

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



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

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received 08-SEP-2014 OCT 22 2014	Repository <input type="checkbox"/> Reference No. 10631546
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OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	RIVERSIDE	State	RI
Zip Code	[REDACTED]		
Daytime Telephone Number	[REDACTED]		E-mail Address NOEMAIL@UNK.GOV
Evening Telephone Number	[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 WBAKF9C57BE [REDACTED]	Make BMW	Model 335I XDRIVE	Model Year 2011
Date Purchased 04/19/2010	Dealer's Name and Telephone Number BMW WARWICK 877-361-2173		Engine: No: Cylinders 6
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 08-SEP-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)	Failure Mileage	Failure Speed
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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

(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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 335I. THE CONTACT RECEIVED A RECALL NOTICE IN JUNE OF 2014 FOR NHTSA CAMPAIGN NUMBER: 14V176000 (ENGINE). THE DEALER INFORMED THE CONTACT THAT A LETTER FROM BMW WAS NEEDED IN ORDER TO HAVE THE VEHICLE REPAIRED. THE CONTACT RECEIVED A LETTER FROM BMW THAT STATED THE PARTS WERE NOT AVAILABLE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

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.

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

MANUFACTURER / DEALER TOOK TOO LONG TO REPLACE VANOS BOLTS. I RECEIVED LETTER (NOTIFICATION OF RECALL) IN JUNE 2014. REPAIRS WERE NOT MADE UNTIL SEP 22, 2014. I TOOK MY CAR IN FOR OIL CHANGE, NEW AIR FILTER, WASCO WAX. AT THIS TIME MY SERVICE ADVISOR SAID HE WOULD REPLACE THE VANOS BOLTS. EVEN THOUGH I NEVER RECEIVED LETTER FROM BMW STATING THAT THE VANOS BOLTS WERE YET AVAILABLE. I ATTACHED COPY OF MY INVOICE. THANK-YOU! DEALER WOULD NOT SHOW ME ALL OF THE BOLTS THAT WERE REPLACED. I QUESTION IF IN FACT THEY WERE REPLACED.

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



safercar.gov

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



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

BMW OF WARWICK

1515 Bald Hill Road
 Warwick, RI 02886
 Parts: 401-824-2321 Service: 401-824-2274
 Sales: 401-824-2399
 www.bmwofwarwick.com



CELL: [REDACTED]

MER NO. [REDACTED]	ADVISOR MARK P WRIGHT	70623	TAG NO. 289	INVOICE DATE	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 31,906	COLOR SPACE GRAY/	STOCK NO. [REDACTED]
[REDACTED]	YEAR/MAKE/MODEL 11/BMW/335Cxi/2DR CPE 335I XDRI AW			DELIVERY DATE 04/19/10	DELIVERY MILES 5
RIVERSIDE, RI	VEHICLE ID. NO. W B A K F 9 C 5 7 B E			SELLING DEALER NO. 130195	PRODUCTION DATE 03/01/10
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 09/22/14		
[REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			MO: [REDACTED]

JOB# 4 TOTALS -----
 LABOR 65.00

JOB# 5 CHARGES-----
 JOB# 4 JOURNAL PREFIX BMCS JOB# 4 TOTAL 65.00

LABOR-----
 J# 5 02BMZLOFSVC * OIL AND FILTER TECH(S):71603 65.00
 PERFORM OIL AND FILTER SERVICE AS PER MAINTENANCE
 MENU. 145.00 plus tax
 PREVENTATIVE MAINTENANCE, SUGGESTED IN VIEW OF LOCAL DRIVING
 CONDITIONS AND CLIMATE
 COMPLETED SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	11-42-7-566-327	SET OIL-FILT	16.99	16.99
	1	WSG	WW FLUID	1.95	1.95
	7	07-51-0-017-954	MOTOR OIL SA	8.99	62.93
			CASTROL SAE 5W30 API-SL/CF		
TOTAL - PARTS					81.87

JOB# 5 TOTALS -----
 LABOR 65.00
 PARTS 81.87

JOB# 6 CHARGES-----
 JOB# 5 JOURNAL PREFIX BMCS JOB# 5 TOTAL 146.87

LABOR-----
 J# 6 02BMZINTAKESILE INTAKE SILENCER TECH(S):71603 65.00
 INTAKE SILENCER
 99.99
 D/C 11720376MP
 REPLACED INTAKE SILENCER
 L/C 0000602

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	13-71-7-599-285	AIR FILTER E	34.99	34.99
TOTAL - PARTS					34.99

JOB# 6 TOTALS -----
 LABOR 65.00
 PARTS 34.99

JOB# 7 CHARGES-----
 JOB# 6 JOURNAL PREFIX BMCS JOB# 6 TOTAL 99.99

LABOR-----
 J# 7+75BMVANOS VANOS BOLT TECH(S):71603 WARRANTY
 VANO CAMPAIGN
 CAMPAIGN
 D/C 0011270300

LCR-SER-INV ITEM #/QTY



BMW OF WARWICK



1515 Bald Hill Road
 Warwick, RI 02886
 Parts: 401-824-2321 Service: 401-824-2274
 Sales: 401-824-2399
 www.bmwofwarwick.com



ORDER NO. [REDACTED]	ADVISOR MARK P WRIGHT	TAG NO. 70623	INVOICE DATE 09/22/14	CELL: [REDACTED]	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 31,906	COLOR SPACE GRAY/	STOCK NO. [REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 11/BMW/335Cxi/2DR CPE 335I XDRI AW	DELIVERY DATE 04/19/10	DELIVERY MILES 5	[REDACTED]	
UNIT [REDACTED] RIVERSIDE, RI [REDACTED]	VEHICLE ID. NO. W B A K F 9 C 5 7 B E [REDACTED]	SELLING DEALER NO. 130195	PRODUCTION DATE 03/01/10	[REDACTED]	
[REDACTED]	F.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	R.O. DATE 09/22/14	[REDACTED]	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 31908

AS PER SIB REMOVED VALVE COVER AND REPLACED VANOS BOLTS.
 REMOVED ELECTRIC FAN TO MANUALLY TURN OVER ENGINE. SIB 11 08
 14
 L/C 0062108

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	8	11-36-8-602-263	ISA SCREW		WARRANTY
	1	11-12-7-587-804	PROFILE-GASK		WARRANTY
				TOTAL - PARTS	0.00
JOB# 7 TOTALS					
JOB# 7 JOURNAL PREFIX BMCS				JOB# 7 TOTAL	0.00

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	BMSS	BMW SHOP SUPPLY		14.47	
JOB # A	SHA	SERVICE HISTORY ADMIN		0.99	
JOB # A	BMHZ	BM HAZARDOUS WASTE		3.00	
				TOTAL - MISC	18.46

COMMENTS
 LOANER
 TT 9/23

TOTALS		TOTAL LABOR....	195.00
		TOTAL PARTS....	116.86
		TOTAL SUBLET...	199.00
		TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	18.46
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	9.41
		TOTAL INVOICE \$	538.73

***** PRE - INVOICE *****

LCSER-INV 11EW#740U