

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 10-AUG-2020 FEB 24 2021		Repository ☐ Reference No. 11348428	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name		Address		E-mail Address	
City KATHLEEN		State GA		Evening Telephone Number	
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 WBAFR7C5XDC		Make BMW		Model 535I	
Model Year 2013		Date Purchased 6-3-2016		Dealer's Name and Telephone Number Nalley BMW of Decatur 404 292-1400	
Original Owner ☐		Dealer's City Decatur		State GA	
Zip Code 30033		Engine: No: Cylinders		Fuel Type:	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain Multiple Failure: Yes		Incident Date(s) 01-FEB-2020	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 120000 LIGHTING (PWS), 110000 ELECTRICAL SYSTEM				Failure Mileage 55000	
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)		☐ 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 535I. THE CONTACT STATED THAT WHILE OPERATING THE VEHICLE, THE MESSAGE PARKING LIGHT MALFUNCTION AND ADAPTIVE HEAD LIGHT MALFUNCTION WERE DISPLAYED ON THE INSTRUMENT PANEL. ADDITIONALLY, THE LEFT TURN SIGNAL LIGHT MALFUNCTIONED AND WOULD NOT OPERATE. THE CAUSE OF THE FAILURES WERE NOT DETERMINED. THE LOCAL DEALER BMW OF MACON LOCATED AT 4785 RIVERSIDE DR, MACON, GA 31210, WAS NOTIFIED OF THE FAILURE. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 55,000.					
Other malfunctions are: Head lamp Vehicle aim control malfunctioning Battery discharging while stopped, electrical devices temporarily switched off air conditioner stopped working.					
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 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.					

Total of 7 items

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Failures

- ① Adaptive headlight malfunction
- ② Left turn signal malfunction
- ③ Daylight Parking lamp malfunction
- ④ Headlamp vertical aim control malfunction
- ⑤ Battery discharging while stopped
- ⑥ electrical devices were temporarily switched off
- ⑦ Air Conditioner stop working

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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**



**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



I am so stressed out. I had nothing to do with these malfunctions. As you can see on my 2 receipts: Bmw charged me \$8,470.86. A copy of the invoice is enclosed. 5 pages

BMW OF MACON
4785 RIVERSIDE DRIVE
MACON, GA 31210
10/17/2020 12:59:45

CREDIT CARD
VISA SALE

Card # XXXXXXXXXXXX
SEQ #: 7
Batch #:
INVOICE
Approval Code: 025944
Entry Method: Manual
Mode: Online
Avs Code: YYY

1.

SALE AMOUNT \$5000.00

CUSTOMER COPY

BMW OF MACON
4785 RIVERSIDE DRIVE
MACON, GA 31210
10/17/2020 13:21:03
CREDIT CARD
VISA SALE

2.

Card # XXXXXXXXXXXX
SEQ #: 8
Batch #:
INVOICE
Approval Code: 032028
Entry Method: Manual
Mode: Online
Avs Code: NYZ

SALE AMOUNT \$3470.86

CUSTOMER COPY

\$ 5000.00
\$ 3470.86

\$ 8470.86
total

Thank you so much.

This is a picture of the first 4 malfunctions.

Check Control

1:10

- △ Adaptive headlight malfunction
- △ Left turn signal malfunction
- △ Daytime/Parking lamp malfunction
- △ Headlamp vertical aim control malfun

This is a picture of the first 4 malfunctions.

CUSTOMER #: [REDACTED]

INVOICE



4785 Riverside Drive
Macon, Georgia 31210
(478) 757-7000

KATHLEEN, GA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 33101 CHARLES ANGLE III

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	13	BMW 535I	WBAFR7C5XDC [REDACTED]		60082/60087	TT345	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06APR13 DD			18:00 15OCT20		152.00	CASH	16OCT20
R.O. OPENED		READY	OPTIONS: ENG:3.0 Liter				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

C DROP OFF							
00 Miscellaneous Op Code							
33035 ISP							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D CUSTOMER STATES THAT THERE IS AN ADAPTIVE HEADLIGHT MALFUNCTION
CAUSE: water in the left headlight

51 BODY ELECTRICAL							
33035 C					470.88	470.88	
1 63-11-7-271-903 AHL-XENON HEADLIGHT, LEFT:631002					2403.05	2403.05	2403.05
1 63-11-7-316-217 HEADLIGHT DRIVER MODULE AHL:631210					723.05	723.05	723.05
1 63-11-7-318-327 CONTROL UNIT XENON LIGHT:631210					746.98	746.98	746.98
1 63-21-7-217-509 BULB XENON LIGHT WITH IGNITI:074001					302.22	302.22	302.22
1 63-21-7-160-781 LONGLIFE BULB:074000					19.43	19.43	19.43
1 63-11-7-271-899 INSERT FOR TURN SIGNAL LEFT:631031					328.97	328.97	328.97
1 63-12-7-262-731 REP. KIT DAYTIME DRIVING LGH:631210					451.90	451.90	451.90
1 63-11-7-268-653 SEAL, TURN SIGNAL AND PARKIN:639900					30.31	30.31	30.31
1 61-13-2-472-911 REP. KIT FOR SOCKET HOUSING:619999BF					15.95	15.95	15.95
9 61-13-6-901-726 TERMINAL SOCKET MQS ELA:889520					1.15	1.15	10.35
10 61-13-6-901-728 TERMINAL SOCKET MQS ELA:889520					1.35	1.35	13.50
2 61-13-8-364-836 SOCKET CONTACT ELO-POWER 2,8:889520					1.37	1.37	2.74
3 61-13-8-364-838 SOCKET CONTACT ELO-POWER 2,8:889520					1.18	1.18	3.54

STATEMENT OF DISCLAIMER

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X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

BMW OF MACON

4785 Riverside Drive
Macon, Georgia 31210
(478) 757-7000

INVOICE

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SERVICE ADVISOR: 33101 CHARLES ANGLE III

CUSTOMER #:

KATHLEEN, GA

HOME:

CONT:

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	13	BMW 535I	WBAFR7C5XDC		60082/60087	TT345	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06APR13 DD			18:00 15OCT20		152.00	CASH	16OCT20
R.O. OPENED		READY	OPTIONS: ENG:3.0_Liter				
12:50 14OCT20		15:56 16OCT20					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
4	61-13-8-372-626	SINGLE CONDUCTOR SEAL:889520			1.28	1.28	5.12
1	61-13-8-353-705	SINGLE CONDUCTOR SEAL:889520			0.83	0.83	0.83
PARTS:	5057.94	LABOR:	470.88	OTHER:	0.00	TOTAL LINE D:	5528.82

60087 water in the left headlight 3.00 removed the bumper and removed the head light found water in the head light and in the modules. replaced the head light and replaced all the bulbs and modules. replaced the connector and the pins. reassembled the vehicle and programmed the vehicle. all the lights are operating correctly.

E CUSTOMER STATES THAT THE LEFT TURN SIGNAL MALFUNCTION WARNING IS ON

51 BODY ELECTRICAL

33035 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: (N/C) 0.00

F STATES THAT THE DAYLIGHT PARKING LAMP MALFUNCTION WARNING IS ON

51 BODY ELECTRICAL

33035 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: (N/C) 0.00

G CUSTOMER STATES THAT THE VERTICAL AIM CONTROL MALFUNCTION WARNING IS ON

51 BODY ELECTRICAL

33035 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: (N/C) 0.00

H CUSTOMER STATES THAT THE DISPLAY SAID THAT THE ELECTRICAL DEVICES WERE TEMP SWITCHED OFF

51 BODY ELECTRICAL

33035 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: (N/C) 0.00

I CUSTOMER STATES THAT THE BATTERY DISCHARGE WARNING IS ON

CAUSE: battery is weak/aged

51 BODY ELECTRICAL

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X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE



4785 Riverside Drive
Macon, Georgia 31210
(478) 757-7000

KATHLEEN, GA

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HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 33101 CHARLES ANGLE III

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	13	BMW 535I		WBAFR7C5XDC			60082/60087		TT345
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
06APR13 DD			18:00 15OCT20			152.00	CASH	16OCT20	

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: ENG:3.0_Liter

12:50 14OCT20 15:56 16OCT20

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				33035 C		232.88	232.88
1	61-21-2-353-814	EP	BATTERY	105AH:612010	220.23	220.23	220.23
			CORE CHARGE C			18.00	18.00
-1	61-21-2-353-814	CORE	RETURN		18.00	18.00	-18.00
PARTS:	220.23	LABOR:	232.88	OTHER:	0.00	TOTAL LINE I:	453.11

60087 battery is weak/aged 1.50 performed test plan has discharge warnings for the battery. performed test plan found the battery is weak/aged. replaced the battery and registered the battery.

J CUSTOEMR STATES THAT THE AC IS NOT WORKING

CAUSE: blower motor is burnt up dew to the busted screen

10 DRIVEABILITY

				33035 C		326.88	326.88
1	64-11-9-216-222	HOUSING	COVER WITH COARSE				
		FI:649900			61.20	61.20	61.20
1	64-11-9-355-981	BLOWER	REGULATOR:641020		180.48	180.48	180.48
1	64-11-9-242-607	BLOWER	MOTOR:641013		456.69	456.69	456.69
PARTS:	698.37	LABOR:	326.88	OTHER:	0.00	TOTAL LINE J:	1025.25

60087 blower motor is burnt up dew to the busted screen 2.10 removed the blower motor and replaced the blower motor and resistor. installed the blower motor and replaced the housing screen. the ac is operating correctly

K** Battery

00 MISCELLANEOUS SERVICE

33035 ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE K: 0.00

L** remove the bumper and remove the headlight

CAUSE: removed the bumper

00 MISCELLANEOUS SERVICE

33035 C

PARTS: 0.00 LABOR: 390.88 OTHER: 0.00 TOTAL LINE L: 390.88

60087 removed the bumper 2.50 removed the bumper to inspected the

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X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:



4785 Riverside Drive
Macon, Georgia 31210
(478) 757-7000

INVOICE

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KATHLEEN, GA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 33101 CHARLES ANGLEY III

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	13	BMW 535I	WBAFR7C5XDC		60082/60087	TT345	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06APR13 DD			18:00 15OCT20		152.00	CASH	16OCT20

R.O. OPENED READY OPTIONS: ENG:3.0_Liter

12:50 14OCT20 15:56 16OCT20

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

headlight for damage.

M** Customer Requests Complete Engine Oil Service

CAUSE: Oil service due per CBS data requirement.

0000610 Customer Requests Complete Engine Oil Service

33035 C

86.88 86.88

1 11-42-7-953-129 SET OIL-FILTER

ELEMENT:114010

24.22 24.22 24.22

PARTS: 24.22 LABOR: 86.88 OTHER: 0.00 TOTAL LINE M: 111.10

60087 0.80 Performed engine oil and filter service.

N** Customer Requests A/C Micro-filter Replacement

CAUSE: Micro-filter due per CBS data requirements.

0000616 Customer Requests A/C Micro-filter Replacement

33035 C

75.88 75.88

1 64-11-9-272-642 SET, MICROFILTER/ACTIV.

CHAR:643010

153.83 153.83 153.83

PARTS: 153.83 LABOR: 75.88 OTHER: 0.00 TOTAL LINE N: 229.71

60087 0.70 Replaced cabin A/C micro-filter.

O** Customer Requests Replace Intake Silencer

CAUSE: Intake silencer due per CBS Data Requirement

0000602 Customer Requests Replace Intake Silencer

33035 C

49.88 49.88

1 13-71-7-605-913 AIR FILTER ELEMENT:137012

57.05 57.05 57.05

PARTS: 57.05 LABOR: 49.88 OTHER: 0.00 TOTAL LINE O: 106.93

60087 0.50 Replaced engine air filter.

P** Perform Brake Fluid Flush per Recommendation

CAUSE: brake flush due per cbs

BUTLERBRAKE Perform Brake Fluid Flush per Recommendation

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X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

