

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

DOT Auto Safety Hotline U.S.C. 552(b)(6)

FOR AGENCY USE ONLY 100148

Date Received

16-JUN-2015

Repository ☐

Reference No.
10725650

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City LEWISVILLE

State TX

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

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

5UXZV4C53BL [REDACTED]

Make

BMW

Model

X5

Model Year

2011

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)

14-JUN-2015

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 010000 STEERING

Failure Mileage

63000

Failure Speed

75

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)

☐ 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

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).

TRAVELING SOUTH ON INSIDE LANE OF 121 NEAR GRAPEVINE, MY X5 SUDDENLY MADE A REALLY LOUD NOISES FROM THE FRONT LEFT SIDE, STARTED LOSING POWER, LIQUID WAS SPEWING BEHIND ME AND SMOKE COMING OUT FROM UNDERNEATH. I PULLED OVER AND SAW OIL GUSHING FROM THE BOTTOM OF MY 2011 X5. I HAD MY [REDACTED] MONTH OLD INFANT AND MY WIFE IN THE CAR, HAD TO RUSH THEM OUT OF THE INFANT SEAT TO ENSURE CAR DOES NOT CATCH ON FIRE. SPEND 2 HOURS WAITING FOR TOW AND IN THE END IT ENDED UP BEING AN FRONT DRIVESHAFT BREAKING PUNCTURING AN OIL PAN AND CUTTING FEW HOSES AND LINES. THERE IS AN ACTIVE RECALL ON THAT BMW FOR THAT EXACT ISSUE

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 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.

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ----10725650----
Date: Monday, July 27, 2015 11:51:20 AM
Attachments: [EVOQ EMAIL RESPONSE.doc](#)
[10725650.pdf](#)
[Classic Repair Drive Shaft Estimate.pdf](#)
[Classic Repair Drive Shaft.pdf](#)

Sent: Monday, July 27, 2015 10:19 AM

Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ----10725650----

Sent: Monday, July 27, 2015 10:13 AM

Subject: FW: FW: FW: NHTSA: Follow up to ODI Complaint: ----10725650----

From: [REDACTED]
Sent: Sunday, July 26, 2015 9:15 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Fwd: FW: FW: NHTSA: Follow up to ODI Complaint: ----10725650----

To Whom It May Concern:

Please note that VOQ has all the accurate information. This failure was a result of BMW performing a visual inspection done on a drive shaft recall and not doing anything. According to the dealership even though there is a recall, a technician does a visual inspection and tries to turn the drive-shaft by hand. Recall was performed on repair order [REDACTED] 9/11/14 job 2 at 56738 miles with failure at 63118 miles.

At the time when my X5 was in the shop there was a 2011 X5 there as well with a lot worse damage based on the same failure. Same story where a drive shaft assembly came lose puncturing oil pan and causing extensive damage.

Please help ensure a complete recall of these vehicles as this year model can cause a fatal accident. My family got very lucky as it happened in a lane where I was able to steer the car to a median and pull over without an accident.

Attached are relevant documents (estimate and actual bill)

Sincerely,

[REDACTED]

----- Forwarded message -----

From: <EVOQ@dot.gov>

Date: Tue, Jul 21, 2015 at 9:40 AM

Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10725650----

To: [REDACTED].

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation





Classic BMW

CUSTOMER NO.	ADVISOR THOMAS C. STINTON	TAG NO. 84 1685	INVOICE DATE 06/29/15	INVOICE NO.
	LABOR RATE 153.60	LICENSE NO.	COLOR VERMILION R	STOCK NO.
	YEAR / MAKE / MODEL 11/BMW SAV/X5 35I/4DR	MILEAGE 63,118	DELIVERY DATE 08/14/10	DELIVERY MILES
LEWISVILLE, TX	VEHICLE I.D. NO. 5 U X Z V 4 C 5 3 B L	SELLING DEALER NO. 36460	PRODUCTION DATE 08/01/10	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/15/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 63131

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 05BMZ1 WASH AND VAC HOURS: 0.00 TECH(S):110 0.00
PLEASE PERFORM \$9.00 CAR WASH FOR OUR VALUED CUSTOMER
NO CHARGE TO CLIENT PER ADVISOR
YOUR VEHICLE HAS BEEN WASHED AND VACUUMED

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

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+01BMZ-LOANER CLASSIC LOANER VEH. HOURS: 0.00 TECH(S):110 0.00
CUSTOMER REQUEST...NEEDS LOANER VEHICLE FOR TRANSPORTATION
VY30046
PROVIDE CLASSIC LOANER

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

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5+26BMZ DRIVE SHAFT HOURS: 1.80 TECH(S):110 276.48
TECH REPORTS:FRONT DRIVE SHAFT U JOINT HAS COME APART
REPLACED FRONT DRIVESHAFT AND BOLTS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 5 1 26-20-8-605-866 DRIVE SHAFT ASSY FR 779.49
JOB # 5 4 26-11-7-529-387 TORX SCREW WITH RIB 1.39 5.56

JOB # 5 TOTAL PARTS 785.05

JOB # 5 TOTAL LABOR & PARTS 1061.53

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 5 SC SERVICE CONTRACT 932409 -1061.53
TOTAL - MISC -1061.53

COMMENTS-----
06/17 5:46PM SPOKE TO CUSTOMER WITH MORE UPDATES. INFORMED
INSPECTOR LOOKED AT VEHICLE AND NOW WAITING FOR WARR COMPANY
TO APPROVED ANY WORK. CUST OK'D 3118
06/18 12:44PM INFORMED CUST THAT WE ARE STILL WAITING FOR EXT
TO APPROVE. CUST OK'D 3118
06/22 4:47PM EMAILED CUST. WITH UPDATES. INFORMED PARTS ON
ORDER. 3118
06/24 12:10PM EMAILED CUST WITH UPDATES. INFORMED PART
ON ORDER FROM GERMANY. 7-10DAYS. 3118
06/29 6:29AM EMAILED CUST INFORMING VEHICLE NEEDS BATTERY
QUOTE \$620. WAITING ON RESPONSE. 3118
1009 6.29.15 AH
EXT WARRANTY-ROUTE 66 AUTH#152830721
PAYS\$1061.53 BY CC FAX TO 800.808.0829

SALES-PARTS-SERVICE
6800 DALLAS PARKWAY
PLANO, TX 75024
Main: (214) 778-2600
For Appointment: (214) 778-2616

COLLISION CENTER
408 A N. BISHOP
RICHARDSON, TX 75081
(214) 778-2659

CLASSIC LICENSE I.D.
YES ☐ NO ☐



Classic BMW

CUSTOMER NO.	ADVISOR THOMAS C. STINTON	TAG NO. 84 1685	INVOICE DATE 06/29/15	INVOICE NO.
	LABOR RATE 153.60	LICENSE NO.	MILEAGE 63,118	COLOR VERMILION R
	YEAR / MAKE / MODEL 11/BMW SAV/X5 35I/4DR	DELIVERY DATE 08/14/10	DELIVERY MILES	
LEWISVILLE, TX	VEHICLE I.D. NO. 5 U X Z V 4 C 5 3 B L	SELLING DEALER NO. 36460	PRODUCTION DATE 08/01/10	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/15/15	
RESIDENCE PHONE	BUSINESS PHONE			
COMMENTS				

MO: 63131

LABOR & PARTS

J# 1 11BMZ-11 ENGINE NOISE HOURS: TECH(S):110 WARRANTY

CUSTOMER REPORTS:MADE A LOUD NOISE WHEN DRIVING OWNER
STOPPED THE VEHICLE AND NOTICED OIL LEAKING
GOODWILL ASSISTANCE PROVIDED BY CLASSIC BMW FOR CUSTOMER
RETENTION
DRIVE SHAFT U-JOINT FAILED AND DAMAGED MULTIPLE COMPONENTS
REPLACED OIL PAN AND BOTH FRONT AXLE SEALS, REPLACED P/S
PRESSURE LINE AND BOTH TRANS COOLER LINES. CONN CHARGER 14.5
READ OUT AND CLEARED FAULTS. PERFORMED 4 WHEEL ALIGN W/AFS
AND PERFORMED 30 MIN. TEST DRIVE

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(214) 778-2659

PARTS-----QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE--	
JOB # 1	1	11-13-7-629-210	OIL PAN	WARRANTY
		1195		
JOB # 1	1	11-13-7-600-482	PROFILE-GASKET	WARRANTY
		1195		
JOB # 1	1	11-13-2-210-959	SET OF ALUMINIUM SC	WARRANTY
		1195		
JOB # 1	2	11-13-7-559-537	TORX SCREW	WARRANTY
		1195		
JOB # 1	2	11-13-7-582-340	TORX SCREW	WARRANTY
		1195		
JOB # 1	2	31-51-1-213-527	O-RING	WARRANTY
		1195		
JOB # 1	2	33-10-7-505-601	SHAFT SEAL WITH LOC	WARRANTY
		1195		
JOB # 1	2	33-41-1-133-785	COLLAR NUT	WARRANTY
		1195		
JOB # 1	1	17-21-7-600-973	OIL COOLING PIPE IN	WARRANTY
		1195		
JOB # 1	1	17-21-7-600-974	OIL COOLING PIPE OU	WARRANTY
		1195		
JOB # 1	2	17-22-7-800-958	O-RING	WARRANTY
		1195		
JOB # 1	1	11-42-7-566-327	SET OIL-FILTER ELEM	WARRANTY
		1195		
JOB # 1	1	32-41-6-786-795	EXPANSION HOSE	WARRANTY
		1195		
JOB # 1	7	83-21-2-405-085	BMW GROUP LL-01 5W-	WARRANTY
JOB # 1	1	83-29-0-429-576	HYDRAULIC FLUID CHF	WARRANTY
JOB # 1	4	83-22-2-220-445	ATF 2	WARRANTY
JOB # 1	1	83-22-2-357-992	SAF-XJ	WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 17BMZ6 *COURTESY CHECK HOURS: TECH(S):110 0.00

CHECK AND TOP OFF COOLANT LEVEL AND WASHER FLUID
AND CORRECT TIRE PRESSURE TO BMW SPECS.

THIS SERVICE HAS BEEN PROVIDED FREE FOR OUR SERVICE CUSTOMER

CLASSIC LICENSE I.D.

YES ☐NO ☐



Classic BMW

CUSTOMER NO.	ADVISOR THOMAS C. STINTON	TAG NO. 84 1685	INVOICE DATE 06/29/15	INVOICE NO.
	LABOR RATE 153.60	LICENSE NO.	MILEAGE 63,118	COLOR VERMILION R
LEWISVILLE, TX	YEAR / MAKE / MODEL 11/BMW SAV/X5 35I/4DR	DELIVERY DATE 08/14/10		STOCK NO.
	VEHICLE I.D. NO. 5 U X Z V 4 C 5 3 B L 4	SELLING DEALER NO. 36460		DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/15/15	PRODUCTION DATE 08/01/10
RESIDENCE PHONE	COMMENTS			

MO: 63131

COMMENTS
CUSTOMER TO PAY FOR TAX

TOTALS

THANK YOU FOR CHOOSING CLASSIC BMW FOR YOUR SERVICE NEEDS
*****HAVE WE ACHIEVED EXCELLENCE IN YOUR EYES?*****
*****IF NOT*****
PLEASE LET YOUR ADVISOR KNOW OR CHUONG NGUYEN 214-778-2701

INTERESTED IN UPGRADING YOUR CURRENT BMW MAINTENANCE PROGRAM
TO 6 YEARS OR 100,000 MILES? IF YOUR VEHICLE IS STILL UNDER
THE FACTORY MAINTENANCE PROGRAM OR IS WITHIN 1 YEAR FROM THE
EXPIRATION DATE AND LESS THAN 60,000 MILES, PLEASE CONTACT
OUR FINANCE DEPARTMENT FOR MORE DETAILS AT 214-778-2600

NOW AVAILABLEBMW EXTENDED VEHICLE PROTECTION SERVICE
CONTRACT. IF YOUR VEHICLE IS WITHIN 7 YEARS FROM THE ORIGINAL
IN SERVICE DATE AND LESS THAN 80,000 MILES, CONTACT OUR
FINANCE DEPT FOR AVAILABLE COVERAGES AT 214-778-2600.

TOTAL LABOR....	276.48
TOTAL PARTS....	785.05
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-1061.53
TOTAL TAX.....	64.77

TOTAL INVOICE \$ 64.77

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COLLISION CENTER
408 A N. BISHOP
RICHARDSON, TX 75081
(214) 778-2659

CUSTOMER SIGNATURE

CLASSIC BMW
6800 DALLAS PKWY
PLANO, TX 75024
214-778-2600
389900002123477

SALE

Store: 3899 Term: 7466

REF#:

RRN: 518018602403

134312

Batch #:

068

ID: 00386301615771

CODE: 433828

AMEX

Swiped

AMOUNT

\$64.77

APPROVED

CUSTOMER COPY

CLASSIC LICENSE I.D.
YES ☒ NO ☐

RO/VIN: Untitled4

MB129101240

TECH: _____

CLASSIC BMW PARTS & LABOR ESTIMATE

DESCRIPTION / PART #	QTY	PART PRICE	IN STK	LABOR HRS	\$	TAX	TOTAL	Repair(s) Auth.
TOW & ESTIMATE 2 PAGES				1.5	235.58		\$235.58	
FRONT DRIVE SHAFT BROKE AND DAMAGED THE OIL PAN AND TRANS COOLER LINES AND P/S HOSE AND FRONT DIFF								
26 20 8 605 866 - DRIVE SHAFT	1	779.49	Yes			64.31	\$843.80	
26 11 7 529 387 - BOLTS PRICE EACH	4	1.39	Yes			0.46	\$6.02	
11 13 7 629 210 - OIL PAN	1	759.07	N	14.5	2227.20	62.62	\$3,048.89	
11 13 7 600 482 - GSKT	1	31.58	Yes			2.61	\$34.19	
11 13 2 210 959 - ALUMINUM SCREWS	2	27.18	Yes			4.48	\$58.84	
11 13 7 559 537 - TORX BOLTS	2	2.51	Yes			0.41	\$5.43	
11 13 7 582 340 - TORX BOLTS	2	2.57	Yes			0.42	\$5.56	
31 51 1 213 527 - ORINGS	2	2.63	Yes			0.43	\$5.69	
33 10 7 505 601 - SHAFT SEALS	2	19.31	Yes			3.19	\$41.81	
33 41 1 133 785 - AXLE NUTS	2	10.61	Yes			1.75	\$22.97	
31 50 7 0594 315 - FRONT DIFF	1	2279.73	N			188.08	\$2,467.81	
17 21 7 600 973 - TRANS COOLER LINE	1	131.31	N	2.5	409.88	10.83	\$552.02	
17 21 7 600 974 - TRANS COOLER LINE	1	131.31	N	2.5	409.88	10.83	\$552.02	
17 22 7 800 958 - ORINGS	2	4.50	Yes			0.74	\$9.74	
11 42 7 566 327 - OIL FILTER	1	14.74	Yes			1.22	\$15.96	
32 41 6 786 795 - P/S HOSE	1	360.98	N	3.0	502.20	29.78	\$892.96	
83 22 2 220 445 - ATF	4	34.90	Yes			11.52	\$151.12	
83 21 2 405 085 - OIL	7	6.82	Yes				\$47.74	

SUBTOTAL PARTS:	\$4,819.73
TOTAL LABOR:	\$3,784.73
TOTAL TAX:	\$393.69
SHOP SUPPLIES:	\$230.11
TOTAL:	\$9,228.26

Customer
LanceLH Tracy
Bz

2407088

Resolution
Special

BRIAN →

SM → Invas. / unusual Inspection
- BK →What can you do help me?
Field Team →ATTN:
Jesse
800-808-0828
800-808-0828

DESCRIPTION / PART

SUBTOTAL PARTS:	\$23.52
TOTAL LABOR:	\$645.45
TOTAL TAX:	\$1.94
SHOP SUPPLIES:	\$31.72
TOTAL	\$702.63

Chuong Nguyen

Beian Ly



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

