



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

FOR AGENCY USE ONLY 100148

Date Received

19-JUL-2016
SEP 23 2016

Repository

Reference No.
10885947

OWNER INFORMATION (Type or Print)

Name: [Redacted]
 Address: [Redacted]
 City: FERNANDINA BEACH State: FL Zip Code: [Redacted]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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: WBA3R1C54EK [Redacted]
 Make: BMW Model: 435I Model Year: 2014
 Date Purchased: 3-1-2014 Dealer's Name and Telephone Number: BMW of Mountain View 650-200-0149
 Engine: No: Cylinders: 3.0 liter twin power turbo Fuel Type: Gasoline
 Original Owner: Dealer's City: Mountain View State: CA Zip Code: 94040
 Transmission Type: Automatic Antilock Brakes: Cruise Control: Powertrain: Multiple Failure: * See back page Incident Date(s): 15-JUL-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS) Failure Mileage: 22000 Failure Speed: 35

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).

TL* THE CONTACT OWNS A 2014 BMW 435I. WHILE DRIVING 35 MPH ON A TWO LANE ROAD DURING INCLEMENT WEATHER, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT WAS ON A WINDING ROAD AND WAS ABLE TO COAST OVER TO THE SIDE OF THE ROAD, WHICH WAS EXTREMELY DIFFICULT. A WARNING LIGHT FLASHED FOR A DRIVE TRAIN MALFUNCTION. THE VEHICLE WAS UNABLE TO BE DRIVEN AND WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE FUEL PUMP ASSEMBLY NEEDED TO BE REPLACED. THE CONTACT WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V189000 (FUEL SYSTEM, GASOLINE). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 22,000.

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.

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

My previous car, a BMW 335Xi (purchased from same dealer now) had the same failures. The fuel pump failed on El Camino Real, Mountain View, CA at the intersection of this road and Interstate 85. The same dealer performed the repair. Approximate date (2010-2012)

My point is the fuel pump issue is / has been an ongoing problem. BMW is not making the recall a priority. Someone is going to get killed when it happens on a busy freeway at rush hour.

ATTACH ADDITIONAL SHEETS IF NECESSARY

9-17-16

U.S. Department of Transportation

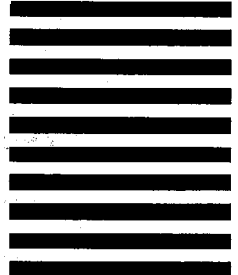
National Highway Traffic Safety Administration

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**



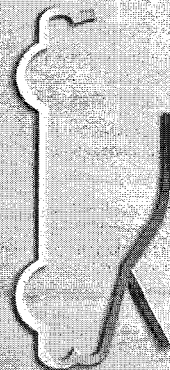
BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



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



9850 Atlantic Blvd. - Jacksonville, FL 32225
(904) 725-0911

FL Registration: MV-9273

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday

R/O Open Date	R/O Number				
7/15/16					
R/O Close Date	Status				
7/19/16	Pre-Invoice				
Mileage In	Mileage Out				
27017	27021				
Service Advisor - Tag #					
Joe Langford/4404					
Vehicle Identification Number					
WBA3R1C54EK					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2014	BMW	4 SERIES	2DR CPE 435I RWD	BLUE	

FERNANDINA BEACH, FL

Work Phone

Home Phone

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Cell:

#1 - Customer Reports:

CLIENT STATES SHE WAS DRIVING THE CAR STARTED TO S
KIP THEN JUST SHUT OFF NOW SHE HAS A CRANK
NO START ISSUE

Caused by

VEHICLE FUEL PUMP WAS FAULTY DRAWING ALOT OFF CUR
RENT CAUSING THE EKPS FUSE TO BLOW.VEHICLE HAD FAU
LT CODE S0237 FOR NO CUMMINCATION WITH EKPS,11A002
FOR FUEL PRESSURE TOO LOW.

Corrected by (1614041200)

Work performed by ROBLESC94

(C94)

Warranty

Corrected by

Work performed by ROBLESC94

(C94)

Warranty

Corrected by

Work performed by ROBLESC94

(C94)

Warranty

Corrected by

Work performed by ROBLESC94

(C94)

Warranty

Corrected by

Work performed by ROBLESC94

(C94)

Warranty

Corrected by

Work performed by ROBLESC94

(C94)

Warranty

Work performed by 365 : 1

Installed 61 13 1 372 518 :BOB1MIRRSA-Fuse

Qty: 1

Warranty

Installed 16 11 7 243 975 :B1-Supply module

Qty: 1

Warranty

Installed 16 11 7 188 567 :B1BIRR-O-ring

Qty: 1

Warranty

Installed 16 11 7 428 463 :B1-O-ring

Qty: 1

Warranty

CONNECT BATTERY CHARGER.PEFORMED VEHICLE SHORT TES

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made 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 the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Unless otherwise noted we warranty parts and labor 2YR/ Unlimited Mileage. Maint Items Excluded. Thank you for choosing Tom Bush Regency Motors for your Service Needs.

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



9850 Atlantic Blvd. - Jacksonville, FL 32225
(904) 725-0911

FL Registration: MV-9273



SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m.
Monday - Friday

R O Open Date	R O Number
7/15/16	
R O Close Date	Status
7/19/16	Pre-Invoice
Mileage In	Mileage Out
27017	27021
Service Advisor Tag #	
Joe Langford/4404	

FERNANDINA BEACH, FL			Work Phone	Vehicle Identification Number	
			Home Phone	WBA3R1C54EK	
Year	Make	Model	Body	Color	License Number
2014	BMW	4 SERIES	2DR CPE 435I RWD	BLUE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
T VEHICLE DIDNT HAVE NO CUMINATION WITH EKPS MODULE, FALLOW ALL RECOMMENDED TEST PLAN AND CHECK FUSE 166 FOR EKPS. REPLACE FUSE, PEFORMED SHORT TEST AND THEN I WAS ABLE TO COMMUNICATE WITH EKPS MODULE BU T VEHICLE STILL DIDT RUN. CHECK FUEL PRESSURE AND FUEL PRESSURE WAS TOO LOW. CHECK FUEL PUMP AND INSI DE TANK FUEL PUMP WAS FAULTY DRAWING EXCESSIVE AMO UNT OFF CURRENT. REPLACE FUEL PUMP DIAG CODE; D1330_0000000_03_002. TEST DROVE VEHICLE FOR SEVERAL MIL E.	
#2 - Customer Reports: TOW-IN . Sub Total: .00	
#3 - CW: PERFORM COURTESY WASH AND VACUUM Sub Total: .00	
#4 - 40R: PROVIDE CUST. WITH ALT. VEHICLE AT TBRM EXPENSE CALLED CUSTOMER AT TO LET KNOW VEH. READY BMW RENTAL Sub Total: .00	
***** * ALL OF OUR CAR LINES ARE NOW ON OE CONNECTION!! * *****	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."	LABOR	.00
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made 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 the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	PARTS	.00
Unless otherwise noted we warranty parts and labor 2YR/ Unlimited Mileage. Maint Items Excluded. Thank you for choosing Tom Bush Regency Motors for your Service Needs.	DEDUCTIBLE	.00
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	SUBLET	.00
X	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	.00
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	.00