 02/02/04		
Dist: WBT WAR W Prelim		Prod: [REDACTED] Sold: 01/02/04		
Customer Concern				
Concern 24 Correction Comment	CUSTOMER INFORMATION INCORRECT OF MOD ON FILE WITH BMW USA ADVISED CUSTOMER TO UPDATE DRIVER INFORMATION WITH BMW/USA 1-800-831-1117 OR BMWUSA.COM Line Auth: J7 12/20/07 15:42			
Type: WAR				
Concern 40 Correction	NO SERVICE LOANERS AVAILABLE, PROVIDED CUSTOMER WITH RENTAL PROVIDE CUSTOMER WITH RENTAL Line Auth: J7 12/20/07 15:43			
Type: WAR				
Concern 51 Parts	CUSTOEMR STATES AIRBAG LITE IS ON- SOP PARTS ARE HERE WORK TIME TO DIAGNOSE DRIVER AIRBAG MODULE -12 REPLACED DRIVER AIRBAG MODULE -6			
Part Number	PO#	Note	Description	Amount
BMW 72 12 3 427 989		NSTK	AIRBAG MODULE	143.00
BMW 51 48 3 449 837		NSTK	SOUND INSULATION	78.00
BMW 51 41 3 403 789		NSTK	PLUG	117.00
Parts: Count 3.00 Allowance:				117.00
Line Auth: J7 12/20/07 15:51				117.00
Type: WAR				

I ACKNOWLEDGE RECEIPT OF PARTS AND LABOR LISTED ABOVE

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Adv: 397 JONATHON T. DAVIS	Tag: [REDACTED]	License: 0	WBXFA934X 4 [REDACTED]	Invoice: W09154
Invoice to: [REDACTED]		Driver/Owner: [REDACTED]		
Invoiced: 12/20/07 15:50:52 J7		04 BMW X3 3.0I 4DR SUV		
Summary of Charges for Invoice W09154		Payment Distribution for Invoice W09154		
FACTORY PARTS 160.85		TOTAL CHARGE		387.91
LABOR/MECHANICAL 227.06		FAC WARRANTY		387.91
TOTAL CHARGE 387.91				
If you have any questions - please see JONATHON T. DAVIS UNLESS OTHERWISE NOTED WE WARRANTY PARTS AND LABOR 2 YR./UNLIMITED MILEAGE. MAINT. ITEMS EXCLUDED THANK YOU FOR CHOOSING TOM BUSH BMW ORANGE PARK FOR YOUR SERVICE NEEDS				
Last Page				

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X

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Adv: 397 JONATHON T. DAVIS		Tag: [REDACTED]	License: 0	WBXPA934X4 [REDACTED]	Page: 1	Invoice: W09874
Invoice to				Driver/Owner Information		
[REDACTED] JACKSONVILLE, FL [REDACTED] Work: [REDACTED] Home: [REDACTED]				[REDACTED] JACKSONVILLE, FL [REDACTED] Work: [REDACTED] Home: [REDACTED]		
For Office Use				Vehicle Information		
Odometer in: 58937 Out: 58942		Dist: WBT WAR W Prelim		04 BMW X3 3.0I 4DR SUV		
Begin: 01/21/08	Done: 01/21/08	Invoiced: 01/21/08 15:32 J7		Inservice: 02/02/04	Production: 10/01/03	Sold: 02/02/04
Customer Concern						
Concern 51	CUSTOMER STATES SRS LITE IS ON- CHECK AND ADVISE - HAS BMW EXT. WARR			Operation	Tech Units	Amount
Cause	PERFORMED DIAGNOSTIC FOUND FAULT FOR DRIVERS SIDE AIR BAG. RESISTANCE TO HIGH OCCURED 5 TIMES. CHKED WIRES FOUND CORODED CONTACTS @ DRIVERS DOOR HINGE			100	816 0.0	0.00
Correction	CLEANED AND APPLIED STABALENT AS PER SIB 61-05-00. Line Auth: OG 01/21/08 15:25					
Type: WAR				Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Concern +52	DURING INSPECTION FOUND FAULT FOR RIGHT REAR POWER WINDOW REINITIALIZED ALL THE WINDOWS AND RIGHT REAR WOULDN'T GO UP PLASTIC IN REGULATOR SNAPPED.			Operation	Tech Units	Amount
Cause	REPLACED RIGHT REAR POWER WINDOW REGULATION. -13			5137003	816 1.6	157.95
Correction	Part Number PO# Note Description			Qty	Sell	
Parts	BMW 51 35 3 448 252 WINDOW REGULATOR			1	85.89	85.89
	Parts: Count 1.00 Allowance: 24.54					
	Line Auth: OG 01/21/08 15:28					
Type: WAR				Subtotal		
				FACTORY PARTS 85.89		
				LABOR/MECHANICAL 157.95		
				TOTAL CHARGE FOR CONCERN 243.84		
Summary of Charges for Invoice W09874				Payment Distribution for Invoice W09874		
FACTORY PARTS		85.89		TOTAL CHARGE		243.84
LABOR/MECHANICAL		157.95		FAC WARRANTY		243.84
TOTAL CHARGE		243.84				

I ACKNOWLEDGE RECEIPT OF PARTS AND LABOR LISTED ABOVE X

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Adv: 397 JONATHON T. DAVIS	Tag: [REDACTED]	License: 0	WBXPA934X 4 [REDACTED]	Page: 2	Invoice: W09874
Invoice to: [REDACTED]			Driver/Owner: [REDACTED]		
Invoiced: 01/21/08 15:32:23 J7			04 BMW X3 3.0I 4DR SUV		
If you have any questions - please see JONATHON T. DAVIS UNLESS OTHERWISE NOTED WE WARRANTY PARTS AND LABOR 2 YR./UNLIMITED MILEAGE. MAINT. ITEMS EXCLUDED *THANK YOU FOR CHOOSING TOM BUSH BMW ORANGE PARK FOR YOUR SERVICE NEEDS Last Page TRANSFER CASE FLUID CHANGE \$219.95					

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