



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

552(B)(6) 100148

Date Received

18-JUL-2016

OCT 18 2016

Repository ☐

Reference No.

10885621

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

State FL

Zip Code

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

WBXHT3C31G

Make

BMW

Model

X1

Model Year

2016

Date Purchased

1/9/16

Dealer's Name and Telephone Number

BMW OF OCALA 352-861-0234

Engine:

No: Cylinders

4

Fuel Type:

GAS

Original Owner

☒

Dealer's City

OCALA

State

FL

Zip Code

34474

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 wheel DRIVE

Multiple Failure:

Incident Date(s)

13-JUL-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

8500

Failure Speed

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

Number of Deaths

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 2016 BMW X1. WHILE DRIVING AT AN UNKNOWN SPEED, THE STEERING WHEEL STARTED TO VIBRATE WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE FAILURE OCCURRED WHEN THE AIR CONDITIONER WAS ACTIVATED AT FULL CAPACITY. THE DEALER STATED THAT THE VEHICLE WAS WORKING UP TO SPECIFICATIONS. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 8,500. FINAL REPAIR ATTEMPT STATES MY VEHICLE OPERATES AS DESIGNED. THE DEFECT PROGRESSED FROM LOUD SOUND TO VIBRATION THROUGH STEERING ASSEMBLY. THE VIBRATION WAS REDUCED BUT NOT ELIMINATED. FINAL REPAIR ATTEMPT STATES MY VEHICLE HAS MORE VIBRATION THAN A KNOWN VEHICLE WHICH INDICATES THERE IS A VIBRATION IN KNOWN VEHICLE. SHOULD THE FAN VIBRATE LOOSE A DRIVING HAZARD COULD OCCUR. VIBRATION DESIGNED INTO VEHICLE

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.



Family Of Dealerships



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BMW of Ocala
MV# 81145
5145 S.W. College Road
Ocala, FL 34474

Porsche of Ocala
MV# 81127
5155 S.W. College Road
Ocala, FL 34474
(352) 861-0234

CELL: [REDACTED]

CUSTOMER NO	ADVISOR CELEDENIO GALLOZA	306967	TAG NO 990	INVOICE DATE 05/20/16
LABOR RATE	LICENSE NO	MILEAGE 4,822	COLOR DK OLIVE ME	STOCK NO
YEAR / MAKE / MODEL 16/BMW SAV/X1/4DR XDR28I AWD	DELIVERY DATE 01/09/16	DELIVERY MILES 5	SELLING DEALER NO	PRODUCTION DATE
VEHICLE I.D. NO W B X H T 3 C 3 1 G P	F.T.E. NO	P.O. NO	R.O. DATE 05/17/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 4862	

JOB# 1 CHARGES

LABOR
J# 1 00BMZLOANER LOANER CAR TECH(S):273197 INTERNAL
CUSTOMER REQUESTED A LOANER
PROVIDED COURTESY LOANER OR RENTAL
COURTESY LOANER/RENTAL

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX SOMS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 12BMZ04 ENGINE NOISE TECH(S):273197 INTERNAL
CLIENT STATES A MONTH AFTER TAKING DELIVERY OF THE VEHICLE
IT STARTED TO MAKE A INTERMIT NOISE AROUND THE ENGINE ARE
HE SUSPECTS IT MOSTLY STARTS WHEN THE A/C COMPRESSOR KICKS
IN.THE NOISE CAN LAST BETWEEN 30 SECONDS AND SOMETIMES UP
TO A MINUTE AND A HALF. THIS HAPPENS WHEN VEHICLE IS HOT OR
COLD. PLEASE CHECK AND ADVISE. NOTE CLIENT EMAILED A RECOR
DING OF THE NOISE TO THE ADVISOR.
COULD NOT REPRODUCE CUSTOMER CONCERN AT THIS TIME.
TEST DROVE VEHICLE WITH CUSTOMER AND ON A EXTENDED TEST
DRIVE. DID NOT HEAR ANY ABNORMAL NOISES AT THIS TIME.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX SOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 10BMZ01 DRIVEABILITY CONCERN TECH(S):273197 INTERNAL
CLIENT STATES UNDER 20 MPH WHEN BRAKING OR ACCELERATING THE
VEHICLE MAKES A INTERMIT SOUNDS LAST ABOUT 3 SECONDS SOUNDS
LIKE A HIGH PITCH WHINING NOISE. MUST HAVE THE RADIO OFF TO
ABLE TO HEAR THIS. PLEASE CHECK AND ADVISE.
COULD NOT REPRODUCE CUSTOMER'S CONCERN AT THIS TIME.
TEST DROVE WITH CUSTOMER AND ON AN EXTENDED TEST DRIVE.
DID NOT HEAR ANY ABNORMAL NOISES AT THIS TIME.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX SORS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 00BMZ25PT 25PT COURTESY TECH(S):273197 INTERNAL
PERFORM 25 PT COURTESY INSPECTION
COURTESY
PERFORMED AND REPORT ON FINDINGS

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX SOMS JOB# 4 TOTAL 0.00

Service Hours:

Mon.-Fri.

7:30 am - 6:00 pm

Saturday

8:00 am - 4:00 pm

Sunday

11:00 am - 4:00 pm

Body Shop

352-248-2541

Our #1 Commitment:

Customer Satisfaction!

Thank You for

Allowing Us

to Serve You!

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED

There will be an additional charge for shop supplies or disposal. The charge is calculated at a rate of 7% of parts and labor with a minimum of \$1.79 and a maximum of \$25. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with the estimate will correct any problem specified on the description of the complaint. CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE COPY HEREOF. CUSTOMER SIGNATURE



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	LABOR RATE	LICENSE NO	MILEAGE 4,822	COLOR DK OLIVE ME	
	YEAR / MAKE / MODEL 16/BMW SAV/X1/4DR XDR28I AWD			DELIVERY DATE 01/09/16	DELIVERY MILES 5
	VEHICLE I.D. NO. W B X H T 3 C 3 1 G P			SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO			P.O. NO	R.O. DATE 05/17/16
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS		

MO: 4862

JOB# 5 CHARGES

LABOR: J# 5 90BMZ05 COURTESY WASH TECH(S): 273197 INTERNAL
PERFORM AUTOMATIC CAR WASH. BUG REMOVAL. BLOW DRY. CLEAN WHEELS
RIMS. CLEAN EXTERIOR GLASS.
PERFORMED COURTESY WASH.

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX SODS JOB# 5 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
CUSTOMER REQUESTED A LOANER created 2016-05-12 10:52:00am taken by
CELEDENIO GALLOZA

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

Service Hours:

Mon.-Fri.
7:30 am - 6:00 pm
Saturday
8:00 am - 4:00 pm
Sunday
11:00 am - 4:00 pm

Body Shop
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CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE COPY HEREOF.
CUSTOMER SIGNATURE

X

CUSTOMER SIGNATURE

DUPLICATE INVOICE



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Ocala, FL 34474
(352) 861-0234

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR CELEDENIO GALLOZA	306967	TAG NO. 990	INVOICE DATE 09/08/16	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 10,431	COLOR DK OLIVE ME	
	YEAR / MAKE / MODEL 16/BMW SAV/X1/4DR XDR28I AWD		DELIVERY DATE 01/09/16	DELIVERY MILES 5	
THE VILLAGES, FL	VEHICLE I.D. NO. W B X H T 3 C 3 1 G P		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/08/16		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 10438		

JOB# 1 CHARGES

LABOR
J# 1 11BMZ04 FLUID LEAK-ENGINE TECH(S):273197 WARRANTY
CLIENT STATES NOISE ON THE FAN AND VIBRATION ON THE STEERING WHEEL.
AUX. FAN VIBRATION
HOOKED UP BATTERY CHARGER AND RAN FAULT CODE TEST. NO FAULTS STORED. PERFORMED EVACUATION AND RECHARGE OF A/C. VERIFIED PROPER CHARGE. MONITORED A/C SYSTEM PRESSURE READINGS. HIGH SIDE AT 170 PSI AND LOW SIDE AT 36 PSI. CENTER AIR TEMP. AT 39.2 F. REMOVED LOWER PANEL. INSPECTED DRIVETRAIN MOUNTS, AND STEERING COMPONENTS. CHECKED ENGINE TEMP. SENSOR AND COOLANT CIRCUIT. CHECKED A/C PRESSURE SENSOR TO GAUGES. ACTIVATED AUX. FAN ON HIGH SPEED AND COMPARED TO A KNOWN GOOD VEHICLE. FOUND FAN OUT OF BALANCE CAUSING MORE VIBRATION WHEN COMPARED TO OTHER VEHICLE. REPLACED AUX. FAN. ACTIVATED AUX. FAN AFTER REPLACEMENT AND NOW OPERATES AS DESIGNED. TEST DROVE 7 MILES. MILEAGE OUT 10431 / MILEAGE IN 10438.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		17-42-7-617-611	FAN HOUSING WITH FA		
					TOTAL - PARTS	0.00

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX SORS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES
LABOR
J# 2 00BMZLOANER LOANER CAR TECH(S):273197 0.00
CUSTOMER REQUESTED A LOANER
PROVIDED COURTESY LOANER OR RENTAL
COURTESY LOANER/RENTAL

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX SOMS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES
LABOR
J# 3 00BMZ25PT 25PT COURTESY TECH(S):273197 INTERNAL
PERFORM 25 PT COURTESY INSPECTION
COURTESY
PERFORMED AND REPORT ON FINDINGS

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX SOMS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES
LABOR
J# 4 90BMZ05 COURTESY WASH TECH(S):273197 INTERNAL

Service Hours:

Mon.-Fri.
7:30 am - 6:00 pm

Saturday
8:00 am - 4:00 pm

Sunday
11:00 am - 4:00 pm

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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR CELEDENIO GALLOZA 306967	TAG NO 990	INVOICE DATE 09/08/16
[REDACTED]	LABOR RATE	LICENSE NO.	COLOR DK OLIVE ME
[REDACTED]	YEAR / MAKE / MODEL 16/BMW SAV/X1/4DR XDR28I AWD	MILEAGE 10,431	DELIVERY DATE 01/09/16
THE VILLAGES, FL [REDACTED]	VEHICLE I.D. NO. W B X H T 3 C 3 1 G P [REDACTED]	DELIVERY MILES 5	DELIVERY MILES 5
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.
[REDACTED]	[REDACTED]	[REDACTED]	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 10438

PERFORM AUTOMATIC CAR WASH.BUG REMOVAL.BLOW DRY.CLEAN WHEELS
RIMS.CLEAN EXTERIOR GLASS.
PERFORMED COURTESY WASH.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX SODS JOB# 4 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
CUSTOMER REQUESTED A LOANER created 2016-09-06 12:22:00pm taken by
CELEDENIO GALLOZA

TOTALS

TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G...	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

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