

12/12/2017

FEB 14 2018

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

CL-11054507-4213

St Johns, FL,

Complainee:

BMW of North America, LLC

300 Chestnut Ridge Road

Woodcliff Lake, NJ 07677-7731

To: Department of Transportation, NHTSA (#11054507)

Defect Investigation

1200 New Jersey Ave SE, West Building

Washington DC, 20590

CC: Florida Office of the Attorney General

CC: BMW of North America, LLC

Dear Sir/Madam,

I have filed a complaint on 12/13/2017 with BMW of North America about my BMW X3 2015 VANOS engine stall issues. I would appreciate your reply on the status of this case no: **11054507**

I filed a complaint about BMW of North America missing recalls on my vehicle in 2015. I was not aware the recall and informed about the camshaft timing adjustment VANOS engine stall issue. The issue is about the bolts that secure the housing for the variable camshaft timing adjustment (VANOS) unit loosen over time and may possibly break which reduces the power of engine or stall.

I own a 2012 BMW X3 2.8i (VIN: SUXWX5C58CL [REDACTED]) starting last year, my check engine light has been on and off from time to time. I did not understand this defective VANOS design was the reason until I checked my vehicle in for engine problems with RPM automotive repair shop, they ran a full diagnostics and confirmed with error codes 130C01, 130108 and 131508 which indicates VANOS and Camshaft Position sensors for my N52T 6-cylinder engine.

I contacted BMW dealer at Orange Park, FL, they ignored my request and told me my vehicle is not on the recall list. I have done the research and confirmed my vehicle X3 xDrive 28i is on the recall list. Please see the recall at [REDACTED]

BMW is a high end brand car; they should stand behind their vehicle which offers the extended warranty for their engines. I am contacting you to report their recall malpractices, engine safety issues and fraud warranty promises. Your help in resolving this matter is greatly appreciated and I look forward to hear from your resolution for this case (11054507) soon.

Yours faithfully

[REDACTED]
St Johns, FL [REDACTED]

NW
2-21-18
110

RPM AUTOMOTIVE JULINGTON CREEK

12620 San Jose Blvd
 Jacksonville, FL, 32223
 Phone: 904-268-2044 Fax: 904-260-1956

INVOICE 84841

Number:

Save old parts Y N (Core may apply)

Jacksonville, FL

Home

Cust ID:

FLORIDA REGISTRATION:

MV

month/ mile warranty on all parts and labor unless otherwise specified.

Proposed completion date:

Wed 11/29/2017

Date / Time:

11/30/2017 6:59 pm

2012 BMW - X3 28i

3L, In-Line6 (183CI) VIN(C), 8 speed Automatic GA8HP45Z,

Lic #:

Odometer In: 75628

VIN #: 5UXWX5C58 CL

| *U/Used R/Rebuilt RC/Reconditioned | NC/No Chg/Warranty | RD/Reduced | | | | |
|------------------------------------|--------------------|------------|-------|--|-------|----------|
| Part Description / Number | Qty | Sale | Ext | Labor Description | Hours | Extended |
| Ignition Coil 0221504470 | 1.00 | 47.25 | 47.25 | CUST STATES FEELS LIKE THERES A HESITATION WHEN YOU LEAVE A RED LIGHT. YOU FEEL IT MORE WHEN THERE'S A HARD ACCEL. DRIVE TRAIN MALFUNCTION CAME ON AFTER DRIVING HARD. HAPPENED ONCE IN A MONTH. | 1.00 | 105.00 |
| Shop Supplies/Disposal ** | | 11.76 | 11.76 | TECH FOUND A MISFIRE ON CYL 3. TECH CHECKED AND RECOMMENDS REPLACING SPARK PLUGS AND COIL ON CYL 3. FOR THE HESITATION ISSUE. MORE COILS MAY NEED TO BE REPLACED IN THE FUTURE. MAINT LIGHT IS ON AND NEEDS A BRAKE SYSTEM SERVICE. TECH FOUND OTHER CODES IN THE SYSTEM 130C01, 130108, 131508. THESE CODES MAY BE PART OF THE DRIVE TRAIN MALFUNCTION LIGHT. TECH FOUND THERE MAY BE AN EXTENDED WARRANTY ON THESE COMPONENTS. RECOMMEND SEEING THE DEALER. TECH ALSO FOUND THE VALVE COVER LEAKING OIL WHICH WOULD NEED TO BE REMOVED AND REPLACED WITH THE OTHER WORK THAT MY BE UNDER WARRANTY WITH BMW. CUST REQUESTED WE REPLACE THE KNOWN BAD COIL AT THIS TIME. ALL OTHER WORK IS DECLINED AT THIS TIME. AGAIN RECOMMEND CUSTOMER VISITING BMW FOR DIAG ON OTHER CODES. | | |
| | | | | IGNITION COIL - Remove & Replace - 28i One - [Includes: Test.] | 0.60 | 63.00 |

130108 VANOS intake control fault
Insufficient oil pressure supply.
130C01
Camshaft Position Sensor

[Payments - [Payments -]]

Charges based on: Hourly rate Flat rate Both apply
 Intended Method: Cash Check Charge

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$ 100. I REQUEST A WRITTEN ESTIMATE. I DO NOT REQUEST A WRITTEN ESTIMATE. AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL. I DO NOT REQUEST A WRITTEN ESTIMATE. SIGNED _____ DATE _____

Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. I hereby authorize the above repairs, including sublet work, along with the necessary materials. You and your employees may operate my vehicle for the purpose of testing, inspection and delivery at my risk. If I cancel repairs prior to their completion for any reason, a tear down and reassembly fee of \$ _____ will be applied.

SIGNED: _____ DATE _____

A storage fee of \$ _____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. *FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ****FS403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

| | |
|-----------|--------|
| Labor: | 168.00 |
| Parts: | 59.01 |
| SubTotal: | 227.01 |
| Tax: | 15.89 |
| Total: | 242.90 |
| Bal Due: | 242.90 |

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BMW Recalls 156,137 Vehicles for Loose Bolts That Could Lead to Engine Stall

Published: 04/29/2014 - by Anita Lienert, Correspondent

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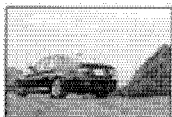


2010 BMW 335i Picture

BMW of North America is recalling 156,137 2010-'11 vehicles, including the BMW 335i sedan, because loose bolts could lead to engine stall. | April 29, 2014 | Scott Jacobs for Edmunds

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Just the Facts:

- BMW of North America is recalling 156,137 2010-'11 vehicles, including the BMW 335i sedan, because loose bolts could lead to engine stall.
- The recall is expected to begin in May.
- In addition, owners of approximately 170,172 2010-'12 BMW vehicles equipped with inline six-cylinder engines not covered by the recall will receive an extended warranty to address this condition.

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Affected BMW vehicles include the 2010-'11 128i coupe, 128i convertible, 328i sedan, 328i xDrive sedan, 328i coupe, 328i convertible, 328i sports wagon and Z4 sDrive 30i, 2011-'12 135i coupe, 135i convertible, 335i sedan, X5 xDrive 35i, and X6 xDrive 35i, 2011 335i xDrive sedan, 335i coupe, 335i convertible, 528i sedan, 535i sedan, 535i xDrive sedan, X3 xDrive 28i, and X3 xDrive 35i, 2010 X3 xDrive 30i, and X5 xDrive 30i, 2012 640i coupe, and 640i convertible and 2010-2012 535i Gran Turismo.

"In the affected vehicles, the bolts that secure the housing for the variable camshaft timing adjustment (VANOS) unit can loosen over time and may possibly break," said NHTSA in its summary of the problem. "If the bolts loosen or break, the engine may have reduced power or stall. An engine stall increases the risk of a crash."

BMW told federal safety regulators it has not received any reports of any accidents or injuries related to the recall.

BMW dealers will replace the four VANOS housing bolts for both VANOS units. The recall is expected to begin in May.

In addition, owners of approximately 170,172 2010-'12 BMW vehicles equipped with inline six-cylinder engines not covered by the recall will receive an extended warranty to address this condition.

Owners can contact BMW at 1-800-525-7417.

Edmunds says: This recall begins shortly, but if you own one of the aforementioned BMW vehicles and have any concerns in the meantime, call the company or your dealership.

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[REDACTED] 884

Another vaunted so-called quality brand drops the ball.

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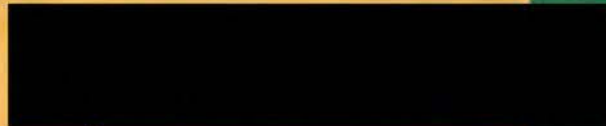
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St. Johns, FL, 3



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7017 2400 0000 8118 1437

US Department of Transportation
Office Defect Investigation
West Building
Washington DC, 20590

Department of Transportation

To: W45-212
Location Code: DOT
Cost Center: 4 West
Mail Point: NVS-220
External Carrier: PRIORITY
Sender:
Manufacturer:
Purchase Order:

1/29/2018 12:53:02 PM

DOT



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