



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

FOR AGENCY USE ONLY 100148

Date Received: 20-DEC-2017  
Repository:   
Reference No.: 11055795

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: HUTCHINSON State: KS Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [REDACTED]

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: 5UXZV8C50CL [REDACTED]  
Make: BMW Model: X5 50ix Drive Model Year: 2012  
Date Purchased: 7/22/2016 Dealer's Name and Telephone Number: Davis-Moore Lincoln INC Engine: N63 No: Cylinders 8 Fuel Type: Premium Gas  
Original Owner:  Dealer's City: Wichita KS State: KS Zip Code: 67207  
Transmission Type: Automatic  Antilock Brakes  Cruise Control Powertrain: 4.4 Liter V8 N-63 50ix Drive Multiple Failure: High Pressure Fuel Pumps VANOS System, Metal In Oil Incident Date(s): 30-Nov-17 Fuel Pumps 17-DEC-2017 VANOS & Metal In Oil

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), 060000 ENGINE (PWS) Failure Mileage: 75140 Failure Speed: 30

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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: [REDACTED] Number of Deaths: [REDACTED] 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\* THE CONTACT OWNS A 2012 BMW X5. WHILE DRIVING APPROXIMATELY 30 MPH, THE CHECK ENGINE WARNING AND LOW POWER MODE INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO WALSER BMW AUTO CAMPUS OF WICHITA (11000 E 13TH ST N, WICHITA, KS 67206, PHONE: (316) 221-3841) WHERE IT WAS DIAGNOSED THAT THE HIGH PRESSURE FUEL PUMP FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. IN ADDITION, WHILE ATTEMPTING TO DRIVE THE VEHICLE, THE CHECK ENGINE AND LOW POWER MODE INDICATORS ILLUMINATED AGAIN. THE VEHICLE WAS TAKEN BACK TO WALSER BMW WHERE IT WAS DIAGNOSED THAT THE VANOS SOLENOID FAILED, THERE WERE METAL SHAVINGS IN THE OIL, AND THE ENGINE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 75,140.  
*I contacted BMW-USA, The Response was, "Nothing They would do For Me"*

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)

BMW Customer Care Package B001314 was complete By BMW Before I Purchased the Vehicle at Approx. 36000 miles.

From My First BMW Service, The BMW Service Manager Told Me I would have continuous problem as the N63 engine was Notorious for Trouble.

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



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

or call:

Vehicle Safety Hotline 888-327-4236



Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration

2012 BMW X5 50i in Wichita, KS

[Back To Inventory](#)

For more information on this vehicle contact the Davis-Moore Chrysler, Dodge, Jeep, Ram Wichita Kansas Internet Department at (855) 626-4928.

[Photos](#)

[Video](#)

[previous](#) [next](#)



[Zoom In](#)

CUSTOMER #: [REDACTED]

# Walser | BMW of Wichita

\*INVOICE\*

11000 East 13th St N  
Wichita, KS 67206

Phone: (316) 719-8300 · Fax: (316) 688-6591  
Service Direct: (316) 719-8350  
www.walser.com

HUTCHINSON, KS

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HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 11955 Jordan Smith

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK SAPH	12	BMW X5 XDRIVE 50I	SUXZV8C50CI	[REDACTED]	74506/74567	T201

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07MAY12	07MAY2016	16:30	30NOV17		0.00	CREDIT	30NOV17

R.O. OPENED	READY	OPTIONS:	SOLD-STK	ENG:4.4 LITER	TRN:A
12:15 30NOV17	16:36 30NOV17	1) CHARLES-L-ROBIN/CHARLES-L-ROBINSON			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A GUEST STATES CHECK ENGINE LIGHT IS ON. PER PREVIOUS RO [REDACTED],  
 REPLACE BANK 1 AND BANK 2 HIGH PRESSUE FUEL PUMPS. PARTS  
 ORDERED AND ARE IN STOCK.

CAUSE: VEHICLES HIGH PRESSURE FUEL PUMP ON BANK 2 FAILURE /  
 148 REPLACE BOTH BANK 1 AND 2 HIGH PRESSUE FUEL  
 PUMPS

11036	CP				657.20	657.20
2	13-51-7-595-339	HIGH-PRESSURE PUMP:135010				519.80
1	13-51-7-590-275	FILLISTER-HEAD SCREW:889520				1.70
PARTS: 521.50 LABOR: 657.20 OTHER: 0.00 TOTAL LINE A:						1178.70

74567 VEHICLES HIGH PRESSURE FUEL PUMP ON BANK 2 FAILURE / 4.00  
 PER PERVIOUS DIAG. REMOVED & REPLACED BOTH HIGH PRESSURE FUEL PUMPS AT  
 THIS TIME. TORQUED RETAINING BOLTS TO 12NM. RE-ASSEMBLE VEHICLE &  
 CLEARED FAULT MEMORY. VERIFIED REPAIRS. NO CHECK ENGINE LIGHT / HIGH  
 PRESSURE FUEL SYSTEM FAULTS STORED AT THIS TIME.

\*\*\*\*\*

EST: 0.00 30NOV17 12:15 SA: 11955

THANK YOU FOR YOUR BUSINESS

BMW OF WICHITA IS WORKING HARD TO DELIVER  
 YOU THE BEST IN CUSTOMER SERVICE  
 IF FOR ANY REASON YOU ARE NOT 100% SATISFIED  
 WITH THE PRODUCTS OR SERVICE YOU RECEIVE  
 PLEASE LET US KNOW

ALL PARTS NEW ORIGINAL EQUIPMENT, UNLESS OTHERWISE SPECIFIED	DESCRIPTION	TOTALS
SERVICE & PARTS HOURS Monday - Friday 7:30am - 5:30pm Saturday 9:00am - 5:00pm CLOSED SUNDAY  Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends. If not please tell us immediately. *Any warranties on the products sold hereby are those made by the manufacturer. The seller Walser BMW of Wichita hereby expressly disclaims all warranties, neither express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.*	LABOR AMOUNT	657.20
	PARTS AMOUNT	521.50
	MISCELLANEOUS	0.00
	SUBLET AMOUNT	0.00
	SHOP FEES	24.99
	TOTAL CHARGES	1203.69
	DISCOUNT	0.00
	SALES TAX	90.27
	PLEASE PAY THIS AMOUNT	1293.96

X  
CUSTOMER SIGNATURE

CUSTOMER #:



Walser | BMW of Wichita

REPLACE ENGINE. ROUGH ESTIMATE -> \$20,000 + TAX

INVOICE

11000 East 13th St N  
Wichita, KS 67206

Phone: (316) 719-8300 Fax: (316) 688-6591  
Service Direct: (316) 719-8350

PAGE 1

www.walser.com

HOME:  
BUS:

CONT: [REDACTED]  
CELL: [REDACTED]

SERVICE ADVISOR: 10936 SHAY CHOUDHURY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ALPINE WHI	12	BMW X5	SUXZV8C50C1 [REDACTED]		75149/75149	T693	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
	DD	07MAY2016	19:42 16DEC17		0.00	CREDIT	28DEC17
R.O. OPENED	READY	OPTIONS: STK: [REDACTED] ENG:4.4 Liter TRN:A		1) CHARLES-L-ROBIN/CHARLES-L-ROBINSON			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A GUEST STATES THAT THE CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE  
 CAUSE: INTERNAL ENGINE DAMAGE /  
 148 DIAGNOSED CHECK ENGINE LIGHT (N/C)  
 11036 IUC  
 B3136 PERFORM OIL AND FILTER CHANGE (6 CYL.) (N/C)  
 11036 IUC  
 1 11-42-7-583-220 SET OIL-FILTER (N/C)  
 ELEMENT:114010  
 90 83-21-2-450-384 BMW GROUP LL-01 FE 0W-30 (N/C)  
 BUL:832511 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 INTERNAL ENGINE DAMAGE / 1.50 VERIFIED CUSTOMERS CONCERN, CHARGED  
 BATTERY & PERFORMED VEHICLE TEST. MULTIPLE FAULTS STORED FOR CAM REF. &  
 POSITIONS ON INTAKE & EXHAUST AS WELL AS BANK 1 & 2. (SEE PRINT OUT)  
 GENERAL VISUAL INSPECTION FOUND LINE & PLUG CONNECTIONS SECURE & TIGHT.  
 ADVISE PERFORMED FUNCTION TEST OF VANOS SOLENOIDS, FOUND VARIOUS CAM  
 POSITION ARE AT LOW END STOP, OBSERVING SLOW, STICKING CAM ADJUSTMENT  
 ADVISE GIVEN OIL SERVICE HIST. TO R&R ALL VANOS SOLENOIDS FOR INTAKE  
 AND EXHAUST ON BANKS 1 & 2 & CHANGE ENGINE OIL & FILTER. APPROVED.  
 DRAINED ENGINE OIL & UPON REPLACING FILTER FOUND METAL SHAVINGS IN  
 ENGINE OIL, (SEE PICTURES) ADVISE INTERNAL ENGINE DAMAGE SUFFERED.  
 METAL SHAVING CLOGGING VANOS SOLENOIDS, ADJUSTMENT UNITS, ENGINE OIL  
 PASSAGEWAYS & GALLEYS. PROVIDED ESTIMATE TO REPLACE COMPLETE ENGINE.  
 AWAITING CUSTOMERS APPROVAL. CHANGED OIL FILTER & FILLED WITH 9.5  
 LITRES OF 0W-30 ENGINE OIL & RESET CBS DATA

B PERFORMED COMPREHENSIVE MULTI-POINT VEHICLE INSPECTION, VALUED AT  
 \$79.95 - COMPLIMENTARY  
 MPI PERFORMED COMPREHENSIVE MULTI-POINT VEHICLE  
 INSPECTION, VALUED AT \$79.95 - COMPLIMENTARY (N/C)  
 11036 IUC 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

ALL PARTS NEW ORIGINAL EQUIPMENT, UNLESS OTHERWISE SPECIFIED	DESCRIPTION	TOTALS
SERVICE & PARTS HOURS Monday - Friday 7:30am - 5:30pm Saturday 9:00am - 5:00pm CLOSED SUNDAY  Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends. If not please tell us immediately. *Any warranties on the products sold hereby are those made by the manufacturer. The seller Walser BMW of Wichita hereby expressly disclaims all warranties, neither express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.*	LABOR AMOUNT	
	PARTS AMOUNT	
	MISCELLANEOUS	
	SUBLET AMOUNT	
	SHOP FEES	
	TOTAL CHARGES	
	DISCOUNT	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

X  
CUSTOMER SIGNATURE