



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 13-JUL-2018 <b>SEP 04 2018</b>	Repository <input type="checkbox"/>
	Reference No. 11111225

**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
HALEAH	FL	[REDACTED]	

Daytime Telephone Number	E-mail Address
[REDACTED]	[REDACTED]
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 WBXPC93428W [REDACTED]	Make BMW	Model X3	Model Year 2008
Date Purchased 05/10/2018	Dealer's Name and Telephone Number Best Price Dealer 954 391 7910		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City Hallandale Beach	State FL	Zip Code 33009
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: yes	Incident Date(s) 11-MAY-2018

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 060000 ENGINE (PWS), 105200 POWER TRAIN; DRIVELINE: CONSTANT VELOCITY JOINT	Failure Mileage 92000	Failure Speed
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**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: DOTM1A9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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**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 RECENTLY PURCHASED THE VEHICLE AND NOTICED THAT THERE WAS AN OIL LEAK. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO LAUDERDALE BMW OF PEMBROKE PINES (14800 SHERIDAN ST, PEMBROKE PINES, FL 33028, 954-620-5050) WHERE THE CONTACT WAS INFORMED OF NHTSA CAMPAIGN NUMBER: 17V683000 (ENGINE AND ENGINE COOLING) AND THAT THE CV JOINT NEEDED REPLACEMENT. THE CONTACT STATED THAT THE RECALL WAS REMEDIATED, BUT THE CV JOINT WAS NOT REPLACED. THE VEHICLE WAS TAKEN BACK TO THE DEALER FROM WHERE IT WAS PURCHASED AND WAS INFORMED THAT THE CV JOINT WAS NOT COVERED UNDER A WARRANTY. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURES. THE FAILURE MILEAGE WAS APPROXIMATELY 92,000.

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)

We bought the van from Best price dealer, they did not give us any warranty, They promised any issues bring back and they will fix it. When we found the oil leak, I took the car to BMW dealership, they told me this van is on recall, it's not safe to drive. they did fixed the recall part and gave me list of the issues they found. ~~so~~ they told me not to get on the highway, The van is not safe. I took the van back to the dealer, they only fixed the oil leak from front shocks. and they refused fix the major issue both front bushes where <sup>the</sup> noise come. #1 issue is: they put my wife and children's life in danger on highway not knowing this van was on recall, they never mentioned about the recall. they never fix the van as they promised. This dealer put ATTACH ADDITIONAL SHEETS IF NECESSARY people's life in danger. Please investigate.

MIAMI  
FL 331  
10 AUG '18  
PM 12



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

U.S. 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

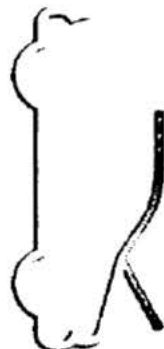
**BUSINESS REPLY MAIL**  
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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.safercar.gov](http://www.safercar.gov)

or call:

Vehicle Safety Hotline  
**888-327-4236**



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