

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: FW: Follow up to ODI Complaint ----- 11498059-----  
**Date:** Monday, March 13, 2023 8:15:23 AM  
**Attachments:** [REDACTED]

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**From:** [REDACTED] >  
**Sent:** Sunday, March 12, 2023 8:01 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Re: FW: Follow up to ODI Complaint ----- 11498059-----

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Good evening,

Please see the attached for my updated complaint form.

With thanks,  
[REDACTED]  
[REDACTED]

On Wed, Mar 8, 2023 at 12:57 PM EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.  
NHTSA/Office of Defects Investigation



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

19-DEC-2022

Repository Reference No.  
11498059

## OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	Centereach	State	NY
		ZIP Code	[REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 <b>5UXFE4C59AL</b> [REDACTED]		MAKE <b>BMW</b>	Model <b>X5</b>	Model Year <b>2010</b>
Date Purchased Original Lease: <b>February 9, 2010</b> Purchase: <b>June 29, 2013</b>	Dealer's Name and Telephone Number <b>Rallye BMW - (516) 226-7651</b>		Engine: No: Cylinders <b>Six (6)</b>	Fuel Type: <b>Super</b>
Original Owner <input checked="" type="checkbox"/>	Dealer's City <b>Jericho</b>	STATE <b>NY</b>	ZIP Code <b>11780</b>	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) <b>01-SEP-2022</b>

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

Vehicle Components Codes: <b>060000 ENGINE AND ENGINE COOLING</b>	Failure Mileage <b>107000.0</b>	Failure Speed <b>50 mph</b>
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## 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: DOTMAL 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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), Injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2010 BMW X5 and received notification of NHTSA Campaign Number: 22V119000 (Engine and Engine Cooling). However, the part to do the recall repair was not yet available. The contact stated that white smoke was coming from underneath the hood and made the vehicle inoperable. The local dealer (Competition BMW of Smithtown) was contacted several times, with no resolution. The contact stated that the manufacturer was notified of the issue and had exceeded a reasonable amount of time for the recall repair. The failure mileage was 107,000. VIN tool confirms parts not available.

(Please note: the contact utilizes Competition BMW as their Service Dealer due to closer proximity to their residence, not Rallye BMW where the vehicle was purchased.)

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.