

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



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

Date Received

Repository

24-JUL-2017

Reference No.

SEP 6 2017

11010270

OWNER INFORMATION (Type or Print)

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Name

Address

City

PASO ROBLES

State

CA

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

5UXZV4C5XCL

Make

BMW

Model

X5

Model Year

2012

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

05-FEB-2016

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 140000 AIR BAGS

Failure Mileage

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: DOTM19ABC036)

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* TAKATA RECALL. THE CONTACT OWNS A 2012 BMW X5. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 17V020000 (AIR BAGS), 16V071000 (AIR BAGS), AND 17V138000 (POWER TRAIN). THE PARTS WERE NOT AVAILABLE WITHIN A REASONABLE TIME FRAME TO SCHEDULE THE RECALL REPAIR. THE DEALER (COAST BMW OF SAN LUIS OBISPO, CA, 805-254-4258) INDICATED THAT THE PARTS NEEDED TO BE ORDERED, BUT THAT THE CONTACT WOULD NEED TO WAIT TO RECEIVE A SECOND LETTER FROM THE MANUFACTURER. THE CONTACT RECEIVED CONFLICTING INFORMATION FROM THE DEALER AND HAD NO ETA OF WHEN THE REMEDY AND PARTS WOULD BECOME AVAILABLE. IN ADDITION, THERE WAS A NOISE HEARD FROM THE AREA OF THE DRIVE TRAIN ASSOCIATED WITH THE RECALL. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS NOT AVAILABLE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. PARTS DISTRIBUTION DISCONNECT.

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)

① Please see attached BMW safety recall notices.
Coast BMW (805) 285-2921 12100 Los Osos Valley Rd,
San Luis Obispo, CA 93405 www.CoastBMW.com continues
to be uncooperative in remedying the recalls. I have
attempted to make an appointment several times to
have the recall items fixed but Coast BMW
says they do not have the parts and do not know
when they will have the parts to remedy the recall
items.

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

SANTA BARBARA
CA 931
22 AUG '17
PM 2 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**



safercar.gov

**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

8/1/17 call back



IMPORTANT SAFETY RECALL – Interim Notice

This notice applies to your vehicle, 5UXZV4C5XCL [REDACTED]
Recall Campaign No. 17V-020: Passenger's Front Air Bag Module

March 2017

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 X5 Sports Activity Vehicles and X6 Sports Activity Coupes. Our records indicate that you are the owner of a potentially affected vehicle.



Why are we contacting you?

This recall involves the passenger front air bag module on your vehicle. Please note that at the present time, we do not have final remedy parts available. We are working diligently to accelerate the availability of remedy parts. BMW will notify you via another letter as soon as we can complete this recall on your vehicle. For the latest updates to this recall, please visit www.bmwusa.com/recall.

What could happen?

In the event of a crash necessitating deployment of the passenger front air bag, excessive internal pressure could cause rupturing of the air bag inflator, resulting in metal fragments striking the passenger or other occupants in the vehicle, potentially resulting in serious injury or death. **If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

PLEASE NOTE: If the front passenger seat is not occupied, the passenger front air bag will not deploy in the event of a crash; thereby removing the risk of an inflator rupture.

What will BMW do?

The passenger front air bag module will be replaced free of charge when parts become available.

What if you are not the current owner of this vehicle?

You can update the vehicle ownership or your contact information by filling out the enclosed postage-paid card or by registering at <http://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 you have questions or experience problems?

Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, contact BMW Customer Relations and Services by calling 1-800-525-7417 or via email at CustomerRelations@bmwusa.com.

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 that you and your passengers wear your seat 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](mailto:CustomerRelations@bmwusa.com)

Internet
bmwusa.com

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

BMW



IMPORTANT SAFETY RECALL – Remedy Available

This notice applies to your vehicle, 5UXZV4C5XCL [REDACTED]
Recall Campaign No. 17V-138: Front Driveshaft

August 2017

Noel *Parts*
Aaron

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 2011-2013 BMW X5 Sports Activity Vehicles and Model Year 2011-2014 BMW X6 Sports Activity Coupes. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

We are pleased to inform you that we are ready to perform this recall. **If you have not already had this recall performed, then please contact any authorized BMW center immediately to schedule an appointment. To locate the nearest BMW center, visit www.bmwusa.com/dealers.**

What could happen?

This recall involves the front driveshaft's universal joint(s) which may not have been produced to specifications and could eventually break. If this happens, power to the front axle would no longer be available, but power to the rear axle would still be available. After prolonged operation, damage to additional components could occur, and continued driving would no longer be possible, increasing the risk of a crash.

This condition would initially be noticed by noise and/or vibration and, subsequently, by a loss of power to the front axle. If this occurs, carefully move away from traffic and pull over to a safe location as soon as possible. Please contact an authorized BMW center to have your vehicle inspected and, if necessary, repaired.



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0014614

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 front driveshaft will be replaced **free of charge**, and will take approximately three hours. If you already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

What if the current vehicle ownership information is incorrect?

You can update the vehicle ownership or your contact information by filling out the enclosed postage-paid card or by registering at <http://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 you have questions or experience problems?

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

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

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 that you and your passengers wear your safety belt at all times.

Sincerely,

BMW of North America, LLC

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