

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint: ----ODI 11023128-----
Date: Monday, October 16, 2017 11:10:49 AM
Attachments: [11023128.pdf](#)

Sent: Monday, October 16, 2017 10:29 AM

Subject: FW: Follow up to ODI Complaint: ----ODI 11023128-----

Questionnaire.

Fax: 202-366-3081

From: [REDACTED]

Sent: Monday, October 16, 2017 10:24 AM

To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>; [REDACTED]

Subject: Follow up to ODI Complaint: ----ODI 11023128-----

Please, attached find the completed form for the above referenced complaint



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 100237

Date Received

11-SEP-2017

Repository

Reference No.
11023128

OWNER INFORMATION (Type or Print)

Name
Address
City GOLDEN State CO Zip Code

Daytime Telephone Number E-mail Address
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
WBASP2C58DC

Make BMW Model 535i xdrive GT Model Year 2013

Date Purchased Mother's day 2014 Dealer's Name and Telephone Number BMW of Denver Downtown formerly Murray BMW -(303) 954-4856 Engine: No: Cylinders Fuel Type: Gas

Original Owner Dealer's City Denver State CO Zip Code 80246

Transmission Type Automatic Antilock Brakes Cruise Control Powertrain Multiple Failure: 1-continuous Incident Date(s) Since May 2014 when purchase - continuous

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 160000 STRUCTURE, 980000 UNKNOWN OR OTHER
The car came with a very strong air freshener. After a few days we decided to remove it because we didn't like it and then we noticed a foul smell in the car's cabin. Original dealer who sold us the vehicle did nothing about it. After several complaints another dealer told us that there was mold in the system and that is what we were breathing in and what was causing the problem. They tried to remove the problem but it is still there, and we were told it is a design flaw.

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 3 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).

CPSC: THIS CAR HAS A DESIGN FLAW THAT CREATES THE ACCUMULATION OF MOISTURE INSIDE THE VENTILATION SYSTEM AND THE GROWTH OF MOLD. *BF

THE CONSUMER STATED THE FREQUENT RIDERS OF THE VEHICLE WERE EXPERIENCING RESPIRATORY PROBLEMS AND ASTHMA LIKE SYMPTOMS. THE DEALER WAS NOTIFIED AND DID NOT OFFER ANY ASSISTANCE. *JS

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.