


Please correct.

 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 02-FEB-2012 MAR 1 2 2013		Repository <input type="checkbox"/> Reference No. 10445315	
OWNER INFORMATION (Type or Print)							
Name		Address		Daytime Telephone Number		E-mail Address	
City		State		Zip Code		Evening Telephone Number	
ESCONDIDO		CA		[REDACTED]			
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 5UXZV4C5XBL [REDACTED]				Make BMW		Model X5	Model Year 2011
Date Purchased		Dealer's Name and Telephone Number			Engine: No. Cylinders		Fuel Type:
Original Owner <input type="checkbox"/>		Dealer's City		State	Zip Code		
Transmission Type		<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		Powertrain		Multiple Failure:	Incident Date(s) 07-JUN-2011
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 060000 ENGINE AND ENGINE COOLING, 070000 FUEL SYSTEM, GASOLINE					Failure Mileage 6000		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: DOTM9ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> 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 2011 BMW X5. THE CONTACT OBSERVED EXCESSIVE RUST AND CORROSION WITHIN THE FUEL TANK, EXHAUST SYSTEM AND THE ATTACHING COMPONENTS. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER, WHO STATED THAT THE OWNER WOULD BE RESPONSIBLE FOR THE REPAIR EXPENSES. THE VEHICLE WAS NOT REPAIRED. ON A SEPARATE OCCASION, THE CONTACT STATED THAT SMOKE EMITTED FROM UNDERNEATH THE HOOD WHILE DRIVING. THE VEHICLE WAS MANEUVERED TO THE SIDE OF THE ROAD AND STOPPED. THE CONTACT EXAMINED THE VEHICLE AND STATED THAT THERE WAS A SUBSTANTIAL AMOUNT OF OIL LOSS IN THE RESERVOIR. THE CONTACT THEN ADDED MORE OIL ACCORDINGLY. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER, WHO WAS UNABLE TO LOCATE A FAILURE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 6,000.							
<i>Who refused to measure the oil manually per her request. The mfg. was notified of the failure & reimbursed her for 2 day motel & food & tow costs. BMW Service was called in Hawaii from N-Mex. @ 2 AM.</i>							
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.							

BMW offered to buy car back to 1-800-Exchange cars in PA - last charged their mind - took care to court. Judge said offer not binding. BMW filed to discontinue. Would never buy another BMW. 975 over priced & built for cheap for a \$15,000 car. (CA Bureau of Auto Repair Undercover person)

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

Also complain of car running hot. Findings are: very difficult to get warranty work done properly @ BMW dealers. Three of my BMW neighbors say same.

Brakes give constant black dust on rims.

Car goes into sideways symbol (steering) and refuses to go into gear. (several times).

BMW mechanic says oil seals go bad often. Don't know if F-controller will display this.

Warning in book ^{BMW} says overfilling oil can cause engine damage! (BMW oil is thin - NOT QUALITY. Cruise control is hidden behind steering wheel.

U.S. 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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

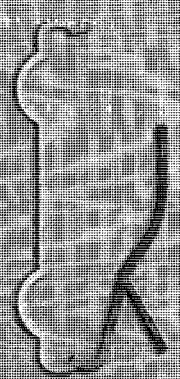
POSTAGE WILL BE PAID BY ADDRESSEE

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



U.S. Department of Transportation
National Highway Traffic Safety Administration
Washington, D.C. 20590