



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

28-AUG-2017

Reference No.

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11020198

OWNER INFORMATION (Type or Print)

Name

Daytime Telephone Number

E-mail Address

Address

Evening Telephone Number

City ROUND LAKE

State IL

Zip Cod

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

Make

Model

Model Year

5UXZV4C59D0

BMW

X5

2013

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No: Cylinders

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

Cruise Control

02-MAR-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

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: DOTMAL9ABC036)

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes No

Yes No

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 2013 BMW X5. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V138000 (POWER TRAIN); 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 DEALER WAS CONTACTED (KNAUZ BMW, LAKE BLUFF, ILL, 847-604-5000) AND CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND WAS NOT ABLE TO CONFIRM WHEN THE PARTS WERE TO BECOME AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. 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 to 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.

Important Safety Recall

Hello,

I am a loyal customer to BMW and a current owner of a 2013 X5 35ixdrive that has a recall on his vehicle. Recall Campaign No. 17V-138 Front Driveshaft. This recall has been brought to my attention since April 2017 which is over 7 months ago and every month I have called BMW to get the recall problem fixed yet every time I call the manufacture they do not have the parts needed. I feel very unsafe because the recall involves the front driveshaft's universal joint(s) which may not have been produced to specifications and could eventually break. This then can lead to failure to front axels which would not allow me to control the vehicle which can cause an accident. I am very concerned about this recall because I drive on route 60 right next to my house where the speed limit is 55mph. There is no median separating both ongoing and oncoming traffic so oncoming traffic is also going 55mph. If I get into a head on collision on route 60 it would total at 110mph and that is just considering the other driver is driving the speed limit. That is not right, for a loyal customer like myself to have to worry about a high speed collision maybe resulting in death just by doing his daily routine of working and driving by my own house. Also I live near to highway 94 and 294 and am constantly driving to and from the city of Chicago where the speed limit is 65mph+. What I am asking here is to get this problem fixed or else I might have a lawsuit against BMW. A solution would be to get me into a similar car without the recall which seems no BMW can replace the part, or get into a new X5 BMW 35ixdrive with no recall so I can drive with peace of mind of not having a severe accident. We need to come up with a solution ASAP because my BMW has over 90,000 miles and I feel like I am at risk.

Sincerely,



BMW



IMPORTANT SAFETY RECALL – Initial Notice – Remedy Unavailable

**This notice applies to your vehicle, 5UXZV4C59D0 [REDACTED]
Recall Campaign No. 17V-138: Front Driveshaft**

April 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 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.

60999



Why are we contacting you?

At the present time, we do not have parts available. We will notify you with another letter as soon as we can complete this recall on your vehicle.

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.

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.

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](mailto: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