



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

Repository ☐

11-JUN-2018

Reference No.
11101073

JUL 27 2018

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

MILLERSVILLE

State MD

Zip Code

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
WBAPK5C51BF

Make
BMW

Model
328i

Model Year
2011

Date Purchased

6-1-17

Dealer's Name and Telephone Number

PRIVATE PARTY PURCHASE

Engine:

No. Cylinders

6

Fuel Type:

GAS

Original Owner

☐

Dealer's City

ANNAPOLIS MD

State

Zip Code

Transmission Type

AUTO

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

30-OCT-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 060000 ENGINE AND ENGINE COOLING, 063110 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; EMISSION CONTROL; CRANKCASE (PCV)

Failure Mileage

49513

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

CONTINENTAL

Tire Model (Name or Number)

CONTACT SSR

Tire Size (Example P215/65R15)

225/45 R17

DOT No. (Example: DOTM19ABC036)

LMTH P215 48-18

☒ Original Equipment
☐ Prior Repair

Failure Location:

NO FAILURES YET

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 2011 BMW 328I. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V683000 (ENGINE AND ENGINE COOLING). THE CONTACT CALLED BMW OF ANNAPOLIS AT 410-349-9312 (LOCATED AT 31 OLD MILL BOTTOM RD, ANNAPOLIS, MD 21409) AND WAS INFORMED THAT THE PARTS WERE NOT AVAILABLE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND WAS NOT ABLE TO CONFIRM WHEN THE PARTS WERE TO BECOME AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. 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.

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

I Got A Letter From BMW IN DEC 2017 FOR RECALL ON THE PCV VALVE HEATER ^{NO. 17V-683}. IT TOOK 6 MONTHS TO GET PARTS IN & WAS JUST REPAIRED ON 6-27-18. IT TOOK 3 CALLS TO BMW AMERICA & NATIONAL SAFETY TO FINALLY GET THE CAR PART REPLACED. I HAVE NEVER GOT ANY RECALLS ABOUT ANY OF THE ITEMS THAT YOU SAY ON THE OTHER SIDE. THE ENGINE & ENGINE COOLING EMISSION CONTROL + TIRES? I GUESS BMW DOESN'T WANT TO PAY FOR ALL THESE POTENTIAL PROBLEMS. THE PREVIOUS OWNER PASSED, AND I HAD NO IDEA THERE WERE OTHER RECALLS. ATTACH ADDITIONAL SHEETS IF NECESSARY

PLEASE LET ME KNOW IF THEY HAVE SENT OUT RECALLS FOR THE ABOVE PROBLEMS.

undelivered
ADDRESS
05 JUL '18
PMSL

US Department
of Transportation

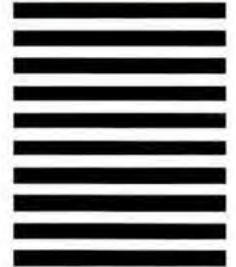
National Highway
Traffic Safety
Administration

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.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

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: READY TO POST

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: WBAPK5C51BF1 [REDACTED]

Main: ([REDACTED]

2011

BLK

Click to View Cust Copy

Cell: ([REDACTED]

Mileage: 49,513

Service advisor: 3212

Tag number: TT4790

Payment type: CASH

Promised time: 07:00 PM

Promised date: 06/27/2018

Waiter: Yes

Estimate: 89.00

Customer Comments: No

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A OIL AND FILTER CHANGE

| LOF                                                                     | CBM   | OIL AND FILTER CHANGE |       |                                   |
|-------------------------------------------------------------------------|-------|-----------------------|-------|-----------------------------------|
|                                                                         |       |                       | 0.60  | 25.00                             |
| Tech(s): 653094                                                         |       |                       |       |                                   |
| 11-42-7-953-129                                                         |       |                       |       |                                   |
| 1 SET OIL-FILTER                                                        |       |                       |       |                                   |
| ELEMENT:114010                                                          |       |                       |       |                                   |
| 83-21-2-450-384                                                         |       |                       |       |                                   |
| 65 BMW GROUP LL-01 FE                                                   |       |                       |       |                                   |
| 0W-30 BUL:832511                                                        |       |                       |       |                                   |
| 83-19-2-221-702                                                         |       |                       |       |                                   |
| 1 BMW WINDSHIELD WASHER                                                 |       |                       |       |                                   |
| FLUID:831510                                                            |       |                       |       |                                   |
| BLOF7995                                                                |       |                       |       |                                   |
| \$79.95 Lube Oil and Filter                                             |       |                       |       |                                   |
| Pts:                                                                    | 75.17 | Lbr:                  | 25.00 | Other: -20.22 Total Line A: 79.95 |
| Story: 49519 MAINTENANCE 60 COMPLETE, RESET CBS, ROAD TEST VEHICLE T060 |       |                       |       |                                   |

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B 0011640400 B111617 Recall: PCV Valve Heater B11 16 17 17V-683

00-Open

0065194	WB	Replace the blow-by-heater (positive crankcase vent elbow)	0.00	0.00
Tech(s): 653094				
11-61-2-458-830				
12-31-2-458-831				
1 BLOW-BY HEATER:889700				
1 SET OF ALU. SCREWS				
GENERATOR:889520				
11-61-7-535-849				
2 SCREW:889520				
Pts:	28.16	Lbr:	0.00	Other: 0.00 Total Line B: 28.16
Story: 49519 sib 11-16-17 PER SIB 11-16-17, REPLACED PCV VALVE, ROAD TEST VEHICLE, VERIFIED OPERATION				

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C PERFORM MULTI-POINT VEHICLE INSPECTION. COPY OF FORM ATTACHED PLEASE SEE YOUR ADVISOR IF YOU HAVE ANY QUESTIONS.

| BR8             | CP   | ***BRAKES ARE 8 MM*** | 0.00 | 0.00                           |
|-----------------|------|-----------------------|------|--------------------------------|
| Tech(s): 653094 |      |                       |      |                                |
| TR5             | CP   | ***TIRES ARE 5/32***  | 0.00 | 0.00                           |
| Tech(s): 653094 |      |                       |      |                                |
| INFO            | CP   | INFORMATION LINE.     | 0.00 | 0.00                           |
| Tech(s): 653094 |      |                       |      |                                |
| TH              | CP   | THANK-YOU             | 0.00 | 0.00                           |
| Tech(s): 653094 |      |                       |      |                                |
| RT              | CP   | ROAD TESTED VEHICLE   | 0.00 | 0.00                           |
| Tech(s): 653094 |      |                       |      |                                |
| Pts:            | 0.00 | Lbr:                  | 0.00 | Other: 0.00 Total Line C: 0.00 |

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Customer Pay