

# INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

**From:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: Service Indicator Light  
**Date:** Tuesday, February 02, 2016 2:07:51 PM

EQ--10881746-2751

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-----Original Message-----

From: EVOQ (NHTSA)  
Subject: FW: Service Indicator Light

-----Original Message-----

From: [REDACTED]  
Sent: Tuesday, January 26, 2016 6:25 PM  
To: customerrelations@bmwusa.com; Webmaster, NHTSA (NHTSA); EVOQ (NHTSA); ahathaway@penskeautomotive.com; TMontgomery@penskeautomotive.com; News@Fox7.com; ccr@carmax.com  
Subject: Service Indicator Light

I picked up my BMW X5 from BMW of Austin yesterday morning.

Today while driving home from school another service indicator light came on while I was driving.

It read that the gas top needed to be tightened. I've never gotten that reading before. I would have taken a picture of the dashboard and included that picture in this email but I was driving and the service indicator light went off eventually.

When I pulled over to check the gas tank the cap was on tight. Not sure why that came on but any service indicator light I get from this point after having my car in the shop for so long and so often worries me.

I haven't placed gas in my car in over a month. No need to b/c it has been at BMW of Austin for that long.

Is the service indicator light coming on all of the sudden another example of wear and tear on my car? If so, can I get that in writing?

I'm trying to drive on the feeder of the highway so the next time my car stops I won't be on the highway because that is extremely dangerous for other cars driving behind and in front of me and for me.

I do not want to bring my car in again to have it looked at. This will be the 5th time. I want out of this unsafe car as soon as possible before someone is seriously injured.

I cancelled my Bootcamp tonight b/c I don't feel comfortable driving down south in this BMW with the weather predicting rain.

This costs me money. This is an inconvenience but I'd rather be safe than sorry.

[REDACTED]



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004385 079.7





+37  $\mu$   
8:14 am

**D**

→ 322 mph  
094386 071.0

