


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p><b>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</b> DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>		<p>Date Received</p> <p>06-MAR-2017 <b>MAY - 2 2017</b></p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No. 10958974</p>	
<p>Name</p> <p>Address</p> <p>City TUCSON State AZ Zip Code</p>		<p>Daytime Telephone Number</p> <p>Evening Telephone Number</p>	<p>E-mail Address</p>		
<p><i>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).</i></p>					
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WBAVM1C56EV</p>		<p>Make BMW</p>	<p>Model 320XI</p>	<p>Model Year 2014</p>	
<p>Date Purchased 11-27-13</p>	<p>Dealer's Name and Telephone Number BMW (888) 716-1572</p>		<p>Engine: No: Cylinders 4</p>	<p>Fuel Type: PREMIUM</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City TUCSON</p>	<p>State AZ</p>	<p>Zip Code 85705</p>		
<p>Transmission Type</p>	<p><input type="checkbox"/> Antilock Brakes</p>	<p>Powertrain <input checked="" type="checkbox"/></p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 01-JUL-2016</p>	
<p><input type="checkbox"/> Cruise Control</p>					
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: 140000 AIR BAGS</p>			<p>Failure Mileage</p>	<p>Failure Speed</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p>					
<p>TL* THE CONTACT OWNS A 2014 BMW 320XI. THE CONTACT RECEIVED NOTIFICATION OF <del>NHTSA CAMPAIGN NUMBER 16V07000 AIR BAGS</del>; HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. <del>TOOL CONFIRMS PARTS NOT AVAILABLE</del></p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

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

I AM STILL WAITING FOR THE  
DRIVERS FRONT AIR BAG MODULE  
IT'S HAS BEEN A YEAR ALREADY.  
IT'S RIDICULOUS.  
IT'S A SAFETY ISSUE!  
HELP.

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

PHOENIX  
AZ 852  
18 APR '17  
PM 3 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



Think your vehicle  
has a safety defect?



If so:  
Use the enclosed  
form to file a report.

or visit:  
[www.safercar.gov](http://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

