



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

16-FEB-2018

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OWNER INFORMATION (Type or Print)

Name **Legal Name**
Address
City MURFREESBORO State TN 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
WBXPC93463W
Make BMW Model X3 Model Year 2008
Date Purchased 11/15/2014 Dealer's Name and Telephone Number Tomlin Automotive (615) 984-4585 Engine: 6 cyl No: Cylinders Fuel Type: Gasoline
Original Owner Dealer's City Smyrna State TN Zip Code 37167
Transmission Type Automatic Antilock Brakes Cruise Control Powertrain 4x4 Multiple Failure: ? Incident Date(s) 01-NOV-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 140000 AIR BAGS
Failure Mileage Periodic Failure Speed slow

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 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 2008 BMW X3. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 17V605000 (AIR BAGS) AND 17V683000 (ENGINE AND ENGINE COOLING). THE PART TO DO THE RECALL REPAIR WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. A LOCAL DEALER WAS NOT CONTACTED. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE FOR BOTH NHTSA CAMPAIGN NUMBERS: 17V605000 (AIR BAGS) AND 17V683000 (ENGINE AND ENGINE COOLING).

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The vehicle will at times stall when starting to accelerate. This has fortunately not resulted in an accident, but certainly could if it occurs when entering a busy roadway. I'm not sure if this would be related to any recall and my mechanic has not been able to duplicate. I called BMW USA directly after receiving notice of the 2 open recalls. For the airbag recall, BMW was unable to provide an estimated timeframe of availability of a remedy; but recommended that I not use the front passenger seat. This is unreasonable, considering that I have a need to be able to transport my family of 4. The engine related recall also has no known remedy timeframe available, which is concerning considering it could

ATTACH ADDITIONAL SHEETS IF NECESSARY

continued...

Continued From Questionnaire:

lead to a fire and potential injury of passengers. They were unwilling to provide a temporary replacement vehicle while they seek a remedy to either recall. I would also have a hard time selling or trading the vehicle for a fair market price with these open recalls. I believe that BMW owes myself and other vehicles owners with a much more reasonable response.



3/27/18



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



Office of Defects Investigation (ODI)
U.S. Department of Transportation
National Highway Traffic Safety Administration