


| | | | |
|---|---|--|---|
|  <p>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</p> | | <p>FOR AGENCY USE ONLY 100148</p> | |
| <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p> | | <p>Date Received MAR - 5 2013 06-FEB-2013</p> | <p>Repository <input type="checkbox"/> Reference No. 10496573</p> |
| <p>OWNER INFORMATION (Type or Print)</p> | | | |
| <p>Name <input type="text"/></p> | | <p>Daytime Telephone Number <input type="text"/></p> | <p>E-mail Address <input type="text"/></p> |
| <p>Address <input type="text"/></p> | | <p>Evening Telephone Number <input type="text"/></p> | |
| <p>City ELIZABETHTON</p> | <p>State TN</p> | <p>Zip Code <input type="text"/></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>VEHICLE INFORMATION</p> | | | |
| <p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4USFE43597L</p> | | <p>Make BMW</p> | <p>Model X5</p> |
| <p>Date Purchased <input type="text"/></p> | | <p>Dealer's Name and Telephone Number <input type="text"/></p> | |
| <p>Original Owner <input type="checkbox"/></p> | <p>Dealer's City <input type="text"/></p> | <p>State <input type="text"/></p> | <p>Zip Code <input type="text"/></p> |
| <p>Engine: No: Cylinders V6</p> | <p>Fuel Type: premium 93 octane</p> | | |
| <p>Transmission Type <input type="checkbox"/></p> | <p><input type="checkbox"/> Antilock Brakes</p> | <p>Powertrain <input type="text"/></p> | <p>Multiple Failure: yes the water pump has failed twice on this vehicle</p> |
| <p><input type="checkbox"/> Cruise Control</p> | <p>Incident Date(s) 05-FEB-2013</p> | | |
| <p>FAILED COMPONENT(S)/PART(S) INFORMATION</p> | | | |
| <p>Vehicle Component Code: ENGINE (PWS)</p> | | <p>Failure Mileage 109000</p> | <p>Failure Speed 70</p> |
| <p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p> | | | |
| <p>Tire Make <input type="text"/></p> | <p>Tire Model (Name or Number) <input type="text"/></p> | <p>Tire Size (Example P215/65R15) <input type="text"/></p> | |
| <p>DOT No. (Example: DOTM19ABC036) <input type="text"/></p> | <p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p> | <p>Failure Location: <input type="text"/></p> | |
| <p>Tire Component Code <input type="text"/></p> | | <p>Tire Failure Type: <input type="text"/></p> | |
| <p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p> | | | |
| <p>Make: <input type="text"/></p> | <p>Date Manufactured: <input type="text"/></p> | <p>Model No./Name: <input type="text"/></p> | |
| <p>Seat Type: <input type="text"/></p> | | <p>Installation System: <input type="text"/></p> | |
| <p>Child Seat Component Code: <input type="text"/></p> | | <p>Failed Part: <input type="text"/></p> | |
| <p>APPLICABLE INCIDENT INFORMATION <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 0</p> | <p>Number of Deaths 0</p> |
| | | <p>Reported to Police N</p> | |
| <p>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).</p> | | | |
| <p>TL* THE CONTACT OWNS A 2007 BMW X5. THE CONTACT STATED THAT WHILE DRIVING 70 MPH, THE CHECK ENGINE AND THE OVERHEAT WARNING MESSAGE ILLUMINATED AS THE VEHICLE STALLED. THE CONTACT WAS ABLE TO COAST ONTO THE ROAD SHOULDER WHERE THE VEHICLE WAS TOWED TO THE DEALER. THE DEALER PERFORMED DIAGNOSTIC AND LOCATED THE FAILURE AT THE ELECTRONIC WATER PUMP. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 109,000. This is the 2nd time the water pump has failed on this vehicle. BMW has a serious problem + bad design on this vehicle. The vehicle needs to be recalled. (See attached copies of vehicle history). On the morning of FEB 5, the vehicle completely shut down in heavy traffic and nearly cost me my life!! The vehicle never was hot or leaking any coolant from where I got stopped, just a bad design from BMW.</p> | | | |
| <p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p> | | <p>ATTACH ADDITIONAL SHEETS IF NECESSARY</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 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.</p> | | | |

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

SEE ATTACHED Complete vehicle history on 2007 BMW X5, this is the 2nd time the vehicle has shut down and water pump has failed. The design is major malfunction of the water pump on this vehicle and it nearly cost me my life on 2/5/13!! BMW needs to recall this vehicle and refund me my money (see attached invoice of repairs), they have a major problem on their X5's (2007)!!!

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

NHTSA

U.S. Department of Transportation
National Highway Traffic Safety Administration

(Complete vehicle history)
SEE Attached copies

Enter Chassis Number: [REDACTED]

Submit

New Inquiry



CONFIDENTIAL

THIS DOCUMENT IS NOT TO BE USED OR RELIED UPON FOR IMPORT OR EXPORT PURPOSES
 AND IS NOT TO BE DISTRIBUTED OR SHARED WITH THIRD PARTIES
 EXCEPT FOR SPECIFIC INFORMATION THAT MAY BE REQUIRED BY LAW

DO NOT USE DAVIS AS THE SOLE INDICATOR FOR CALCULATING VEHICLES' DAYS OUT OF SERVICE.
 DAVIS IS A GUIDE ONLY AND DOES NOT INCLUDE EXACT NUMBERS AS CONFLICTS IN DAYS TO CLOSE A REPAIR ORDER

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Note: All dates in this report are in the MM DD YYYY Format.

Vehicle Data

| | |
|--|--|
| VIN: 4USFE43597L [REDACTED] | DAVIS #: 38 |
| Chassis Number: [REDACTED] | Assist Safety-Plan expires: 03/27/2011 |
| Line Make: 02 SAV | Assist Conv. Plan expires: 00/00/0000 |
| Model Year: 2007 | TCU ESN/TCU IMEI: 10215416007 ACT |
| AG Model Code/Desc: FE43 - X5 3.0si | TCU MIN: XXX-XXX-XXXX |
| NA Model Code/Desc: 0764 - X5 3.0si | MDN / MSISDN: XXX-XXX-XXXX |
| Exterior Color Code: A35 (Monaco Blue Metallic) | Vehicle Production Date: 2006/12 |
| Interior Trim Code: LUB4 (Sand Beige 'Nevada' Leather) | Motor Type: N52K |
| MSRP: \$54,145.00 | Platform/Engineering Series: E70 |
| New Vehicle Warranty Info | Wholesale Center ID/Loc: 21850 -01 |
| No Coverage As Of: 12/23/2010 | Wholesale Date: 12/12/2006 |
| Expiration Mileage: 50,000 | Retail Center ID/Loc: 21850 - 01 |
| | Retail Date: 12/23/2006 |
| | In-Service Date: 12/23/2006 |

Recall Summary

MP Claims

VEHICLE COMMENTS

NO OPEN CAMPAIGNS

Option Information

| Code | Description | Code | Description |
|------|------------------------------|------|--------------------------------|
| 0ZCW | Cold-Weather Package | 0ZPP | Premium Package |
| 0ZRO | Rear Climate Package | 0220 | Self-leveling suspension |
| 02RX | 18" Alloy Star-spoke wheels | 02VB | Tire pressure monitor |
| 0321 | Exterior parts in body color | 0328 | Running boards |
| 0386 | Roof rails | 0441 | Smoker's package |
| 0459 | Power front seats | 04NC | 3rd row climate control |
| 04UB | 3rd-row seat | 0663 | Radio BMW Professional |
| 0693 | Satellite radio preparation | 0697 | DVD Area coding, North America |
| 08SP | CO2 control (Label on cap) | | |

Customer Information

Name (First/Last): [REDACTED]

Address:

ELIZABETHTON TN UNITED STATES

Contract/Service Program Information

| Type | Program Code/Desc | Contract Number/Status | Eff Date | Enrollment Date | No Coverage As Of | Exp Age (Mth) | Exp Odometer (Miles) | Retail Center | Center Name | Vendor Code Used |
|------|---------------------------------|------------------------|------------|-----------------|-------------------|---------------|----------------------|---------------|----------------|------------------|
| MP | 0000000149 MP 48 MO/050K MLS | 0000000 EXPIRED | 12/23/2006 | 12/23/2006 | 12/23/2010 | 48 | 50,000 | 21850 | Global Imports | MP |

ELIGIBLE Contract/Service Program Information (Optional programs only, CPO eligibility not prov)

| Type | Program Code/Desc | Wholesale Price | MSRP | Deductible | Ve |
|------|---------------------------------------|-----------------|---------|------------|----|
| ESC | 0000000061 - ESC USED PT+ 12M/12K Mls | N/A | 2060.00 | 50.00 | PT |

Disclaimer: The Eligible Contract indicators do not necessarily mean that the vehicle/vehicle owner is currently eligible for the indicated c
The Eligible Contract indicators are only suggestions to the dealer, based on the latest data to which BMW has access about
For actual enrollment of the vehicle in any of the optional programs, please use the Vehicle Contract System.

Price Total MSRP excludes all taxes, title/documentary fees, registration, tags, BMW center preparation charges, VDC Install
Disclaimer: BMW center installed options, insurance, certificate of compliance or non-compliance fees, and finance charges.
Prices may vary by BMW center.

Repair History (Claims)

| Center ID | Loc ID | Claim Number | Repair Order Number | Repair Order Date | Repair Entry Date | DAVIS # | Mileage | Defect Code/Description |
|-----------|--------|--------------|---------------------|-------------------|-------------------|---------|---------|---|
| 33147 | 01 | 89320 | 18500 | 05/03/2011 | 05/13/2011 | 0 | 70,530 | 16140412SR ELECTRIC FUEL PUMP FAILED |
| 21234 | 01 | 162240 | 108284 | 08/20/2010 | 08/24/2010 | 5 | 23,288 | 6213431800 CBS/SIA indicator incorrect due to microfilter (instrument cluster) incorrect/incomplete read |
| 21234 | 01 | 62280 | 87231 | 11/16/2009 | 11/20/2009 | 0 | 48,871 | 34117777MP FRONT BRAKE PADS & ROTORS - MAINTENANCE 61610077MP FT WIPER RUBBER INSERT-MP 85990501MP STANDARD OPERATION MP |
| 21234 | 01 | 45960 | 83669 | 10/08/2009 | 10/12/2009 | 9 | 47,196 | 0061960200 E70 N52K DMTL Programming, B12 18 09 |
| 21234 | 01 | 45950 | 83669 | 10/08/2009 | 10/12/2009 | * | 9 | 47,196 11009999SA SELF-AUTHORIZED GOODWILL RENTAL C 1151014800 Coolant pump leaking |
| 21234 | 01 | 352920 | 69561 | 04/08/2009 | 04/09/2009 | 9 | 37,830 | 6430004800 External air guide (clean air channel) leaking |
| 21234 | 01 | 343690 | 68032 | 03/12/2009 | 03/20/2009 | 0 | 36,074 | 34210077MP RR BRAKE PADS - MAINTENANCE PLAN |
| 21234 | 01 | 300570 | 60369 | 11/25/2008 | 11/28/2008 | 2 | 31,321 | 1712220100 Coolant hose, thick (inside diameter approx. 3/8") broken / torn off |
| 21234 | 01 | 291060 | 58768 | 11/03/2008 | 11/05/2008 | 0 | 30,463 | 34000077MP BRAKE FLUID CHANGE- FULL MAINTENANCE PLAN 64310237MP MICROFILTER REPLACEMENT 85990091MP OIL SERVICE(MP)AFTER THE 1ST 85990101MP VEHICLE CHECK 85990501MP STANDARD OPERATION MP |
| 21234 | 01 | 257780 | 52178 | 08/07/2008 | 08/08/2008 | 0 | 26,472 | 34110077MP FT BRAKE PADS - MAINTENANCE PLAN 85990501MP STANDARD OPERATION MP |
| 21234 | 01 | 183000 | 36729 | 01/08/2008 | 01/08/2008 | 1 | 16,331 | 5124003700 Boot lid lock with microswitch loose 64310237MP MICROFILTER REPLACEMENT 85990089MP 1ST ENG OIL SERVICE-FULL MAINTENANCE PLAN 85990501MP STANDARD OPERATION MP |
| 21234 | 01 | 133320 | 25836 | 08/09/2007 | 08/11/2007 | 4 | 7,027 | 1614041200 Electric fuel pump in fuel tank (in-tank electric) permanent failure |
| 21234 | 01 | 101690 | 18229 | 04/27/2007 | 05/05/2007 | 5 | 2,884 | 2710002700 Transfer box, complete locked/jammed |
| 21234 | 01 | 98410 | 17546 | 04/20/2007 | 04/24/2007 | 1 | 2,738 | 0051190200 SIB #51-03-07 LBL 485 INSTALL E70 HOOD ON E70 X5 PRODUCED UP TO 12/20/2006 |

first time same thing

towed in water pump + fan bearing

| | | | | | | | | | |
|-------|----|-------|-------|------------|------------|---|-------|------------|---|
| 21234 | 01 | 98400 | 17546 | 04/20/2007 | 04/24/2007 | 1 | 2,738 | 0024360100 | SIB #24-02-07 LBL 489 PROGRAM TRANS M E70 N62TU OR N52K PROD FROM INTROD 12/21/200 |
| 21234 | 01 | 98390 | 17546 | 04/20/2007 | 04/24/2007 | 1 | 2,738 | 6510031200 | Controls on radio / ASK / MASK / CCC perma |
| 21234 | 01 | 74480 | 11673 | 01/30/2007 | 02/06/2007 | 2 | 776 | 6411631500 | Switches/buttons heating operating unit and h conditioner, front permanent malfunction |

New Inquiry



* 2nd time water pump failed

CUSTOMER #: 4237253375

150284

RICK HILL IMPORTS

* INVOICE *

865 EAST STONE DRIVE
KINGSPORT, TENNESSEE 37660
SERVICE DEPT. (423) 224-2110

ELIZABETHTON, TN
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 4289 JESSEE D KENNEDY

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN | TAG | |
|---------------|---------------|--------------------|---------------|---------|---------------|---------|-----------|
| BLUE | 07 | BMW X5 | 4USFE43597L | | 109042/109042 | T3812 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 23DEC06 DD | | 23DEC2010 | 17:00 05FEB13 | | 0.00 | CASH | 07FEB13 |
| R.O. OPENED | READY | OPTIONS: DLR:56892 | | | | | |
| 11:20 05FEB13 | 09:45 07FEB13 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|--|-----------------|------|------|---------------------------------------|--------|--------|--------|
| A CUSTOMER REPORTS COOLING FAN IS RUNNING AT ALL TIMES AND CAR CONTINUES TO OVERHEAT | | | | | | | |
| 100 REPLACED FAULTY ELECTRIC WATER PUMP AS NEEDED | | | | | | | |
| | | | | 4119 CB | | 480.00 | 480.00 |
| 1 | 11-51-0-392-553 | | | SET OF ALU. SCREWS WATER PUM:11509951 | 8.58 | 8.58 | 8.58 |
| 1 | 82-14-1-467-704 | | | COOLANT:832540 | 23.80 | 23.80 | 23.80 |
| 1 | 11-51-7-546-996 | | | REMANUFACTURED COOLANT PUMP,:115019 | 527.95 | 527.95 | 527.95 |
| 109042 ck & replaced faulty electric water pump. ck & cleared faults | | | | | | | |

| | | | | | | | |
|--|--|--|--|---------|--|------|-------|
| B COURTESY INSPECTION | | | | | | | |
| 90B COURTESY INSPECTION | | | | | | | |
| | | | | 4119 CB | | 0.00 | 0.00 |
| ***** | | | | | | | |
| CUSTOMER PAY ENVIROMENTAL SHOP FEES FOR REPAIR ORDER | | | | | | | |
| | | | | | | | 10.00 |

YOUR COMPLETE SATISFACTION IS OUR #1 GOAL!!!!

PK
CK# 5048
Dyhw
2-7-13

2yr Wty unlimited mileage-

| STATEMENT OF DISCLAIMER | DESCRIPTION | TOTALS | |
|--|--------------------------|------------------------|---------|
| <p>Dear Customer,</p> <p>Thank you, we appreciate your business. We want you to be satisfied, and we work very hard to achieve that goal. Our service is the best way to insure that your car will continue to perform to its original standards.</p> <p>When repairs are made using genuine BMW and Porsche Parts. Your repairs are warranted for a period of 12 months - unlimited mileage. Audi Parts are warranted for 12 months or 12,000 miles. If non-genuine parts are used at your request, the warranty will vary according to the supplier. For specific coverage ask your Service Advisor.</p> <p>In any case, if you experience a problem with our work, please let us know. We want you to be completely satisfied.</p> <p>Rick Hill Imports, Inc.</p> | LABOR AMOUNT | 480.00 | |
| | PARTS AMOUNT | 560.33 | |
| | GAS, OIL, LUBE | 0.00 | |
| | SUBLET AMOUNT | 0.00 | |
| | OTHER LABOR & MATERIALS | 10.00 | |
| | TOTAL CHARGES | 1050.33 | |
| | LESS INSURANCE/DISCOUNTS | 0.00 | |
| | SALES TAX | 99.78 | |
| | CUSTOMER SIGNATURE | PLEASE PAY THIS AMOUNT | 1150.11 |
| | X | | |

CUSTOMER COPY

From:

[REDACTED]
[REDACTED]
Elizabethton, TN [REDACTED]
[REDACTED]

To: US Department of TR
National Highway Traffic
Office of...

Ready **P**ost