



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

20 JUN 2019  
AUG 19 2019

Reference No.  
11221545

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City BLUFFTON State SC 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: SUXUJ3C54KLC [REDACTED]  
Make BMW Model X4 Model Year 2019  
Date Purchased 1/24/19 Dealer's Name and Telephone Number CRITZ SAVANNAH, GA 912-354-7000 Engine: 2 LTR FUEL No. Cylinders THREE Fuel Type: PREMIUM  
Original Owner  Dealer's City SAVANNAH State GA Zip Code 31406  
Transmission Type 8 SPEED AUTOMATIC  Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 05-APR-2019  
 Cruise Control

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

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 250000 ELECTRONIC STABILITY CONTROL - DRIVER'S ASSISTANCE PACKAGE, LANE DEPARTURE WARNING Failure Mileage 2321 Failure Speed +45 MPH

**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 NO

**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 2019 BMW X4. THE CONTACT STATED THAT THE DRIVER ASSISTANCE PACKAGE FAILED AND THE WARNING WAS NOT STRONG ENOUGH TO BE NOTICED. VIBRATION DID NOT ACTIVATE WHEN THE CONTACT ALMOST CRASHED. THE SYSTEM WAS SUPPOSED TO VIBRATE WHEN AND IF THE CONTACT WAS ABOUT TO CRASH. THE CONTACT STATED THAT THE PACKAGE VIBRATION SIGNAL WAS VERY LOW AND THE CONTACT COULD NOT FEEL IT ACTIVATE. THE VEHICLE WAS DRIVEN TO KRITZ BMW SAVANNAH (7009 ABERCORN ST, SAVANNAH, GA 31406, (912) 354-7000) WHERE IT WAS DIAGNOSED THAT A NEW VIBRATION MOTOR AND COMPUTER UPDATE WERE NEEDED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE LATER RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THEY WOULD ESCALATE THE INCIDENT. THE FAILURE MILEAGE WAS 2,321. THE CAR WAS ROAD TESTED AFTER REPAIR. DEALER REPAIRMEN STATED CONTACT'S VEHICLE AND OTHER X4'S ON THE LOT PERFORMED THE SAME. CONTACT STATED THAT THE "REPAIRS" DID NOT IMPROVE VIBRATION WARNING EVEN WHEN SET ON "STRONG" A VIBRATION THAT CAN ONLY BE FELT ON A SMOOTH ROAD WHEN THE DRIVER PURPOSELY CROSSES THE LANE MARKINGS IS NOT A "WARNING" AND IS UNSAFE.

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)**

THE ESSENCE OF MY COMPLAINT IS THAT THE LANE DEPARTURE SYSTEM WHILE "WORKING" IS NOT PROVIDING A STRONG VIBRATION THAT SERVES AS A WARNING. THE DEALER STATES MY VIBRATION MATCHES OTHER X4S AND IS THEREFORE REPAIRED, I FEEL ALL X4S ARE NOT PERFORMING AS DESIGNED AND ARE THEREFORE A SAFETY HAZZARD. I PURCHASED THIS CAR WITH THIS SPECIFIC FEATURE TO ASSIST MY DRIVING SHOULD I DRIFT INTO THE ONCOMING LANE WITHOUT A SUFFICIENT VIBRATION (WARNING) I FEEL THE CAR IS DANGEROUS AND SOMEDAY THERE WILL BE ACCIDENTS DUE TO THIS MISREPRESENTATION. MY LAST CAR, A 2017 MERCEDES HAD A GREAT LANE DEPARTURE SYSTEM THAT REALLY WARNED THE DRIVER. BMW ATTACH ADDITIONAL SHEETS IF NECESSARY WITHOUT A POSITIVE WARNING! HAS SOMEHOW RELEASED THIS NEWLY DESIGNED MODEL

CHARLESTON  
SC 294  
25 JUL '19  
PM 3 L



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NECESSARY  
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IN THE  
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**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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