

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Foote, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint: ----ODI 11064447-----
Date: Tuesday, February 20, 2018 7:47:26 AM
Attachments: [11064447.pdf](#)

From: DataQuality, DataQuality (NHTSA)
Sent: Friday, February 16, 2018 3:18 PM

Subject: FW: FW: Follow up to ODI Complaint: ----ODI 11064447-----

Questionnaire

From: [REDACTED]
Sent: Thursday, February 15, 2018 12:27 PM
To: EVOQ (NHTSA) <EVOQ@dot.gov>; DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: FW: Follow up to ODI Complaint: ----ODI 11064447-----

I am original owner so I corrected that too. All corrections have cross next to them.

Regards,
[REDACTED]

On Thursday, February 15, 2018, 11:23:13 AM CST, [REDACTED]
wrote:

The document did not even have VIN no. on it.

Here is my edited document for corrections.

Regards,
[REDACTED]

On Wednesday, February 14, 2018, 8:55:54 AM CST, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



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

23-JAN-2018

Repository ☐

Reference No.
11064447

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City GLENDALE HEIGHTS

State IL

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED] X

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

WBADN53402G [REDACTED] X

Make

BMW

Model

540I

Model Year

2002

Date Purchased
01/18/2002

Dealer's Name and Telephone Number
KNAUZ BMW 866 926-5967 X

Engine: 8 X
No: Cylinders

Fuel Type:

Gas X

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

17-DEC-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage
40000

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

Y

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 OWNED A 2002 BMW 540I. WHILE THE CONTACT'S VEHICLE WAS AT A STOP SIGN, IT WAS REAR ENDED BY ANOTHER VEHICLE. THE AIR BAGS FAILED TO DEPLOY. THERE WERE NO INJURIES AND A POLICE REPORT WAS FILED. THE VEHICLE WAS TOWED AND DEEMED A TOTAL LOSS. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 40,000.

VIN # is KNOWN - WBADN53402G [REDACTED] X

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.

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Questionnaire

Email 2 of 2

From: [REDACTED]
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