

JUN 24 2011

CL-10406083-7154

Ref ODI # 10406083

18 Jun 2011

Dear Sir or Madam:

I would like to submit the enclosed information in support of an on-going investigation of problems with water intrusion of the BMW X-5. I first noticed the carpet in passenger floorboard getting wet in the first 3 months of ownership. Then later, I had a problem with water destroying my satellite radio reception. I am now concerned with water and electronics becoming a fire hazard. I would appreciate your assistance in seeing these vehicles recalled. Here is a time line of events:

pe
06/30/11

pw

Purchased Place: BMW of Montgomery
190 Eastern Blvd.
Montgomery, AL
36117

Purchase

Date: 7/29/10

Yr: 2007 Make: BMW Model: X-5

VIN 4USFZ835771

Vehicle inspected - certified & warranted (til 10-31-12 or 100000mi)

1st Noticed wet carpet: Sep./Oct. 2010

Destroyed satellite radio module:
Mar./Apr. 2011

Water tested by T. Williams BMW on Mar. 11, 2011 and again on May 4, 2011. Presently, the water leak on satellite radio have not been fixed. I would like to see these cars recalled and fixed.

Thanks,

CUSTOMER #: 66555

345539

TOM WILLIAMS BMW

1000 Tom Williams Way
IRONDALE, ALABAMA 35210
(205) 252-9512



INVOICE

PAGE 1

TALLADEGA, AL
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	07	BMW X5 4.8I	4USFE83577L [REDACTED]	[REDACTED]	43092/43092	T0915
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31OCT06 DD			WAIT 08APR11			CASH
R.O. OPENED	READY	OPTIONS:				08APR11

11:17 08APR11	12:38 08APR11	LIST	NET	TOTAL
---------------	---------------	------	-----	-------

A C\S VEHICLE SHOWING SERVICE DUE. (SERVICE WAS DONE LAST VISIT. LIGHTS NEED TO BE RESET)
 NC NO CHARGE
 1243 INT
 1 36-13-6-781-151 WHEEL BOLT BLACK:362010 (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

....43092 RESET LIGHTS RESET LIGHTS PER REQUEST.

 B C\S SAT RADIO WAS WORKING. NOW THE OPTION IS GRAYED OUT. C\S ACCOUNT IS UP TO DATE. PLEASE ADVISE
 NC NO CHARGE
 1243 INT
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

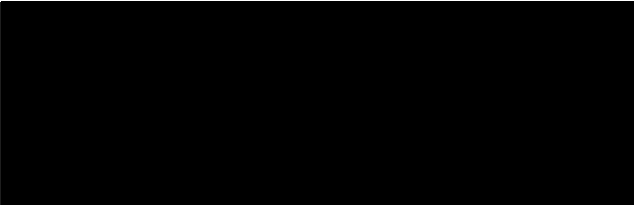
....43092 ~~SAT RADIO NOT WORKING~~ WATER INTRUSION KILLED SATELLITE RADIO MODULE. CUSTOMER WILL RETURN AT A LATER DATE TO GET IT REPLACED AND WATER TESTED.

 C PERFORM COMPLIMENTARY INSPECTION OF VEHICLE
 FDCI PERFORM COMPLIMENTARY INSPECTION OF VEHICLE
 1243 INT
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

....43092 DONE

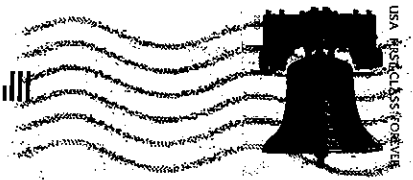
* Car is a fire hazard - told by a certified BMW tech that water on electronics is not good!

DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are those made by the manufacturer. The Selling Dealer hereby expressly disclaims all warranties, either express or implied including any implied warranty of merchantability or fitness for a particular purpose, and the Selling Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.	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	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00



Talladega, AL

9504 23496 AL 352
12 JUN 2011 PM 1 L



DOT, NHTSA
Off. of Def. Inv. / Cnd NWS-210
1200 New Jersey Ave SE
Washington, DC 20590