

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Lajuan CTR \(NHTSA\)](#)
Subject: FW: Response to ODI Complaint: 10499215
Date: Monday, March 18, 2013 9:59:55 AM
Attachments: [Reference_No_10499215.pdf](#)

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Friday, March 15, 2013 9:41 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Response to ODI Complaint: 10499215


From: [REDACTED]
Sent: Thursday, March 14, 2013 10:19 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Response to ODI Complaint: 10499215

As requested, I have updated VOQ form with further details. I am herewith sending you the updated VOQ form and dealer's repair invoice as a single PDF document (3 Pages).

If you have any questions or require further details, please let me know.

Regards,

[REDACTED]

 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 19-FEB-2013		Repository <input type="checkbox"/> Reference No. 10499215		
OWNER INFORMATION (Type or Print)					
Name			Daytime Telephone Number		E-mail Address
Address					
City ISELIN		State NJ	Zip Code		Evening Telephone Number
<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>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side SUXFE43528			Make BMW	Model X5	Model Year 2008
Date Purchased 09-AUG-2008	Dealer's Name and Telephone Number OPEN ROAD BMW			Engine: No: Cylinders	Fuel Type: Gasoline
Original Owner <input checked="" type="checkbox"/>	Dealer's City EDISON		State NJ	Zip Code 08817	
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 17-FEB-2013
	<input checked="" type="checkbox"/> Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS) ELECTRIC WATER PUMP				Failure Mileage 40000 36,494	Failure Speed 50
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)		<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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	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 2008 BMW X5. THE CONTACT STATED THAT WHILE DRIVING 50 MPH, THE CHECK ENGINE WARNING LIGHT ILLUMINATED WITH A MESSAGE STATING THAT THE ENGINE WAS OVERHEATING. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSIS WHERE IT WAS CONFIRMED THAT THE WATER PUMP FAILED. THE MANUFACTURER WAS NOTIFIED BUT OFFERED NO ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 40,000 36,494.					
THIS MIGHT BE RELATED TO RECALL CAMPAIGN # 11V-521 11V-521: Electric Auxiliary Water pump					
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.					



OPEN ROAD BMW

731 U.S. Hwy. 1 South

EDISON, N.J. 08817

SALES: (732) 985-4575



BMW SERVICE: (732) 985-8450

BMW PARTS: (732) 985-4570

CELL: [REDACTED]

CUSTOMER NO. 63846	ADVISOR CHARLES PUHAN	6744	TAG NO. 416	INVOICE DATE 02/20/13	INVOICE NO. BFCS397146
[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 36,494	COLOR MONACO BLUE	STOCK NO.
ISELIN, NJ [REDACTED]	YEAR / MAKE / MODEL 08/BMW SAV/X5 3.0SI/4DR SAV			DELIVERY DATE 08/02/08	DELIVERY MILES 97
[REDACTED]	VEHICLE I.D. NO. 5 U X F E 4 3 5 2 8 L [REDACTED]			SELLING DEALER NO. 56738	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.		R.O. DATE 02/18/13	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS E# 56734			MO: 36496

LABOR & PARTS-----
J# 1 98BMZ TOWING TECH(S):359 INTERNAL
 TOWED TO SHOP.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 17BMZ *COOLING SYSTEM DIAG TECH(S):359 770.85
 CUSTOMER STATES. AFTER CAR WAS SITTING 2 HOURS AND STARTED TO DRIVE ABOUT 1/4 MILE THE OVERHEAT MESSAGE COMES ON. FAULTY ELECTRIC WATER PUMP. ISTA TEST.FOUND FC2E82,2E82.FOUND FAULTY ELECTRIC WATER PUMP.REPLACE WATER PUMP AND THERMOSTAT.BLEED AND PRESSURIZED COOLANT.NO LEAKS FOUND.ROAD TEST VEHICLE,ALL SYSTEMS OK. ENGINE DOES NOT OVERHEAT.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 2 1 11-51-7-546-996 REMANUFACTURED COOL 540.09 540.09
 JOB # 2 1 11-51-0-392-553 SET OF ALU. SCREWS 19.56 19.56
 JOB # 2 1 82-14-1-467-704 COOLANT 42.54 42.54
 JOB # 2 1 11-53-7-550-172 THERMOSTAT 130.62 130.62
 JOB # 2 TOTAL PARTS 732.81
 JOB # 2 TOTAL LABOR & PARTS 1503.66

J# 3 02BMZTOP TOP OFF ALL FLUIDS TECH(S):359 INTERNAL
 TOP OFF OIL,COOLANT,WASHER SOLVENT,POWER STEERING FLUID
 TOP OFF ALL FLUIDS.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 3 TOTAL PARTS 0.00
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 02BMZCI COURTESY INSPECTION TECH(S):359 INTERNAL
 CUSTOMER REQUESTS BMW 40 POINT COURTESY INSPECTION
 COURTESY INSPECTION PERFORMED AS REQUESTED
 TIRES ARE WORN.PROVIDE ESTIMATE.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 4 TOTAL PARTS 0.00
 JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5+03BMZ LOANER TECH(S):359 INTERNAL
 Provide Loaner/Courtesy Vehicle.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 5 TOTAL PARTS 0.00
 JOB # 5 TOTAL LABOR & PARTS 0.00

The Reynolds and Reynolds Company ERANTNIVE CC234496 Q (08/02)



OPEN ROAD BMW

731 U.S. Hwy. 1 South
EDISON, N.J. 08817

SALES: (732) 985-4575



BMW SERVICE: (732) 985-8450

BMW PARTS: (732) 985-4570

CELL: [REDACTED]

CUSTOMER NO. 63846	ADVISOR CHARLES PUHAN	TAG NO. 416	INVOICE DATE 02/20/13	INVOICE NO. BFC397146
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 36,494	COLOR MONACO BLUE	STOCK NO.
ISELIN, NJ [REDACTED]	YEAR / MAKE / MODEL 08/BMW SAV/X5 3.0SI/4DR SAV	DELIVERY DATE 08/02/08	DELIVERY MILES 97	
[REDACTED]	VEHICLE I.D. NO. 5 U X F E 4 3 5 2 8 L [REDACTED]	SELLING DEALER NO. 56738	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 02/18/13	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS E# 56734	MO: 36496	

MISC. CODE	DESCRIPTION	CONTROL NO.	
JOB # A	SS SHOP SUPPLIES		19.67
JOB # A	HW EPA COMPLIANCE CHARGE		19.23
JOB # 2	MD DISCOUNT APPLIED		-150.37
TOTAL - MISC			-111.47

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$1557.59 (+TAX)

COMMENTS-----
 TOW IN

TOTALS-----

THANK YOU FOR CHOOSING OPEN ROAD BMW. YOUR COMPLETE SATISFACTION WITH OUR PRODUCTS AND SERVICE ARE OUR PRIMARY GOAL!!	TOTAL LABOR....	770.85
	TOTAL PARTS....	732.81
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	38.90
	TOTAL MISC DISC	-150.37
	TOTAL TAX.....	97.45
	TOTAL INVOICE \$	1489.64

PAYMENT METHOD
 CASH CHECK VISA M/C AMEX QCP

PAYMENT RECEIVED BY []

DUE TO THE RISING COST OF EPA COMPLIANCE, HAZARDOUS WASTE
 DISPOSAL AND SHOP SUPPLIES, MAINTENANCE / REPAIRS MAY HAVE
 A NOMINAL CHARGE FOR THESE SERVICES.

EFFECTIVE 12/98, LIMITED LIFETIME PARTS WARRANTY. STARTERS,
 SHOCK ABSORBERS, STRUT INSERTS, MUFFLERS, ALTERNATORS, WATERPUMP

CUSTOMER SIGNATURE _____

