



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: 07-JAN-2019
Repository:
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MAY 22 2019

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: KENNER State: LA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [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: SUXFE43588 [REDACTED]
Make: BMW Model: X5 Model Year: 2008
Date Purchased: 12/2012? Dealer's Name and Telephone Number: PEAKE BMW VETAN BLVD, METAIRIE LA
Engine: No: Cylinders: 6 Fuel Type: 93/0000
Original Owner: NO Dealer's City: KENNER State: LA Zip Code: 70062
Transmission Type: 6-SPEED AUTOMATIC Antilock Brakes Powertrain: 6-SPEED SHIFTABLE AUTOMATIC Multiple Failure: REMOTE KEY MAL-FUNCTION Incident Date(s): 07-MAY-2017
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS Failure Mileage: 102000 Failure Speed: 40

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): [REDACTED] 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: NONE Number of Deaths: NONE 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 X5. WHILE DRIVING 40 MPH, THE CONTACT DEPRESSED THE ACCELERATOR PEDAL INSTEAD OF THE BRAKE PEDAL. AS A RESULT, THE VEHICLE CRASHED INTO THE WALL OF A CHURCH. THE FRONTAL AIR BAGS DID NOT DEPLOY. THE DRIVER WAS SORE, BUT THERE WERE NO INJURIES. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS TAKEN TO PEAKE BMW (2630 VETERANS MEMORIAL BLVD, KENNER, LA 70062, (504) 469-6165), BUT THE PARTS WERE NOT AVAILABLE FOR THE AIR BAG REPAIR INITIALLY. A FEW MONTHS LATER, THE DEALER CALLED THE CONTACT BACK TO SCHEDULE AN APPOINTMENT TO REPLACE THE AIR BAGS PER AN UNKNOWN RECALL, BUT THE PARTS WERE NOT AVAILABLE AGAIN. THE MANUFACTURER WAS CONTACTED BY LETTER AND THEY STATED THAT THE CRASH WAS NOT SERIOUS ENOUGH FOR THE AIR BAGS TO DEPLOY. THE FAILURE MILEAGE WAS 102,000.

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)

AIR BAG FAILED TO DEPLOYED
CAR REMOTE KEY MAL FUNCTION. IF YOU FORGET KEYS
IT CLOSE ITSELF.

ATTACH ADDITIONAL SHEETS IF NECESSARY MAIL TO YOU ON FEB. 27
2019

Kenner, LA

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
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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

or call:

Vehicle Safety Hotline
888-327-4236

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