

 <p>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</p>				FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 07-OCT-2019 MAR 03 2020	
OWNER INFORMATION (Type or Print)				Repository <input type="checkbox"/> Reference No. 11266802	
Name [REDACTED]				Daytime Telephone Number [REDACTED]	
Address [REDACTED]				E-mail Address [REDACTED]	
City FT. LAUDERDALE		State FL	Zip Code [REDACTED]	Evening Telephone Number [REDACTED]	
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side SUXXR2C53J0 [REDACTED]		Make BMW	Model X5	Model Year 2018	
Date Purchased 1-29-18	Dealer's Name and Telephone Number VISTA MOTORS 954 942 7400			Engine: No: Cylinders 6	Fuel Type: GAS
Original Owner <input checked="" type="checkbox"/>	Dealer's City POMPANO BEACH	State FL	Zip Code 33062		
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antlock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: ACTS HITTING BRAKES CAR KEEPS	Incident Date(s) 01-FEB-2018 ACCELERATING	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 030000 BRAKES (PWS)				Failure Mileage 1000	Failure Speed
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)		<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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
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	
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 2018 BMW X5. THE CONTACT ENGAGED THE "CAR HOLD" BUTTON, WHICH ALLOWED HIM TO REMOVE HIS FOOT FROM THE BRAKE PEDAL WHILE AT A STOP LIGHT. HOWEVER, THE FEATURE FAILED TO OPERATE AS NEEDED. THE VEHICLE CONTINUED TO ACCELERATE WHILE DEPRESSING THE BRAKE PEDAL. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE CONTACT TOOK THE VEHICLE TO VISTA BMW POMPANO BEACH (744 N FEDERAL HWY #4303, POMPANO BEACH, FL 33062, (954) 516-2733) WHERE IT WAS REPAIRED, BUT THE FAILURES CONTINUED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 1,000.					
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)

SHORTLY AFTER I BOUGHT THE CAR WHEN I HIT THE BRAKES THE CAR KEPT ACCELERATING ABOUT 5-7 TIMES MY FRIEND WAS IN THE CAR AS A WITNESS WHO CAME WITH ME TO THE LEMON LAW HEARING WHICH I LOST ON JAN. 30. 2019 EVEN SO THE CAR AT ONE TIME WAS IN SERVICE AT VISTA FOR 4 WEEK AND BEFORE AND AFTER FOR A DAY OR TWO AFTER THE HEARING IT STILL HAPPENED 4 TIMES ALSO THE CAR AT STARTING IT WOULD ACCELERATE AT TOP SPEED WHICH I THINK IS CONNECTED THE SAME PROBLEM THE CAR WAS IN SERVICE FOR THAT TO IT ALL HAPPENED AT LOW SPEED WHEN I AM BRAKING MOTORIST THE CAR IS A DANGER ATTACH ADDITIONAL SHEETS IF NECESSARY TO ME AND MY FELLOW

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



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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**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration