



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

17-FEB-2009

Repository ☐

Reference No.
10259087

OWNER INFORMATION (Type or Print)

Name

Address

City

LANCASTER

State

PA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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 or address to the vehicle manufacturer.
Signature of Owner _____ Date 2/21/09

VEHICLE INFORMATION

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

SUXFA53593

Make

BMW

Model

X5

Model Year

2003

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

15-NOV-2008

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

95000

Failure Speed

5

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

0

Number of Deaths

0

Reported to Police

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).

TL*THE CONTACT OWNS A 2003 BMW X5. WHILE PULLING INTO THE DRIVEWAY AT 5 MPH, THE DRIVER NOTICED THAT THE INSTRUMENT PANELS LIGHT BEGAN TO DIM AND THE VEHICLE STALLED. APPROXIMATELY TWO HOURS LATER, THE VEHICLE WAS ABLE TO BE RESTARTED AND WAS DRIVEN TO THE DEALER. THE MECHANIC INFORMED HER THAT THE INSTRUMENT CLUSTER WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED AND THE MANUFACTURER WAS NOT NOTIFIED. THE CURRENT MILEAGE WAS 100,200 AND FAILURE MILEAGE WAS 95,000.

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.

Apple BMW of York PA

REPRINT***

INVOICE TO

NAD: 002457

DRIVER/OWNER INFORMATION -- INVOICE: C98570

SA/MASTER CHARGE

HOME: [REDACTED] RK: [REDACTED]

YORK LANCASTER PA 17402
HOME: [REDACTED]

FOR OFFICE USE

ADV: 227 GROVE, TR INVOICE: FINAL CUS C W NM
TAX RULES: YYINN INVOICED: 11/12/2008 10:51:44

ODOMETER IN: 96098 OUT: 96099
DATES BEGIN: 11/10/08 DONE: 11/11/08 ACCT DATE: 111108

VIN 5UXFA5359

03 BMW

DATES

INSERVICE: 073103

VEHICLE INFORMATION

LICENSE NUMBER: [REDACTED]

3.0I

4DR SPTUTY WHITE

CONCERN 24 PERFORM EXPRESS CAR WASH - \$8.00 VALUE
CORRECTION PERFORMED NO CHARGE TO CUSTOMER - COMPLIMENTS OF APPLE AUTOMOTIVE
PART NUMBER PO# NOTE DESCRIPTION
WASH1 COURTESY CAR WASH

OPERATION	TECH	AMOUNT
CCW	213	* .00
QTY 1	SELL	

FACTORY TECH: 213 - MCMILLEN, THOMA

----- SUBTOTAL -----
TOTAL CHARGE FOR CONCERN .00

TYPE: C

CONCERN 51 CUSTOMER STATES AFTER SHUTTING VEHICLE OFF THE FRONT AND REAR LIGHTS
CORRECTION STAYED ON AND THE DOOR LOCKS WERE INOP FROM THE KEY AND THE INTERIOR
SWITCH - ATTEMPTED TO RESTART VEHICLE AND VEHICLE WOULD NOT RESTART
SCANNED FOR FAULTS FOUND COMMUNICATION FAULTS IN THE INSTRUMENT CLUSTER -
EST. COST OF REPAIR \$850.00 - NO REPAIRS MADE AT THIS TIME

OPERATION	TECH	AMOUNT
CLUSTER	213	.00

FACTORY TECH: 213 - MCMILLEN, THOMA

----- SUBTOTAL -----
TOTAL CHARGE FOR CONCERN .00

TYPE: C

CONCERN 53 CUSTOMER STATES PIXELS ON INSTRUMENT CLUSTER DISPLAY INOP AT TIMES
CORRECTION CONDITION CAUSED BY INTERNAL FAILURE OF THE INSTRUMENT CLUSTER - EST. COST
OF REPAIR \$850.00 - NO REPAIRS MADE AT THIS TIME

OPERATION	TECH	AMOUNT
CLUSTER	213	.00

FACTORY TECH: 213 - MCMILLEN, THOMA

----- SUBTOTAL -----
TOTAL CHARGE FOR CONCERN .00

TYPE: C

PAGE 1

Apple BMW of York PA

REPRINT

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W98570

YORK ~~LANCASTER~~

PA 17002

YORK
HOME:

VEHICLE INFORMATION

LICENSE NUMBER:

ADV: 227 GROVE, TR INVOICE: FINAL WAR C W NM

TAX RULES: YY2NN INVOICED: 11/12/2008 10:55:34

VIN 5UXFA53593

3.0I

4DR SPTUTY WHITE

ODOMETER IN: 96098 OUT: 96099

DIST: BMS

03 BMW

DATES INSERVICE: 073103

DATES BEGIN: 11/10/08 DONE: 11/11/08 ACCT DATE: 111108

CONCERN	DESCRIPTION	OPERATION	TECH	HOURS	AMOUNT
52	CUSTOMER STATES AT TIMES WHEN PULLING INTO A PARKING SPOT THE VEHICLE WILL SHUT OFF	0000005	213	4	42.52
52-1	SCANNED FOR FAULTS AND DIAGNOSED CONDITION REPROGRAMMED DME AS PER SIB #12-57-06	1214715	213	5	53.15
FACTORY	TECH: 213 - MCMILLEN, THOMA				
52-1	DEFECT CODE: 10420247UW				

SUBTOTAL

LABOR-MECHANICAL 95.67
TOTAL CHARGE FOR CONCERN 95.67

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W98570

LABOR-MECHANICAL 95.67
SUB-TOTAL 95.67
TAX 3.00
TOTAL CHARGE 98.67

PAYMENT DISTRIBUTION FOR INVOICE W98570
TOTAL CHARGE 98.67

FAC WARRANTY
SUB-TOTAL 98.67
DEDUCT MOVED TO C98570 50.00-
TAX MOVED TO C98570 3.00-
FAC WARRANTY 45.67

THANK YOU FOR YOUR BUSINESS

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