

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

[REDACTED]
West Boxford, Massachusetts

Telephone: [REDACTED]

*Also Admitted in Maine

July 21, 2020

[REDACTED]
U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
Washington, DC 20590

Re: 2014 BMW X5- X drive- Model 35d- N57 engine
VIN: 5UXKS4C58E [REDACTED]
Mileage 78,357
Subject: defect crack to the transmission housing

Dear Sir or Madam:

Relative to the above vehicle I wanted to report a manufacturing defect to the transmission housing which has a crack in the above vehicle. It was not exposed to any type of trauma. There is also no worn or damaged driveshaft U-joint which would apply abnormal external torsional forces on the transmission case.

I have enclosed a photograph for your consumer complaint automated database.

The problem was ascertained by the BMW Service Center on 7 Centennial Drive, Peabody, MA 01960 on July 20, 2020 after the starter failed to engage the engine making the automobile inoperable. It had to be towed to the dealership on July 17, 2020. It is also undergoing repairs for the recall (*voluntary technical campaign*) for the ERG (*Exhaust Gas Recirculation module*) valve (*small quantities of the glycol coolant escape and build up in the EGR module which combined with carbon and oil sediments can become combustible and may cause melting of the intake manifold*) which was found to be defective.

I contacted first *Jasmine* at BMW 1-800-831-1117 customer relations, on July 20, 2020 per the email directive of Kay Reichard. I later in the evening of July 20, 2020 received a call from *Dennis* at the BMW warranty department, who was ineffective at resolving this issue. He merely referred me to the BMW service manager at the dealership and would not provide the name of the BMW representative who interfaced directly with the dealer. I am at a loss as to why the service manager did not make this inquiry initially with the BMW dealer representative.

The manufacturing defect was such that it could not be discovered with reasonable due care within the 4 year or 50,000 mile warranty. The current mileage on the automobile is 78,357. Thank you.

[REDACTED]

Cc:

Kay Reichard
BMW of Peabody
7 Centennial Drive
Peabody, MA 01960

Bernhard Kuhnt
CEO of North America
BMW of North America, LLC.
Customer Relations Department
300 Chestnut Ridge Road
Woodcliff, NJ 07677-7731

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CURT 40090 Chrome Trailer Hitch Bal

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Fwd: Transmission housing cracked

Jul 21 at 6:07 PM

Print Raw message

Sent from my iPad

Begin forwarded message:

From: Kay Reichard <kreichard@bmwpeabody.com>**Date:** July 20, 2020 at 12:56:21 PM EDT**To:****Subject:** FW: Transmission housing cracked

Kay Reichard
Lyon Award Recipient
Service Advisor
BMW of Peabody
7 Centennial Dr., Peabody, MA 01960
t 9785328331 | f 9789770148

BMW Center of Excellence Award Recipient:

Be the first to know. Connect with us socially.

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

From: Kay Reichard [mailto:kayr7777@gmail.com]



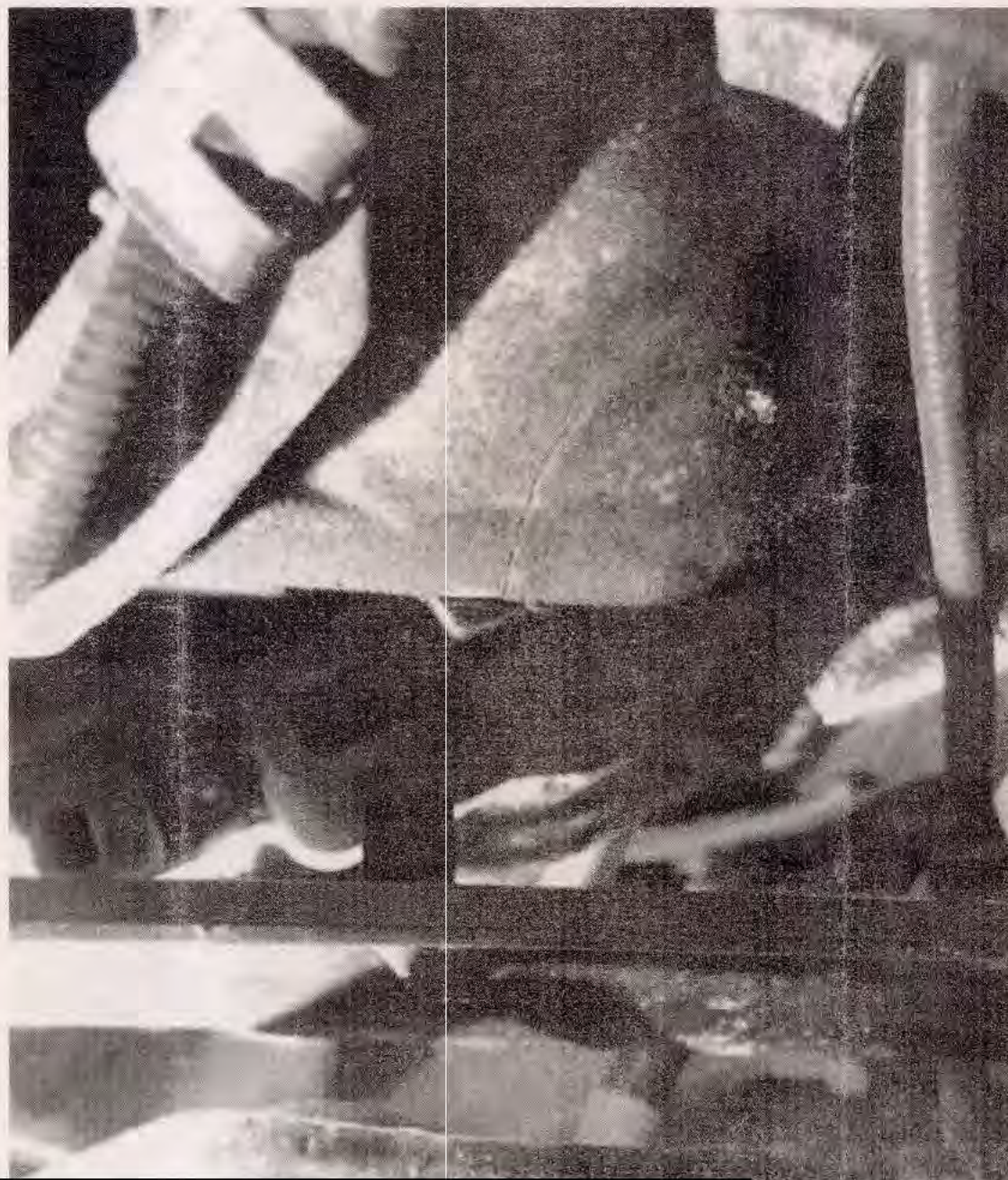
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Sent: Monday, July 20, 2020 12:16 PM
To: Kay Reichard
Subject: Transmission housing cracked





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