



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

Repository ☐

05-FEB-2019

Reference No.

11174597

JUN 12 2019

OWNER INFORMATION (Type or Print)

Name

Address

City QUEENSTOWN

State MD

Zip Code

Daytime Telephone Number

E-mail Address

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

WBAYG6C52FD

Make

BMW

Model

740LD

Model Year

2015

Date Purchased

11/2016

Dealer's Name and Telephone Number

BMW ALEXANDRIA

Engine:

No. Cylinders

Fuel Type:

DIESEL

Original Owner

☒

Dealer's City

ALEXANDRIA

State

VA

Zip Code

22304

Transmission Type

AUTO

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

01-DEC-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage

Failure Speed

SEE LETTER

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: DOTM19ABC036)

☐ Original Equipment
☐ 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

☐ 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 2015 BMW 740LD. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 18V755000 (ENGINE AND ENGINE COOLING). THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. BMW OF ANNAPOLIS (31 OLD MILL BOTTOM RD, ANNAPOLIS, MD 21401, (410) 349-9312) WAS CONTACTED AND CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. 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.



Queenstown, MD

US Department of Transportation

May 20, 2019

National HWY. Traffic Safety Administration

Office of Defects Investigation, NEF-100

1200 New Jersey Ave., SE, Washington, DC 20077-9382

Cc: BMW of North America and BMW of Annapolis

To whom it may concern,

Enclosed is a "recall letter" from BMW dated December of 2018. As you can see, it indicates I will be getting a follow up letter which never came.

Frustrated I contacted BMW, and got no answers. "Oh that problem has not been dealt with at this time"...too bad I didn't lease this vehicle as I could possibly just turn it in!

Finally on February 7, 2019, I visited BMW of Annapolis and demanded to speak to the manager, John Kim. He made several phone calls to BMW to see if he could get authorization to have his dealership inspect the car at no cost to me to determine if any of the issues described in the recall letter were currently occurring in my car. The dealership was kind enough to offer me a loaner car as I had several appointments that afternoon. A copy of the inspection report I have enclosed in this letter. The car tested "free" of problems. The service man said it was unlikely the car would ever have any problems as described in the recall letter. He said, "if it has not happened after 30,000 miles, it probably never will".

Online, I noticed that the majority of complaints were in Korea rather than the United States. I wonder if the vehicles shipped to Korea were different than the ones shipped to America. The manager did not seem to be able to answer that question.

The manager explained that the car would still remain "under recall" and if I wanted to trade it, he would try to work with me, as he said there were always 7 series cars coming in after lease periods, etc.

I am sending a copy of this letter to both the dealership and BMW of North America, as the only bright star in this whole situation were John Kim and BMW of Annapolis. John Kim was sincerely concerned and was extremely courteous to me. When I said I couldn't have the car inspected because of appointments that afternoon, the service people immediately offered a loaner car. I wish I could say that BMW of North America extended the same exceptional level of concern.

Sincerely,

[Redacted signature block]

[Redacted block]



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



08/20/11 74597

BMW



IMPORTANT SAFETY RECALL – Remedy Not Yet Available

This notice applies to your vehicle, WBAYG6C52FD [REDACTED]
Recall Campaign No. 18V-755: Exhaust Gas Recirculation (EGR) Cooler

December 2018

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2013-2018 BMW 3 Series, 5 Series, 7 Series, X3 SAV and X5 SAV vehicles with a diesel engine. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

We are informing you of a safety recall on your vehicle although we are not able to perform the remedy at this time. We will notify you with a follow-up letter as soon as we are able to perform this safety recall.

What could happen?

The engine's EGR cooler could develop an internal leak. The cooling fluid could mix with typical diesel engine soot deposits. With high temperatures normally present in the EGR module, this might result in smoldering particles. In some cases, these particles could contact the engine intake manifold and create small holes due to melting. If this occurs, it would increase the risk of a fire.

Your vehicle may be experiencing this issue if one or more of the following occurs; a reduction in engine power, a warning symbol indicating a loss of engine coolant. You may notice an unpleasant odor (e.g., exhaust), and/or hear an unusual noise from the engine. If this occurs, carefully move away from traffic and pull over to a safe location as soon as possible. All occupants should carefully exit the vehicle and move to a safe location away from traffic. Do not open the hood. Do not continue to drive the vehicle. Contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

What will BMW do?

When the remedy is available, the EGR cooler will be inspected and, if necessary, replaced. If the EGR cooler leaked, the engine intake manifold will also be replaced. This service will be performed for free and take approximately one hour. If you already had this repair performed at your own expense, our follow-up letter will contain information regarding possible eligibility for reimbursement.

What if I am not the current owner of this vehicle?

You can update the vehicle ownership or your contact information by completing the enclosed postage-paid card or by registering at <http://www.bmwusa.com/myBMW>. If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

What if I have questions or experience problems?

For the latest updates to this recall, please visit www.bmwusa.com/recall. Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, contact BMW Customer Relations and Services at 1-800-525-7417 or at CustomerRelations@bmwusa.com.

If your BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Please be assured that your safety is important to us, and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your safety belt at all times.

Sincerely,
BMW of North America, LLC

Spanish translation on back side
Traducción en español en el lado inverso



Company
BMW
of North America, LLC

BMW Group Company

Mailing Address
PO Box 1227
Westwood NJ 07675-1227

Telephone
(800) 525-7417

Fax
(201) 930-8362

E-mail
CustomerRelations@bmwusa.com

Internet
bmwusa.com

NHTSA.gov
Kum Service Advisors

The Ultimate Driving Machine®

2015 BMW 740Ld xDrive Sedan

Manufacturer's Suggested Retail Price	\$ 82,500.00
Options and Additional Charges: (Optional equipment may supersede standard equipment; check with your authorized BMW center).	
Alpine White	Included
Light Saddle Dakota Leather	Included
M Sport Package	\$ 4,600.00
- 19" M Alloy wheels	
- Steering Wheel Gearshift Paddl	
- Multi-contour seats	
- M steering wheel	
- Aerodynamic kit	
- Shadowline exterior trim	
- Anthracite headliner	
Comfort Access keyless entry	Included
Rear view camera	Included
Roof trim strips in body color	Included
Heated front seats	Included
Ash Grain Wood trim	Included
Instrument panel with leather	Included
Ambiance lighting	Included
Park Distance Control	Included
Satellite radio w/1 year sub.	Included
BMW Assist eCall	Included
BMW TeleServices	Included
BMW Online and BMW Apps	Included
Advanced RTTI	Included
Remote Services	Included
Dynamic Digital Cluster	
Destination Charge	\$ 950.00
Total Suggested Retail Price	\$ 88,050.00

VIN: WBAYG6C52FD

More about BMW

BMWUSA.COM
1-800-334-4595



The Ultimate
Driving Machine®

Peel Here →

PARTS CONTENT INFORMATION

For Vehicles in this Car Line:

US/Canadian Parts Content: **5%**

Major Source of Foreign Parts Content:

GERMANY: 75%

Note: Parts content does not include final assembly,
distribution, or other non-parts costs.

For this Vehicle:

Final Assembly Point: **DINGOLFING, GERMANY**

Country of Origin:

Engine: **GERMANY**

Transmission: **GERMANY**

GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score Not Rated

Based on the combined ratings of frontal, side and rollover.
Should ONLY be compared to other vehicles of similar size and weight.

Frontal Crash	Driver Passenger	Not Rated Not Rated
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Based on the risk of injury in a frontal impact.
Should ONLY be compared to other vehicles of similar size and weight.

Side Crash	Front seat Rear seat	Not Rated Not Rated
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Based on the risk of injury in a side impact.

Rollover	Not Rated
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Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars(★★★★★)with 5 being the highest.

Source: National Highway Traffic Safety Administration (NHTSA)

www.safercar.gov or 1-888-327-4236

This vehicle is equipped with a front bumper that has been tested at an impact speed of 2.5 miles per hour and a rear bumper that has been tested at an impact speed of 2.5 miles per hour, and has sustained no damage to the vehicle's body and minimal damage to the bumper and attachment hardware. Minimal damage to the bumper means damage that can be repaired with the use of common repair materials and without replacing any parts. The stronger the bumper, the less likely the car will require repair after a low-speed collision.

BMW of North America, LLC
Woodcliff Lake, NJ 07677

VPC Location: **PORT JERSEY, NJ**

Port of Entry: **JERSEY CITY, NEW JERSEY**

Carrier: **PRECISION MOTOR TRANSPORT GROUP**

Sold To:
BMW of Alexandria
499 S Pickett St
Alexandria VA
(703) 684-8500 22304-4705

Ship To:
BMW of Alexandria
499 S Pickett St
Alexandria VA
(703) 684-8500 22304-4705

PN 01 00 0 039 673