

APR 03 2018

(FAA)

CL-11079173-7189

From: NHTSA.HotlineTelesis
Sent: Wednesday, March 28, 2018 3:46 PM
To: (FAA)
Subject: Complaint #11079173 ISSUE=
Attachments: 2ndimage2018-03-12-121645.pdf

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

When replying, type your text above this line.

Notification of Case Change (All times are GMT-0400)

Workspace: NHTSA Hotline Center
Case: Complaint #11079173
Case Number:

Date: 03/28/2018 **Time:** 16:45:50
Creation Date: 03/27/2018 **Creation Time:** 16:32:58

Symptom:

Entered on 03/28/2018 at 4:45:50 PM EDT (GMT-0400) by Gabrielle:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

To make corrections, additions or withdraw your complaint it must be done by mailing your information to the Department of Transportation with a printed copy of your complaint.

A copy of your complaint can be printed from the NHTSA web site at www.nhtsa.dot.gov 24 hours after submission on the Vehicle Safety Hotline. The Office of Defect Investigation Number is required to search for your complaint.

Please mail the corrected information to:

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

NM
4.3.1
10

Entered on 03/27/2018 at 4:32:58 PM EDT (GMT-0400) by [REDACTED]

This email is a follow-up to my complaint filed March 14, 2018 (11079173) with regards to my vehicle, a 2015 Alpina B6 coupe, 11,000mi. (650 ix coupe) intermittently vibrating at highway speeds. I received a call from BMW of North America today stating that the invoice identifying the vibration can be considered a legal document. If that is truly the case, then based on the invoices (see attached) ALL of the current BMW 6 series model line should be recalled at a minimum and possibly prohibited from further import until a fix action is identified so as to prevent a possible catastrophic secondary failure of rod bearings, torque converter and /or gearbox. Based on your findings published in "Traffic Safety Facts" Crash Stats, February 2015, there were 4 vehicle related critical reasons for critical pre-crash events. Of them, steering/suspension/transmission/engine related components contributed to more than 3% of the causal reasons in a crash. Again, this intermittent vibration can be felt between 65-75/77 mph, by both the driver and passenger in the vehicle. There is a high probability that a vehicle exhibiting a vibration that is this prominent, over time, will more likely than experience some sort of failure of other internal components, resulting in possible loss of control of the vehicle, which could result in loss of life.

[REDACTED]
Department of Transportation,
Federal Aviation Administration
Office: [REDACTED]
Fax: [REDACTED]

Contact Information:

Country: United States **Email Address:** [REDACTED]
Contact Source: Owner

Attachments: 2ndimage2018-03-12-121645.pdf

CUSTOMER #:

Jackie Cooper
IMPORTS

INVOICE

14145 NORTH BROADWAY EXTENSION
EDMOND, OK 73013
(405) 765-3600DUPLICATE 1
PAGE 1

OKLAHOMA CITY, OK

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 474J SAMANTHA R MURLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAC
MINERAL WH	15	BMW 650XI GRAN COUPE	WBA6B4C55FD		9089/9209	
DEL DATE	PROD DATE	WARR EXP	PROMISED	DATE	PAYMENT	INV DATE
21OCT14	DD01JUN14		17:00 26JAN18		CASH	31JAN18
R.O OPENED	READY	OPTIONS:	SOLD-STK:FC	DLR:		

09:27 26JAN18 09:17 31JAN18

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THERE IS A VIBRATION COMING FROM THE VEHICLE AT

65-75MPH (SEE KYLE)

45BMZ STEERING/SUSPENSION

4469 WB

(N/C)

9089 NORMAL DRIVING CONDITIONS TEST DROVE AND DUPLICATED CONCERN
 PERFORMED VEHICLE TEST AND FOUND NO FAULTS RELATED. PERFORMED
 TRANSMISSION ADAPTATION RESET AND TRANSFER CASE CALIBRATION TEST PLANS
 TEST DROVE AND VIBRATION WAS STILL PRESENT. UNPLUGGED TRANSFER CASE
 MODULE AND TEST DROVE VEHICLE AND FOUND SAME VIBRATION PROGRAMMED AND
 COMPLETE ENCODED VEHICLE. TEST DROVE AND VIBRATION IS STILL PRESENT.
 SUBMITTED PUMA CASE #64020920 CHECKED TIRES AND LOAD FORCE CHECKED
 FOR PROPER OIL LEVEL AND FUEL QUALITY. AS PER PUMA, ENGINE DID NOT HAVE
 ANY ISSUES THAT MIGHT PRESENT A VIBRATION AND IT IS A NORMAL VIBRATION
 UNDER THIS DRIVING CONDITION. SEE ATTACHED PUMA CASE COPY.

B 13PT. COURTESY VEH INSPECT CHECK AND ADVISE

60BMZ10 13PT. COURTESY VEH INSPECT CHECK AND
ADVISE

4469 NGR

0.00

0.00

C COURTESY AUTOMATIC WASH AND VAC

69BMZ02 COURTESY AUTOMATIC WASH AND VAC

29999 IWB

(N/C)

☐ CASH ☐ CHECK ☐ DISCOVER
☐ AMEX ☐ A/R #
☐ VISA/MC

THANK YOU FOR CHOOSING JACKIE COOPER BMW

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
 INFORMATION CONTAINED HEREON IS ACCURATE UNLESS
 OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT
 NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE
 APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART
 REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED
 IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE.
 RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR
 FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING
 DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold
 hereby are those made by the
 manufacturer. The seller, JACKIE
 COOPER BMW & IMPORTS, hereby
 expressly disclaims all warranties,
 either express or implied, including
 any implied warranty of
 merchantability or fitness for a
 particular purpose, and JACKIE
 COOPER BMW & IMPORTS neither
 assumes nor authorizes any other
 person to assume for it any liability in
 connection with the sale of said
 products.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
MISC. DISCOUNT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:

Jackie Cooper

IMPORTS

INVOICE

 14145 NORTH BROADWAY EXTENSION
 EDMOND, OK 73013
 (405) 755-3600

PAGE 1

OKLAHOMA CITY, OK

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 4740 SAMANTHA R. MURLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
MINERAL WH	15	BMW 650XI GRAN COUPE	WBA6B4C55F		9996/10040		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21OCT14	01JUN14		17:00 07MAR18			CASH	07MAR18
R/O OPENED	READY	OPTIONS:	SOLD-STK:FC	DLR:			

07:29 07MAR18 17:08 07MAR18

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A CUSTOMER STATES THERE IS A VIBRATION COMING FROM THE VEHICLE. (SEE HISTORY)

45RMZ STEERING/SUSPENSION

29999 WB

(N/C)

9996 TSE DAVID KAISER AND SHOP FOREMAN TEST DROVE VEHICLE SEVERAL MILES AND DID NOT FEEL ANY ABNORMAL VIBRATIONS. INSPECTED WHEELS AND TIRES AND ROAD FORCE BALANCED TIRES AND FOUND BOTH REAR WHEELS TO HAVE SLIGHT BENDS AND BOTH REAR TIRES TO BE FROM 2014 AND SHOWING SIGNS OF CRACKING. NONE OF THINGS WERE DETERMINED TO BE A SERIOUS ISSUE WITH THE VEHICLE OR WITH IT'S SAFETY. TEST DROVE A BRAND NEW 640 GRAND COUPE AND COMPARED AND IT FELT THE SAME AS THE B6. SWAPPED WHEELS AND TIRES FROM NEW 640 TO B6 AND TEST DROVE AGAIN WITH NO CHANGE. TSE DETERMINED THAT THERE IS NOTHING ABNORMAL WITH THE VEHICLE.

☐ CASH ☐ CHECK ☐ DISCOVER
☐ AMEX ☐ A/R #
☐ VISA/MC

THANK YOU FOR CHOOSING JACKIE COOPER BMW

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller, JACKIE COOPER BMW & IMPORTS, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JACKIE COOPER BMW & IMPORTS neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
MISC. DISCOUNT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



Classic BMW

CUSTOMER NO.	ADVISOR NATHAN MYERS	TAG NO.	INVOICE DATE 03/12/18
	LABOR RATE 176.80	LICENSE NO. FXD007	COLOR MINERAL WHT
	YEAR / MAKE / MODEL 15/BMW/ALPINA B6/4DR SDN XDR GC AWD	MILEAGE 10,451	DELIVERY DATE 10/23/14
OKLAHOMA CITY, OK	VEHICLE I.D. NO. WBA6B4C55FD	SELLING DEALER NO.	PRODUCTION DATE 06/01/14
	F.T.E. NO.	R.O. NO.	R.O. DATE 03/12/18
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS C# F06 E# N63T	MO:

LABOR & PARTS
JOB # 1 01BMZ-WATER CUSTOMER WAITING HOURS: 0.00 TECH(S): 3187
CUST WAITING IN LOUNGE FOR WORK - THANKS FOR YOUR BUSINESS
VEHICLE IS DONE - THANKS FOR YOUR BUSINESS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

JOB # 2 02BMZ-2 SEERING VIBRATION HOURS: 0.00 TECH(S): 3187 3449 WARRANTY
CLIENT REPORTS: SLIGHT VIBRATES UNDER LIGHT ACCELERATION.
MOST NOTICEABLE AT 66 TO 77 MPH WITH LIGHT THROTTLE. TEST
DROVE WITH TRAVIS S. SHOP FOREMAN.
3187 - TEST DROVE EXTENSIVELY WITH FOREMAN TS, VERIFIED CUST
COMPLIANT. SPOKE WITH DAVID KAISER, NECESSARY TO SHIP TO
PROGRAMMING PER TSE.
3449 - PROGRAMMED VEHICLE WITH ISTA4 PER TSE. PRIOR TO
PROGRAMMING, CHKD FLTS. CONNECTED BMW APPROVED BATTERY
CHARGER.
3187 - TEST DROVE AGAIN WITH FOREMAN TS AFTER PROGRAMMING
AND SHUTTER STILL PRESENT. REMOVED AND INSPECTED ALL SPARK
PLUGS. ALL A LITTLE CONTAMINTAED. PER FOREMAN, REMOVED AND
REPLACED ALL SPARK PLUGS. CLEARED FAULTS AND TEST DROVE
AGAIN. SHUTTER A LITTLE BETTER BUT ACCORDING TO TSE AND
FOREMAN, NORMAL AND NOT MUCH ELSE AVAILABLE TO DO AT THIS
TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	8	12-12-0-039-664	SPARK PLUG, HIGH PO	0.00
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

JOB # 3 01BMZ-FOREMAN FOREMAN HOURS: 0.00 TECH(S): 3187 3449
TIME SPENT FOR DIAGNOSTICS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

JOB # 4 178PZ6 C-COURTESY CHECK HOURS: 0.00 TECH(S): 3187
CHECK AND TOP OFF COOLANT LEVEL AND WASHER FLUID
AND CORRECT TIRE PRESSURE TO BMW SPECS.

THIS SERVICE HAS BEEN PROVIDED FREE FOR OUR SERVICE CUSTOMER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00

SALES-PARTS-SERVICE
6800 DALLAS PARKWAY
PLANO, TX 75024
Main: (214) 778-2600
For Appointment: (214) 778-2616

COLLISION CENTER
408 A N. BISHOP
RICHARDSON, TX 75081
(214) 778-2659

CLASSIC LICENSE I.D.
YES ☐ NO ☐

Oklahoma City, OK

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL®



7017 0530 0001 0100 3356



US Department of Transportation
National Highway Traffic Safety Admin.
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590
20590-
W48-226