



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

11-OCT-2011

Repository ☐

Reference No.
10429457

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

STUART

State

FL

Zip Code

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).

VEHICLE INFORMATION

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

WBALZ3C54CD

Make

BMW

Model

6 SERIES

Model Year

2012

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)

22-JUL-2011

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

25000

Failure Speed

70

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

Number of Deaths

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 2012 BMW 650I. THE CONTACT WAS DRIVING 70 MPH WHEN THE STEERING, ENGINE AND BRAKES FAILED. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE DEALER ADVISED THAT MOST OF THE ELECTRICAL SYSTEM HAD FAILED. THE VEHICLE WAS CONSISTENTLY REPAIRED FOR THE SAME FAILURE BY THE DEALER SINCE JULY 22, 2011. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS 25,000.

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.

FEB - 7 2012

January 31, 2012

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

Dear NHTSA:

Make : BMW	Model : 6 SERIES	Year : 2012
Manufacturer : BMW OF NORTH AMERICA, LLC		
Crash : No	Fire : No	Number of Injuries: 0
ODI ID Number : 10429457		Number of Deaths: 0
Date of Failure: July 22, 2011		
VIN : WBALZ3C54CD...		
Component: ELECTRICAL SYSTEM		

Summary:

TL* THE CONTACT OWNS A 2012 BMW 650i. THE CONTACT WAS DRIVING 70 MPH WHEN THE STEERING, ENGINE AND BRAKES FAILED. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE DEALER ADVISED THAT MOST OF THE ELECTRICAL SYSTEM HAD FAILED. THE VEHICLE WAS CONSISTENTLY REPAIRED FOR THE SAME FAILURE BY THE DEALER SINCE JULY 22, 2011. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS 25,000.

I am writing you to correct errors in the online summary of **ODI ID # 10429457**. A more accurate description of the episode follows:

The contact was driving a 2012 BMW 650i in a thunderstorm in the left lane of the interstate at approximately 70 mph when he noted a bolt of lightning land just to the right of the interstate in the grass. 31 of 43 electrical modules failed immediately, including the engine, the steering, the brakes, the radio, and the dashboard. The vehicle could not be restarted, or even shifted into neutral. The vehicle was in the shop at the BMW dealership for 105 days, without interruption. None of the replaced parts exhibited any physical stigmata of high voltage electrical damage and there was no burning, scorching, or melting evident on any of the printed circuit boards inside the replaced components. The manufacturer was notified of the failure but asserted that the BMW warranty does not cover malfunctions related to "environmental influences" such as thunderstorms. The failure mileage was 2,345.

Yours very truly,

Stuart, FL

[REDACTED]

From: NHTSAHotline@telesishq.com
Sent: Tuesday, December 13, 2011 5:22 PM
To: [REDACTED]
Subject: ODI 10429457 ISSUE=408860 PROJ=12
When replying, type your text above this line.

Notification of Case Change (All times are GMT-0500)

Project: NHTSA Hotline Center
Case: ODI 10429457
Case Number: 408860

Date: 12/13/2011 **Time:** 17:22:57
Creation Date: 12/13/2011 **Creation Time:** 11:07:52

Description:

Entered on 12/13/2011 at 17:22:57 EST (GMT-0500) by TBent:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

You can make corrections or additions to your complaint by mailing your information to the Department of Transportation with a printed copy of your complaint.

A copy of your complaint can be printed from the NHTSA web site at www.nhtsa.dot.gov 24 hours after submission on the Vehicle Safety Hotline. The Office of Defect Investigation Number is required to search for your complaint.

Please mail the corrected information to:

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

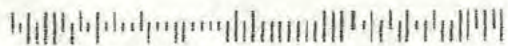
Entered on 12/13/2011 at 11:07:52 EST (GMT-0500) by nhtsa.webmaster@dot.gov:

Sender Name: Daniel Dunn Sender Email: dedunn@gmail.com Subject: ODI 10429457 Comments: Dear NHTSA, There are factual errors and omissions in the ODI on my vehicle; how can I rectify this? Daniel Dunn: 772-678-0029 Make : BMW Model : 6 SERIES Year : 2012 Manufacturer : BMW OF NORTH

AMERICA, LLC Crash : No Fire : No Number of Injuries: 0 ODI ID Number : 10429457 Number of Deaths: 0
Date of Failure: July 22, 2011 VIN : WBALZ3C54CD... Component: ELECTRICAL SYSTEM Summary: TL*
THE CONTACT OWNS A 2012 BMW 650I. THE CONTACT WAS DRIVING 70 MPH WHEN THE STEERING,
ENGINE AND BRAKES FAILED. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE DEALER ADVISED
THAT MOST OF THE ELECTRICAL SYSTEM HAD FAILED. THE VEHICLE WAS CONSISTENTLY REPAIRED FOR
THE SAME FAILURE BY THE DEALER SINCE JULY 22, 2011. THE MANUFACTURER WAS NOTIFIED OF THE
FAILURE AND OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS 25,000.

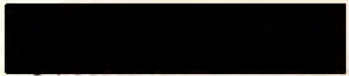
Contact Information:

NHTSA ID:339871 **Contact Source:**Owner

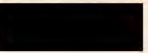


UNITED STATES POSTAGE
02 1P
0003104321
\$ 00
MAILED FROM ZIP CODE

FIRST CLASS



Stuart, FL



**U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590**