



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
24-MAY-2018
JUL 27 2018

Repository ☐
Reference No.
11097754

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ENGLEWOOD State NJ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [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
WBAPK5C52BA [REDACTED]

Make BMW Model 328 Model Year 2011

Date Purchased 12/30/15 Dealer's Name and Telephone Number Jeep Teterboro NJ
Original Owner ☐ Dealer's City Teterboro State NJ Zip Code [REDACTED]

Engine: No. Cylinders [REDACTED] Fuel Type: [REDACTED]

Transmission Type ☐ Antilock Brakes ☐ Cruise Control Powertrain Multiple Failure: Incident Date(s) 26-JUL-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 162000 STRUCTURE: BODY, 138110 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM; WINDSHIELD: BLOWER

Failure Mileage 73450 Failure Speed 45

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) ☒ 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 0 Number of Deaths 0 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 2011 BMW 328. WHILE DRIVING 45 MPH, THE CONTACT HEARD AN EXPLOSION COMING FROM THE AIR CONDITIONER/HEATING SYSTEM. THE CONTACT NOTICED FUMES COMING FROM THE VENTS. THE CONTACT PULLED THE VEHICLE OVER TO THE SIDE OF THE ROAD AND TURNED OFF THE ENGINE. UPON RESTARTING THE VEHICLE, THE AIR CONDITIONER FAILED TO OPERATE. THE CONTACT MENTIONED THAT DURING THE WINTER SEASON, CONDENSATION APPEARED ON THE WINDOWS WHEN THE HEATING SYSTEM WAS ACTIVATED. THE VEHICLE WAS TAKEN TO PARK AVE BMW (530 HUYLER ST, SOUTH HACKENSACK, NJ 07606, (201) 843-4999) WHERE IT WAS DIAGNOSED THAT THE BLOWER MOTOR WIRING NEEDED TO BE REPAIRED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE CONTACT RECEIVED A RECALL NOTICE FOR NHTSA CAMPAIGN NUMBER: 17V676000 (ELECTRICAL SYSTEM), THE FAILURE MILEAGE WAS 73,450. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

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.

INFORMATION
OF INFORMATION

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

A-C Blower warning
Blower Motor failed.
Replaced Blower motor

-BMW says they don't have
the parts to repair that issue
However they fixed and charged
me for fixing the same issue 1210 recall.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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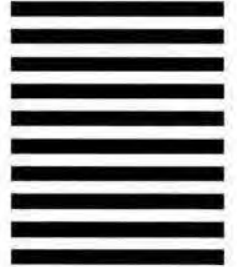
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

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National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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Washington, D.C. 20077-9382



safecar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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



Park Avenue Motor Corp.

530 Huyler Street - So. Hackensack, NJ 07606

SERVICE (201) 843-4999

SALES

(201) 843-7900

PARTS

(201) 843-4999

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.

Thank You

[REDACTED]		LARRY WEINER		635	TAG NO. 9243	INVOICE DATE 07/26/17	[REDACTED]
[REDACTED]		LABOR RATE	[REDACTED]	MILEAGE 69,005		BLACK/	STOCK NO.
FIELD PK, NJ		11/BMW/BMW/328U XDRIVE SEDAN				DELIVERY DATE 03/11/11	DELIVERY MILES
[REDACTED]		VEHICLE ID NO. WBA P K 5 C 5 2 B A [REDACTED]				33326	SALES NO.
[REDACTED]		F.T.E. NO.		P.O. NO.		R.O. 07/24/17	PRODUCTION DATE
[REDACTED]		COMMENTS					MO: 69005

PARTS
BMZ3 HVAC BLOWER INOP TECH(S):0132 480.00
CUSTOMER STATES A/C BLOWS WARM AIR HAS EXT WARRANTY ZURICH 8
00 643 9059
BLOWER MOTOR FAILED
REPLACED BLOWER MOTOR AND REPAIRED WIRING

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	64-11-9-227-670	BLOWER UNIT	254.57	254.57
1	64-11-6-987-460	GASKET	10.22	10.22
1	64-11-9-265-892	BLOWER REGULATOR	135.79	135.79
1	61-13-8-377-730	DOUBLE LEAF SPRING	1.86	1.86
3	61-13-8-377-732	DOUBLE LEAF SPRING	1.90	5.70
2	61-13-6-925-196	UNIVERSAL DFK SOCKE	3.04	6.08
JOB # 1 TOTAL PARTS				414.22
JOB # 1 TOTAL LABOR & PARTS				894.22

BMZDIAG ENGINE DIAGNOSIS TECH(S):0132 0.00
C/R ENGINE DOESN'T SEEM TO HAVE THE ACCEL LIKE IT USE TO
UNABLE TO DUPLICATE
UNABLE TO DUPLICATE AT THIS TIME

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

BMZDIAGNOSE 1 HOUR DIAGNOSIS TECH(S):0132 0.00
1 HOUR MINIMUM DIAGNOSTIC FEE
1
CUSTOMER AGREES TO 1 HOUR DIAGNOSTIC TIME
TO START DIAGNOSIS OF VEHICLE ISSUES

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

BMZHIGDIAG HIGH MILE DISCLAIMER TECH(S):0132 0.00
BECAUSE OF MILEAGE AGE AND TECHNOLOGICAL COMPLEXITY INVOLVED
IN REPAIRING YOUR VEHICLE, PARK AVE BMW CAN ONLY WARRANTY TH
E INDIVIDUAL PART THAT IS REPLACED, OR REPAIR THAT IS COMPLET
ED. REPAIRS TO THIS VEHICLE FALL INTO THE HIGH RISK CATEGORY
AND ALMOST ALWAYS NEED ADDITIONAL PARTS LABOR OR SERVICE VI
SITS TO COMPLETE REPAIRS. THE CUSTOMER UNDERSTANDS ALL OF TH
E ABOVE STATEMENTS AND BY SIGNING THE AUTHORIZATION TO REPAI
R THE CUSTOMER AGREES TO RELEASE PARK AVE BMW FROM ANY AND A
LL LEGAL ACTION LIABILITY OR REQUESTS FOR REFUNDS. THE CUSTOM
ER AGREES TO START THE REPAIRS.

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
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