

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [REDACTED]  
**To:** [EVOO \(NHTSA\)](#)  
**Subject:** Complaint 11388352  
**Date:** Friday, February 12, 2021 1:40:10 PM  
**Attachments:** [REDACTED]

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Attached please find completed form

Thanks,

[REDACTED]



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

15-JAN-2021

Repository

Reference No.  
11388352

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City CHICO

State CA

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number

SAME

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

5UX2WOC54C [REDACTED]

Make  
BMW

Model  
X5

Model Year  
2012

Date Purchased  
2016

Dealer's Name and Telephone Number  
COURTESY MOTORS

Engine:  
No: Cylinders  
6

Fuel Type:  
Diesel

Original Owner

Dealer's City  
CHICO, CA.

State

CA. 95973

Transmission Type  
AUTO

Antilock Brakes  
 Cruise Control

Powertrain  
X-DRIVE

Multiple Failure:

Incident Date(s)  
05-JAN-2021

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

Vehicle Component Code: 060000 ENGINE (PWS)

BELT-TENSIONER

Failure Mileage  
63000

Failure Speed  
0

**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: DOTM9ABC036)

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 2012 BMW X5. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE CHECK ENGINE WARNING LIGHT ILLUMINATED. THE CONTACT COASTED THE VEHICLE TO THE SHOULDER OF THE ROAD GOT OUT TO LOOK UNDER THE HOOD. THE CONTACT NOTICED THAT THE FAN BELT WAS MISSING. THE VEHICLE WAS TOWED TO THE DEALER COURTESY AUTOMOTIVE CENTER 2520 COHASSET RD, CHICO, 95973, (530) 345-9444 WHERE THE TENSION BELT WAS REPLACED. THE CONTACT MENTIONED NHTSA CAMPAIGN NUMBER: 12V550000 (STEERING, ENGINE, AND ENGINE COOLING) AS A POSSIBLE SOLUTION TO THE FAILURE HOWEVER, THE VIN WAS NOT INCLUDED. THE MANUFACTURER WAS NOTIFIED AND INFORMED THE CONTACT THAT THE VIN WAS NOT UNDER RECALL. THE FAILURE MILEAGE WAS APPROXIMATELY 63,000. THE VIN WAS NOT AVAILABLE.

## VIN FAILED ## 2012 BMW X5 ## \*LN

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.