

 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	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City CEDAR FALLS State IA Zip Code [REDACTED]				Date Received 01-APR-2021 JUN 24 2021	Repository ☐ Reference No. 11406007 and 11407235
				Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]				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 5UXFA53592 [REDACTED]			Make BMW	Model X5	Model Year 2002
Date Purchased Oct 2008	Dealer's Name and Telephone Number [REDACTED]			Engine: No: Cylinders 6	Fuel Type: Regular
Original Owner ☐	Dealer's City [REDACTED]	State IA	Zip Code [REDACTED]		
Transmission Type Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain [REDACTED]	Multiple Failure: Hood Warning System & hood shocks		Incident Date(s) 17-MAR-2021
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 162000 STRUCTURE: BODY				Failure Mileage 117000	Failure Speed 35
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make [REDACTED]	Tire Model (Name or Number) [REDACTED]		Tire Size (Example P215/65R15) [REDACTED]		
DOT No. (Example: DOTM19ABC036) [REDACTED]	☐ Original Equipment ☐ Prior Repair	Failure Location: [REDACTED]			
Tire Component Code [REDACTED]				Tire Failure Type: [REDACTED]	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make: [REDACTED]	Date Manufactured: [REDACTED]		Model No./Name: [REDACTED]		
Seat Type: [REDACTED]		Installation System: [REDACTED]			
Child Seat Component Code: [REDACTED]		Failed Part: [REDACTED]			
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 [REDACTED]	Number of Deaths [REDACTED]	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 2002 BMW X5. THE CONTACT STATED THAT HE DID NOT SECURE THE VEHICLE'S HOOD LATCH WHEN HE PUT THE HOOD DOWN. THE CONTACT THEN DROVE THE VEHICLE AT 35 MPH, WHEN THE HOOD FLUNG UP. NO WARNING LIGHTS ILLUMINATED. BMW OF NORTH LIBERTY (525 MADISON AVE, NORTH LIBERTY, IA 52317) WAS CONTACTED AND MADE AWARE OF THE ISSUE. THE DEALER INFORMED THAT THEY COULD NOT COME TO A CONCLUSIVE DECISION AS TO DETERMINE IF THE VEHICLE WAS EQUIPPED WITH THE HOOD WARNING SYSTEM. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE SHOCKS INSIDE THE HOOD HAD RIPPED LOOSE AND THE HOOD NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE BUT INFORMED THAT THE REARVIEW MIRROR WOULD ALERT, IF THE HOOD WAS OPEN AND THE COMPLAINT WOULD BE FORWARDED TO THEIR SAFETY ENGINEER, HOWEVER SINCE THE VEHICLE WAS NOT TAKEN TO A CERTIFIED BMW MECHANIC FOR ROUTINE MAINTENANCE, NO FURTHER ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 117,000.					
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)

The incident took place on 3-17-2021 at approximately 2:00 hrs. I had just finished changing the battery and closed the hood but didn't latch it. I traveled about 4 blocks when the hood flung up and came towards the windshield but not striking it. There were absolutely NO auditory visual, etc. to warn that hood wasn't latched. I contacted BMW and spoke with Lisa Crean. I wanted a BMW representative to come to my residence for on site inspection but they refused. The hood had to be replaced (\$269.00) and both hood shocks. NO other damage to the BMW or personal injuries.

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



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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

With my assistance BMW could have at least have tried a virtual or zoom diagnosis of my vehicle. Ms. Green wanted the vehicle in its original state and coming to my residence is about as original as you can get for a diagnosis. I was given 2 diagnosis options: (1) drive 70 miles away with the damaged hood to a BMW Dealership (2) Flat bedded which with all of the shaking, vibrations, can damage parts, etc,

BMW is negligent as this vehicle didn't give any type of warning to indicate that the hood wasn't secured. I also checked the Manual that came with this vehicle and it shows no hood warning system. I have owned this BMW for 13 years and had engine running with hood open but no warning system activated.

As mentioned earlier, hood replacement is \$269.00, 2 pair hood shocks \$60.00, plus \$300.00 labor. Please forward this information to the manufacturer of BMW.

Thank you In Advance

Email: [REDACTED]