

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
5UX2WOC540 [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 Zip Code 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.