

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

U.S. Department of Transportation National Highway Traffic Safety Administration		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 05-MAY-2020 JUL 16 2020		Repository ☐ Reference No. 11323365	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City LEXINGTON		State KY	Zip Code		
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 WBSFV9C52DD		Make BMW	Model M5	Model Year 2013	
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders 8	Fuel Type: Gas
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type DET	☐ Antilock Brakes ☐ Cruise Control	Powertrain REAR WHEEL DRIVE	Multiple Failure: 1	Incident Date(s) 01-MAY-2020	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 060000 ENGINE (PWS)				Failure Mileage 59817	Failure Speed 65
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 2013 BMW M5. THE CONTACT STATED WHILE DRIVING 65 MPH, THE CONTACT HEARD AN ABNORMAL SOUND BEFORE THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT WAS UNABLE TO RESTART THE VEHICLE. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE ENGINE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. DON JACOBS BMW LOCATED AT 2689 NICHOLASVILLE RD #1, LEXINGTON, KY 40503, WAS CONTACTED BY PHONE AND MADE AWARE OF THE FAILURE. UPON INVESTIGATION, THE CONTACT ASSOCIATED THE FAILURE WITH NHTSA CAMPAIGN NUMBER: 12V475000 (ENGINE AND ENGINE COOLING). THE MANUFACTURER HAD NOT BEEN INFORMED OF FAILURE. THE FAILURE MILEAGE WAS 59,817. *LN THE CONSUMER STATED A ROD WAS SEIZED TO THE CRANKSHAFT CAUSING THE BEARING TO BE DESTROYED AND SENDING METAL SHRAPNEL INTO THE ENGINE. *JS <i>The Vehicle is being repaired based on the quote attached.</i>					
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)

Stuttgart Motors informed me the failure was with the cylinders loss of oil pressure resulting in the friction on the bearing and immediate failure. With the amount of damage the metal from the bearing caused the repairs listed are the only solution to make a healthy fix of the Motor internal parts without risking another dangerous failure.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

LEONISTON

KY 405

05 JUN '20

PM 3:1



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

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



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

Your BMW Correspondence

CustomerRelations@bmwusa.com <customerrelations@bmwusa.com>

May 7 at 10:26 AM

To

Dear

Thanks for writing to BMW of North America, LLC regarding your 2013 BMW M5 Sedan. I'm sorry to learn that your BMW's engine needs to be replaced and certainly understand your concerns.

Recalls issued by the National Highway Traffic Safety Administration (NHTSA) are specific to a vehicle's identification number (VIN). Our records indicate that WBSFPV9C52D does not have any open recalls. Recalls on a vehicle can depend on many factors including: date of production, location of production, plant in which the vehicle was produced, production line, as well as the affected part. As a result, we would be unable to cover the repair under a recall.

Please note, all requests for assistance are reviewed on a case by case basis. Stuttgart Motors isn't one of our authorized dealers. As such, in order to research your inquiry, we require a complete diagnosis from an authorized BMW center. Once you have obtained a diagnosis from one of our authorized dealers, we will be happy to further review your concerns relating to assistance.

For your reference, a list of our authorized BMW centers can be found on www.bmwusa.com. Simply select the "Find a Dealer" link located at the top of the page.

Our Customer Relations and Services team is here for you. You can reach us at 1-800-831-1117 Monday through Thursday from 9:00 a.m. to 9:00 p.m. ET and Friday from 9:00 a.m. to 6:00 p.m. ET.

Wishing you safety and health during these challenging times. Have a nice day.

Kind regards,

Abigail Brokaw
Customer Relations and Services
Representative

BUILD YOUR OWN ULTIMATE DRIVING MACHINE.
Design the BMW of your dreams at www.bmwusa.com.

-----Original Message-----

From: [REDACTED]
Sent: 5/7/2020 12:00:00 AM
To: "CustomerRelations@bmwusa.com" <CustomerRelations@bmwusa.com>
Subject: 2013 BMW M5 Oil Pump Recall

I currently own a 2013 BMW M5 and recently was left stranded after an engine failure. This failure caused sudden power loss and caused concern for the safety of not only myself, but also my family.

After contacting a local mechanic, further diagnosis it appears that there was a connecting rod bearing failure which sent metal through the engine causing further destruction.

I reached out to my local BMW dealership (Don Jacobs in Lexington, KY) and was quoted \$51,000 for a replacement engine not including labor. The local repair shop that diagnosed the issue also provided quotes for (2) different scenarios once the full extent of the damage is determined.

I am aware that BMW vehicles of the same model and built for a 3 month period prior to September 11, 2012 have been recalled due to an oil pump shaft/rotor failure. Although the build date of this vehicle is October of 2012, I believe this engine failure should be included under the same recall.

Also, I am familiar with vehicle assembly processes as I am an engineer at an automotive manufacturer. Is it a possibility that the vehicle, engine or components such as the oil pump were removed from production for repairs and not included within the recall?

As a customer, I expect BMW to recognize this highly concerning safety issue and the immediate danger caused by a known issue. Please contact me with any questions or concerns.

Regards,

Sent from Mail for Windows 10

Technician Worksheet

Print Date : 06/19/2020

Cellular [REDACTED] Main
 Inspection Date : 5/ 5/20
 Last Service :
 Current Odometer : 59,817
 Previous Mileage : 0
 Elapsed Mileage : 0
 Hat # :
 Ref.# :
 Location :

Service Writer : Coomer, Chris
 Schedule :
 Vehicle : 2013 BMW - M5
 Lic # : [REDACTED]
 Unit # :
 VIN # : WBSFV9C52DD [REDACTED]
 Engine : 4.4L V8 (268CI) VIN(C)
 Trans :
 Brakes : 4-Wheel ABS
 Manufacture Date : 5/ 5/20
 Status :

Part Number	Part Description	Charged Hours	Qty	Part Location
	Motor is blown	0.80		
	Rebuild eng - Remove & Replace - All Applicable Models - [Includes: R&I Engine and Transmission Assembly with Front Suspension.] - [Consists of a Cylinder Block fitted with Pistons, Rings, Connecting Rods, Crankshaft, all Bearings and the following (where (Combination) - TIMING CHAIN GUIDE - Remove & Replace Each	70.00		
	(Combination) - TIMING CHAIN TENSIONER - Remove & Replace Each	1.00		
	machine shop	0.50		
	new			
11 11 2 250 202	Crankshaft	1.00		
11 42 7 583 220	Crankcase Gasket Set	1.00		
07 12 9 909 551	Oil Filter Kit w/ O-Ring	1.00		
07 12 9 905 558	Oil Pan Bolt-Lower	22.00		
11 41 7 845 513	Bolt-Upper TORX w/ Washer	2.00		
44762	Oil Pump	1.00		
11 12 2 327 854	Timing Chain Kit	1.00		
11 12 7 567 765	Cylinder Head Gasket Set	1.00		
950810020000807	Cylinder Head Gasket	2.00		
13 53 7 577 649	GLOBAL ANTI-FREEZE COOLANT	2.00		
13 53 7 591 006	Fuel Injector Clip	8.00		
12 13 8 647 689	Fuel Injector Seal	8.00		
8165	Direct Ignition Coil	8.00		
11 33 7 548 690	Spark Plug ZR-5-TPP-330	8.00		
11 53 7 586 885	Cam Follower	32.00		
11 53 1 440 192	Thermostat 105 Degrees C	1.00		
11 53 7 843 738	Thermostat O-Ring	1.00		
11247617338	Water Pump	1.00		
11247617339	upper rod bearings	8.00		
11258073574	lower rod bearings	8.00		
11 12 7 607 557	piston ring set 1 per piston	8.00		
32800	Cyl. Head Bolt Set	2.00		
SYNBLEND	power steering Fluid D6 ATF - 1-Liter	2.00		
misc	5w30 Synblend Premium Oil	10.00		

1305 W Main St
Lexington, KY. 40508

Phone - 859-255-7424 Fax - 000- -

**Technician Worksheet**

Print Date : 05/19/2020

Cellular [REDACTED] Main
Inspection Date : 5/ 5/20
Last Service :
Current Odometer : 59,817
Previous Mileage : 0
Elapsed Mileage : 0
Hat # :
Ref # :
Location :

Service Writer : Coomer, Chris

Schedule :

Vehicle : 2013 BMW - M5

Lic # : [REDACTED]

Unit # :

VIN # : WBSFV9C62DD [REDACTED]

Engine : 4.4L V8 (268CI) VIN(C)

Trans :

Brakes : 4-Wheel ABS

Manufacture Date : 5/ 5/20

Status :

Part Number	Part Description	Charged Hours	Qty	Part Location
-------------	------------------	---------------	-----	---------------

Total Hours Charged : 72.30

[Technicians: Please Select Technician]

OUT ODOMETER : _____

1305 W Main St

Lexington, KY 40508

Phone: 859-255-7424 Fax: 000-

High Quality Cars Deserve High Quality Care

ORDER - RO

Scheduled : 05/05/2020 08:13 AM

Print Date : 5/19/2020

2013 BMW - M5 - 4.4L V8 (288CI) VIN(C)

Lic # :

VIN # : WBSFV9C52 DD

MFG Date : 5/5/2020

Current Odom : 59817

Elapsed : 0

Lexington, KY
Cellular
Cust ID :
Last Service : No History

Requested	Estimated
Motor is blown	76.40
Rebuild eng - Remove & Replace - All Applicable Models - [Includes R&R Engine and Timing Assembly with Front Suspension.] - [Consists of a Cylinder Block fitted with Pistons, Rings, Crankshaft, and Timing Chain, all Bearings and the following (where	6,685.00
(Combination) - TIMING CHAIN GUIDE - Remove & Replace Each	95.80
(Combination) - TIMING CHAIN TENSIONER - Remove & Replace Each	47.75
machine shop	1,600.00
misc	1,500.00
	Parts Subtotal 13,873.58
Shop Supplies	60.00
Hazardous Materials	10.00

Revision # 1, Previous Estimate Amount: 0.00, Additional Cost: 25304.14, Revised Estimate: 25304.14, Parts: \$13873.58 Labor: \$6828.25 Sublet: \$3100.00
Taxes & Fees: \$1502.31 Authorized by - Tyson, Bradley, Date - 5/13/2020, Time - 3:57 PM, Initiated By - Shop, Written By - Coomer, Chris
Revision # 2, Previous Estimate Amount: 25304.14, Additional Cost: 80.98, Revised Estimate: 25385.12, Parts: \$0.00 Labor: \$78.40 Sublet: \$0.00 Taxes & Fees: \$4.58 Authorized by - Tyson, Bradley, Date - 5/13/2020, Time - 3:57 PM, Initiated By - Shop, Written By - Coomer, Chris

HazMat: 10.00

Tax: 1,502.31

Total: 25,385.12

Balance: 25,385.12

TEARDOWN ESTIMATE
recommending
CARS OR ARTICLES

Authorized By:

Shop is not responsible for loss or damage to
customer's property or for loss or damage to

Time