



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

DOT Auto Safety Hotline
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	Repository <input type="checkbox"/>
19-DEC-2016 JAN 31 2017	Reference No. 10936305

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	
City	CHANNELVIEW	State	TX	Zip Code	[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 5UXFE83557L [REDACTED]	Make BMW	Model X5	Model Year 2007
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 13-FEB-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 140000 AIR BAGS, FUEL/PROPULSION SYSTEM (PWS), 030000 BRAKES (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	Number of Deaths	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 2007 BMW X5. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 13V045000 (SERVICE BRAKES), 16V364000 (AIR BAGS), 16V746000 (FUEL SYSTEM), AND 16V071000 (AIR BAGS). THE PARTS TO DO THE RECALL REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIRS. THE MANUFACTURER WAS AWARE OF THE ISSUES. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

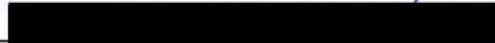
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a 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)

DEAR SIR OR MADAME.

ACTUALLY I FEEL ANXIOUS WHEN THIS VEHICLE USE, BECAUSE AFTER THREE (03) RECALLS BE NOTIFIED TO REPAIR, PLEASE REVIEW THE COPY OF BMW CO. AND HELP ME TO SOLVE THESE PROBLEMS. MEANWHILE I HAVE TO PAY INSURANCE, TAXES AND ROAD FEES. AFTER ALL CAR CANNOT TO BE USED.

SINCERELY



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

HOUSTON TX 770 19 JAN '17 PM 7 L



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



Channelview, TX

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

complaint #

1093-
63805**IMPORTANT SAFETY RECALL – Initial Notice – Remedy Unavailable****This notice applies to your vehicle, 5UXFE83557L [REDACTED]
Recall Campaign No. 16V-746: In-Tank Fuel Pump**

December 2016

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2007-2012 BMW 5 Series, 5 Series Gran Turismo, 6 Series Coupe, 6 Series Convertible, X5 SAV, and X6 SAC vehicles. Our records indicate that you are the owner or lessee of a potentially affected vehicle.

**Why are we contacting you?**

Please note that at the present time, we do not have parts available. BMW will notify you with another letter as soon as we can complete this recall on your vehicle.

What could happen?

This recall involves the vehicle's in-tank fuel pump. Over time, the fuel pump connector may become damaged. If this happens, you may notice a fuel odor. This issue could also lead to a fuel leak during refueling, or when cornering while driving. The fuel pump could also stop working and lead to a no start or stalling condition.

If this issue occurs, carefully move away from traffic and pull over to a safe location as soon as possible. Then, contact BMW Roadside Assistance at 1-800-332-4269 to have the vehicle brought to the nearest authorized BMW center.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

What will BMW do?

The in-tank fuel pump will be replaced free of charge when parts become available.

What if I am not the current owner/lessee of this vehicle?

You can update vehicle ownership and contact information by filling out the enclosed postage-paid card or by registering at www.bmwusa.com/myBMW.

If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

What if I have questions or experience problems?

Should you have any questions about this recall, please contact your authorized BMW center. Should you need additional assistance, contact BMW Customer Relations and Services via Email at CustomerRelations@bmwusa.com or by calling 1-800-525-7417. For the latest updates to this recall, please visit www.bmwusa.com/recall.

If your BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Please be assured that your safety is important to us and we sincerely apologize if this recall causes any inconvenience. We recommend wearing your safety belt at all times.

Sincerely,

BMW of North America, LLC

Company
BMW
of North America, LLC
BMW Group Company

Mailing Address
PO Box 1227
Westwood NJ 07675-
1227

Telephone
(800) 525-7417

Fax
(201) 930-8362

E-mail
CustomerRelations@
bmwusa.com

Internet
bmwusa.com

Spanish translation on back side
Traducción en español en el lado inverso



IMPORTANTE RETIRADA POR MOTIVOS DE SEGURIDAD – Aviso inicial - recurso de carácter

Este aviso se aplica a su vehículo, 5UXFE83557L [REDACTED]
Campaña de retirada n.º 16V-746: Bomba de combustible dentro del tanque

Diciembre de 2016

Estimado propietario o arrendatario de BMW:

Le enviamos este aviso según las disposiciones de la National Traffic and Motor Vehicle Safety Act (Ley Nacional de Seguridad de Tráfico y Vehículos Automotrices). BMW AG ha determinado que algunos modelos de vehículos de la serie 5, Gran Turismo serie 5, coupé serie 6, convertible serie 6, X5 SAV y X6 SAC de BMW, correspondientes a los años 2007 a 2012, tienen un defecto que afecta la seguridad de estos vehículos motorizados. Nuestros registros indican que usted es el propietario o arrendatario de un vehículo potencialmente afectado.

¿Por que lo estamos contactando a ustedes?

Esta retirada se relaciona con la bomba de combustible dentro del tanque. Con el paso del tiempo, es posible que se dañe el conector de la bomba de combustible. Si ocurre esto, es posible que note olor a combustible. Este problema también puede causar una fuga de combustible durante la recarga o cuando se gira mientras se conduce. También es posible que la bomba deje de funcionar y cause una condición de no arranque o detención, y aumente el riesgo de choque.

¿Que puede suceder?

Tenga en cuenta que en este momento las piezas no están disponibles. BMW le informará mediante una carta tan pronto como realicemos esta retirada en su vehículo. **Puede localizar el centro de BMW más cercano en www.bmwusa.com/dealers.**

Si notó olor a combustible o una fuga de combustible después de una recarga reciente, es posible que su vehículo tenga este problema. Además, si el vehículo no arranca o se detiene mientras conduce, es posible que tenga este problema. Si se produce este problema, apártese cuidadosamente del tráfico y deténgase en un lugar seguro lo antes posible. Luego, comuníquese con BMW Roadside Assistance (Asistencia en la Carretera de BMW) al 1-800-332-4269 para que le lleven el vehículo al centro autorizado de BMW más cercano.

Si usted no es la única persona que conduce este vehículo, comparta esta importante información con todos los demás conductores y pasajeros.

¿Qué hará el BMW?

Se reemplazará la bomba de combustible dentro del tanque. Esta **reparación gratuita** llevará aproximadamente dos horas.

¿Qué ocurre si yo no soy el propietario o arrendatario actual de este vehículo?

Puede actualizar la información de la titularidad del vehículo y su información de contacto completando la tarjeta con respuesta postal paga adjunta o registrándose en www.bmwusa.com/myBMW. El registro es gratuito; además, le daremos acceso a las campañas iniciadas por la fábrica y a otra información específica para su BMW. **Si usted es arrendador del vehículo, las reglamentaciones federales requieren que reenvíe este aviso a su arrendatario dentro de los diez días.**

¿Qué debo hacer si tengo alguna pregunta o si experimento algún problema?

Si tiene alguna pregunta sobre esta retirada, comuníquese con el centro autorizado de BMW. En caso de necesitar asistencia adicional, puede ponerse en contacto con el BMW Customer Relations and Services (Servicio de Atención al Cliente de BMW) por correo electrónico a CustomerRelations@bmwusa.com o llamando al 1-800-525-7417. Para ver las últimas actualizaciones de esta retirada, visite www.bmwusa.com/recall.

Si el centro de BMW no puede resolver el defecto sin cargo o dentro de un período razonable, puede notificar al administrador de la National Highway Traffic Safety Administration (Administración Nacional de Seguridad de Tráfico en Carreteras), 1200 New Jersey Ave., S.E., Washington, DC 20590, llamar a la Vehicle Safety Hotline (Línea gratuita directa de seguridad vehicular) al 1-888-327-4236 (TTY: 1-800-424-9153) o visitar <http://www.safercar.gov>.

Le garantizamos que nos importa su seguridad y le pedimos sinceras disculpas si esta retirada le causa algún inconveniente. Le recomendamos usar el cinturón de seguridad en todo momento.

Atentamente.

BMW of North America, LLC

English version on front side
Versión en inglés en el frente

Empresa
BMW
of North America, LLC

BMW Group Company

Dirección postal
PO Box 1227
Westwood NJ 07675-
1227

Teléfono
(800) 525-7417

Fax
(201) 930-8362

Correo electrónico
[CustomerRelations@
bmwusa.com](mailto:CustomerRelations@bmwusa.com)

Sitio web
bmwusa.com