

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p><b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received 13-JUN-2011 JUL 18 2011</p>		<p>Repository <input type="checkbox"/> Reference No. 10406083</p>	
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>	
<p>Address [REDACTED]</p>		<p>Evening Telephone Number [REDACTED]</p>			
<p>City TALLABEGA</p>		<p>State AL</p>		<p>Zip Code [REDACTED]</p>	
<p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4USFE8357L [REDACTED]</p>		<p>Make BMW</p>		<p>Model X5</p>	
				<p>Model Year 2007</p>	
<p>Date Purchased 7-29-10</p>		<p>Dealer's Name and Telephone Number BMW of Montgomery 334-279-6955</p>		<p>Engine: 4.8 No. Cylinders 8</p>	
<p>Original Owner [REDACTED]</p>		<p>Dealer's City Montgomery</p>		<p>Fuel Type: Premium Unlead</p>	
<p>State AL Zip Code 36117</p>					
<p>Transmission Type [REDACTED]</p>		<p><input checked="" type="checkbox"/> Antilock Brakes Powertrain <input checked="" type="checkbox"/> Cruise Control</p>		<p>Multiple Failure: Incident Date(s) 01-APR-2011</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Codes: 160000 STRUCTURE, 110000 ELECTRICAL SYSTEM</p>				<p>Failure Mileage 45000</p>	
				<p>Failure Speed</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM9ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i></p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured</p>	
				<p>Number of Deaths</p>	
				<p>Reported to Police N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p>					
<p>TL* THE CONTACT OWNS A 2007 BMW X5. THE CONTACT STATED DURING RAINY WEATHER, WATER LEAKED INTO THE SATELLITE RADIO RECEIVER MODULE AND CAUSED SEVERE DAMAGE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR DIAGNOSIS WHERE THEY INFORMED THE CONTACT THAT THE SATELLITE MODULE WOULD NEED TO BE REPLACED. THE PART WAS NOT IN STOCK AND THE VEHICLE WOULD BE REPAIRED WHEN THE PART BECAME AVAILABLE. THE MANUFACTURER WAS MADE AWARE OF THE DEFECT. THE APPROXIMATE FAILURE MILEAGE WAS 45,000. THE VIN WAS UNAVAILABLE.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span></p>					
<p>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.</p>					

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

I purchased this car on 7-29-10. I noticed the carpet in pass.-side floorboard getting wet around ~~10-10-10~~ 10-1-10. The car has been water test 3 times by Tom Williams BMW. (Mar 1, May 4, and Jun. 29, 2011) I am still not convinced the car is fixed. Enclosed is a few job orders related to the water intrusion (shorting of electrical components) of this car. I will appreciate your assistance of seeing these cars recalled & fixed.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

BIRMINGHAM AL 352

22 JUL 2011 PM 3 11

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle has a safety defect?**



**If so:**

**Use the enclosed form to file a report.**

**or visit:**

**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



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: 100642 JEFF CRANE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	07	BMW X5 4.8I	4USFE83577		43092/43092	T0915	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31OCT06 DD			WAIT 08APR11			CASH	08APR11
R.O. OPENED	READY	OPTIONS:					
11:17 08APR11	12:38 08APR11						

LINE	OPCODE	TECH	TYPE	HOURS	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

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	(N/C) (N/C) 0.00
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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
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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
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43092 DONE

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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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: 66555

346790

**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: 100642 JEFF CRANE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	07	BMW X5 4.8I	4USFE83577L		44025/44025	T9086	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31OCT06 DD			17:00 26APR11			CASH	04MAY11
R.O. OPENED	READY	OPTIONS:					
12:51 26APR11	07:04 04MAY11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C\S SAT RADIO NOT WORKING

SOP A PART HAS BEEN SPECIALLY ORDERED FOR YOUR VEHICLE, YOU WILL BE NOTIFIED UPON ARRIVAL.

1679 INT (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

.... 44025 SAT RADIO MODULE SHORTED SAT. RADIO MODULE WILL NOT SHOW UP ON  
 .... SHORT TEST. CHECKED POWER AND GROUND AND BOTH ARE PRESENT. FOUND MODULE  
 .... HAS BEEN WET FROM THE SUNROOF LEAK ON LINE B. MODULE IS ON BACK ORDER  
 .... FOR APPROX. 5-6 MONTHS. REPAIR IS TO BE GOODWILLED 100% WHEN PARTS ARE  
 .... AVAILABLE.

\*\*\*\*\*

B C\S WATER IN FRONT PASS FLOORBOARD

CAUSE: Frame seal slide/tilt sunroof (SHD), panoramic sunroof Leaking  
5413555 Replacing seal for frame of panoramic roof

1679 WC (N/C)  
 1 54-10-7-199-533 SURROUNDING SEAL:548520 (N/C)  
 5144013 Removing and installing headliner

(version with sunroof)

1679 WC (N/C)

FC: 54121048SR

PART#:

COUNT:

CLAIM TYPE:

AUTH CODE:

*65-12-9-192-274 Satellite Radio*

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

.... 44025 SUNROOF SEAL COLLAPSED CAUSING TOO MUCH WATER TO ENTER THE  
 .... CASSETTE. WATER TESTED VEHICLE AND FOUND WATER ENTERING AROUND  
 .... APILLARS. REMOVED HEADLINING TO INSPECT SUNROOF DRAINS AND FOUND ALL  
 .... SUNROOF DRAINS DRAINING AS DESIGNED. FOUND TOO MUCH WATER ENTERING  
 .... CASSETTE. WATER CANNOT BE DRAINED FAST ENOUGH. REPLACED SUNROOF SEAL AND

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

NUMBER #: 66555

350744

**TOM WILLIAMS BMW**

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



\*INVOICE\*

PAGE 2

TALLADEGA, AL

HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 100642 JEFF CRANE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	07	BMW X5 4.8I	4USFE83577L [REDACTED]		45991/49992	T9804	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31OCT06 DD			17:00 28JUN11			CASH	29JUN11
R.O. OPENED	READY	OPTIONS: 1) MAINT & CPO WARR EXP 10-31-12 OR 100K					
07:18 28JUN11	14:17 29JUN11	MILES					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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C C\S HAS BULB. PLEASE INSTALL  
NC NO CHARGE

PARTS:	1679 INT	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	(N/C) 0.00
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...,45991 REPLACED RIGHT BRAKE BULB.NO CHARGE.

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D C\S SOMETIMES WHEN HE PUTS KEY AND HAS FOOT ON BRAKE, THE VEHICLE  
WILL CLICK ONE TIME AND WILL NOT START

CAUSE: Brake light switch Occasional malfunction  
0000006 Performing vehicle test (with vehicle  
diagnosis system)

1679WCPOT

1 61-31-6-967-601 STOP LIGHT SWITCH:613010

6131810 Replacing brake light switch

1679WCPOT

FC: 61311814UW

PART#:

COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
--------	------	--------	------	--------	------	---------------	------

...,45991 BRAKE LIGHT SWITCH INTERMITENLY SHORTED INTERROGATED  
...,FAULTS,A0B0 STORED FOR NO BRAKE LIGHT INPUT TO CAS. REPLACED BRAKE  
...,LIGHT SWITCH AND CLEARED FAULTS.

\*\*\*\*\*

E PERFORM COMPLIMENTARY INSPECTION OF VEHICLE  
FDCI PERFORM COMPLIMENTARY INSPECTION OF VEHICLE

1679 INT

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	(N/C) 0.00
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SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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