

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: Follow up to ODI complaint - 11503440
Date: Wednesday, February 22, 2023 7:34:12 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, February 21, 2023 6:27 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI complaint - 11503440

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.

Pre-request, concerning reference number 11503440,
I am attaching correction / additional information to the vehicle owner's Questionnaire form originally provided via telephone.

In addition, the repair receipt and additional information is attached per instructions provided.

Thank you for evaluating this further.

[REDACTED]
[REDACTED]

U.S. Department
of TransportationNational 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

24-JAN-2023

Repository ☐Reference No.
11503440**OWNER INFORMATION (Type or Print)**

Name

Address

City

Garden Grove

State

CA

ZIP Code

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 INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WBAFR1CS88CMAKE
BMWModel
528iModel Year
2011

Date Purchased

3-2-22

Dealer's Name and Telephone Number

Sterling BMW 9492008722- Private Party- Freitas

Engine: 3.0 I-6

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City Newport Beach

Wildomar

STATE

CA

ZIP Code

92663 92595

Transmission Type

☐

Antilock Brakes

☐

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

04-DEC-2022

11-27-22 and

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 060000 ENGINE AND ENGINE COOLING

VANOS BOLTS

Failure Mileage
115000.0Failure Speed
20**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: DOTM4L 9ABC036)

☐ Original Requirement☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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 2011 BMW 528i. The contact stated while her son was driving approximately 20 MPH, there was an abnormally loud sound coming from underneath the vehicle. The contact stated that her son saw the check engine warning light illuminated. The contact stated that her son was afraid to drive the vehicle and had the vehicle towed back to his parent's residence and then towed to a dealer. The dealer diagnosed and determined that the VANOS housing bolts and PVC cover needed to be replaced. The vehicle had been repaired. The manufacturer had been informed of the failure. The contact researched online and determined that the failure was related to NHTSA Campaign Number: 14V176000 (Engine and Engine Cooling). The failure mileage was approximately 115,000, on 11/27/22 and transported for repair on 12/4/22.

Vehicle repaired @ Dealer Sterling BMW, Newport, CA 92663
949-200-8722.

Dealer confirmed Vanos bolts were sheared off due to defect of part as noted in recall and as noted in attached, had the potential for an engine to stall thereby increasing the risk of a crash, which is what was occurring along with the loud noises and warning light.

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.

STERLING BMW

3000 W. Coast Hwy.
NEWPORT BEACH, CA 92663
Phone (949) 645-5900
Fax (949) 645-4499



INVOICE

DUPLICATE 3
PAGE 2

SERVICE ADVISOR: 8215 CINDY M SHELTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	11	BMW 528I SEDAN	WBAFR1C58BC		116857/116858		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
28OCT10 DD			18:00 16DEC22			CASH	16DEC22

10:18 08DEC22 17:35 16DEC22

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

RE-ASSEMBLED. ROAD TESTED VEHICLE AND VERIFIED PROPER OPERATION.

C CLIENT STATES ROUGH RUNNING AT IDLE ADVISE

CAUSE: SEE LINE B

RR CLIENT STATES ROUGH RUNNING AT IDLE ADVISE

5229 CP

0.00 0.00

116857 SEE LINE B SEE LINE B

ESTIMATE: 210.00 08DEC22 10:18 SA: 8215

CONTACT:

2 YEAR/UNLIMITED MILE WARRANTY
PARTS AND LABOR

THANK YOU FOR CHOOSING STERLING BMW. OUR GOAL
IS TO PROVIDE YOU WITH EXCEPTIONAL SERVICE.
BMW WILL BE CONTACTING VIA EMAIL REGARDING
THIS VISIT. PLEASE TAKE A MOMENT AND FORWARD
YOUR COMMENTS TO THEM. WE APPRECIATE YOUR
BUSINESS AND LOOK FOWARD TO SERVING YOU SOON.
THANK YOU AGAIN FOR YOUR PATRONAGE.

*For Your Convenience**Service Dept. Hours:**Monday thru Friday**7:00 a.m. to 6:00 p.m.**Saturday**8:00 a.m. to 4:00 p.m.*

*Terms: Cash or we
accept the following
credit cards:*



*Call for appointment
645-5900*

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
		LABOR AMOUNT	3400.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	3400.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	3400.00

BAR # ARD106914 EPA # CA0000026922

STERLING BMW OF NEWPORT B
3000 W PACIFIC COAST HWY
NEWPORT BEACH, CA 92663
(949) 645-5900

10: 1875
chart ID: 0952
10: 011

Sale

XXXXXXXXXX
VISA

Entry Method: Manual

Total: \$ 1,185.53

12/09/22
Inv #
Apprvd: Online
CWE2 Code: MATCH M

15:10:59
Appr Code: 009204
Batch#

DEC 09 2022

STERLING BMW

3000 W. Coast Hwy.
NEWPORT BEACH, CA 92663
Phone (949) 645-5900
Fax (949) 515-1638



ELECTRICAL AND SPECIAL ORDER PARTS NOT RETURNABLE

No refund or exchange privileges on the following items: electrical parts, soft trim, glass, and/or special ordered items.
No goods will be accepted for credit unless accompanied by this invoice within 15 days from the date of purchase. All items returned are subject to a 20% handling charge.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
09 DEC 22		09 DEC 22	09 DEC 22	15:12

S
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ACCOUNT NO

AAMCO TRANSMISSION
2263 HARBOR BLVD
COSTA MESA, CA 92627

S
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PAGE 1 OF 1

SHIP VIA		SLSM.	B/L NO.	TERMS		F.O.B. POINT	
CDL		8114		CASH WHOLESALE		NEWPORT BEACH, C	
QTY	SHIP	B.S.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	11-36-7-583-208	ADJUSTMENT	608.56	456.42	456.42
1	1	0	11-36-7-583-207	ADJUSTMENT	608.56	456.42	456.42
2	2	0	11-36-7-524-954	COLLAR SCR	6.42	4.81	9.62
1	1	0	11-31-7-534-251	GASKET RIN	4.94	3.70	3.70
1	1	0	11-13-7-600-482	PROFILE-GA	64.28	48.21	48.21
1	1	0	11-13-2-210-959	SET OF ALU	50.65	37.99	37.99
1	1	0	11-13-7-559-537	TORX SCREW	4.28	3.21	3.21
1	1	0	11-13-7-582-340	TORX SCREW	4.45	3.34	3.34
1	1	0	12-61-1-744-292	GASKET RIN	7.53	5.65	5.65
1	1	0	07-11-9-963-151	GASKET RIN	0.72	0.54	0.54
1	1	0	11-42-7-953-129	SET OIL-FI	20.46	15.34	15.34
1	1	0	11-12-7-582-245	PROFILE-GA	60.38	45.28	45.28
1	1	0	11-12-7-582-280	GASKET:118	32.15	24.11	24.11
2	2	0	11-12-7-556-161	SCREW:8895	3.97	2.98	5.96
1	1	0	83-19-2-451-316	BMW NON-CH	6.47	4.85	4.85
1	1	0	Part number 83-19-2-451-316	replaces		100	
1	1	0	11-12-7-559-699	GASKET:118	12.85	9.64	9.64
65	65	0	83-21-5-A42-D33	BMW GROUP	1.14	0.85	55.25
1	1	0	Part number 83-21-5-A42-D33	replaces		030	
Special order parts under \$20.00 are not returnable. Parts over \$20.00 are subject to a 20% handling fee. All returns must be in original packaging and returned within 15 days.				PARTS		1,185.53	
				SUBLET			
				FREIGHT		0.00	
				SALES TAX		0.00	
				TOTAL		\$1,185.53	

DISCLAIMER OF WARRANTIES

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, STERLING BMW, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and STERLING BMW neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER COPY

- [BMW 535i](#)
- [BMW 535i xDrive](#)
- [BMW 535d xDrive](#)
- [BMW M5](#)
- [BMW 550i](#)
- [BMW 550i xDrive](#)
- [BMW 535d](#)

NEWS: BMW is recalling certain 2014 BMW 328i xDrive Sports Wagon, 2012-2014 BMW 320i Sedan, 328i Sedan, 320i xDrive Sedan, 328i xDrive Sedan, 2012-2013 BMW 528i Sedan, 528i xDrive Sedan, 2013-2014 BMW X1 sDrive28i, X1 xDrive28i Sports Activity Vehicle, 2013-2014 BMW X3 xDrive28i Sports Activity Vehicle, 2012-2014 BMW Z4 sDrive28i Roadster, and 2014 BMW 428i Coupe, and 428i xDrive Coupe; SERVICE BRAKES, HYDRAULIC

Report Receipt Date: OCT 07, 2014

NHTSA Campaign Number: 14V627000

Component(s): SERVICE BRAKES, HYDRAULIC

Potential Number of Units Affected: 8,988

NOV 2014 -- BMW of North America LLC (BMW) is recalling certain model year 2014 BMW 328i xDrive Sports Wagon, 2012-2014 BMW 320i Sedan, 328i Sedan, 320i xDrive Sedan, 328i xDrive Sedan, 2012-2013 BMW 528i Sedan, 528i xDrive Sedan, 2013-2014 BMW X1 sDrive28i, X1 xDrive28i Sports Activity Vehicle, 2013-2014 BMW X3 xDrive28i Sports Activity Vehicle, 2012-2014 BMW Z4 sDrive28i Roadster, and 2014 BMW 428i Coupe, and 428i xDrive Coupe. Due to insufficient lubrication, the vacuum pump that supplies brake power assistance may fail. Note: This recall is an expansion of recall 13V-454. A failure of the brake vacuum pump results in a reduction in braking power that could increase the risk of a crash. BMW will notify owners, and dealers will install a locking ring in the camshaft to retain the camshaft seal disk in the proper location, free of charge. The recall is expected to begin in late November 2014. Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

MORE RECALL INFO:

- [BMW 320i Sedan](#)
- [BMW 328i Sedan](#)
- [BMW 320i xDrive Sedan](#)
- [BMW 328i xDrive Sedan](#)
- [BMW 328i xDrive Sports Wagon](#)
- [BMW 528i Sedan](#)
- [BMW 528i xDrive Sedan](#)
- [BMW X1 sDrive28i](#)
- [BMW X1 xDrive28i Sports Activity Vehicle](#)
- [BMW X3 xDrive28i Sports Activity Vehicle](#)
- [BMW Z4 sDrive28i Roadster](#)
- [BMW 428i Coupe](#)
- [BMW 428i xDrive Coupe](#)

NEWS: BMW is recalling 156,000 vehicles from model years 2010-2012; ENGINE

Report Receipt Date: APR 10, 2014

NHTSA Campaign Number: 14V176000

Component(s): ENGINE

Potential Number of Units Affected: 156,137

APRIL 2014 -- BMW of North America, LLC (BMW) is recalling certain model year 2010-2011 128i Coupe, 128i Convertible, 328i Sedan, 328i xDrive Sedan, 328i Coupe, 328i Convertible, 328i Sports Wagon and Z4 sDrive 30i, 2011-2012 135i Coupe, 135i Convertible, 335i Sedan, X5 xDrive 35i, and X6 xDrive 35i, 2011 335i xDrive Sedan, 335i Coupe, 335i Convertible, 528i Sedan, 535i Sedan, 535i xDrive Sedan, X3 xDrive 28i, and X3 xDrive 35i, 2010 X3 xDrive 30i, and X5 xDrive 30i, 2012 640i Coupe, and 640i Convertible and 2010-2012 535i Gran Turismo vehicles. In the affected vehicles, the bolts that secure the housing for the variable camshaft timing adjustment (VANOS) unit can loosen over time and may possibly break. If the bolts loosen or break the engine may have reduced power or stall. An engine stall increases the risk of a crash. BMW will notify owners, and dealers will replace the four VANOS housing bolts for both VANOS units (intake and exhaust), free of charge. The recall is expected to begin in May 2014. In addition, owners of approximately 170,172 model year 2010-2012 BMW vehicles equipped with inline 6 cylinder engines not covered by this recall, will receive an extended warranty to address this condition. Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

MORE RECALL INFO:

- [BMW 1-Series](#)
- [BMW 3-Series](#)
- [BMW 5-Series](#)
- [BMW 6-Series](#)
- [BMW X3](#)
- [BMW X5](#)
- [BMW Z4](#)

NEWS: BMW is recalling 76,000 vehicles; AIR BAG

Report Receipt Date: NOV 12, 2013

NHTSA Campaign Number: 13V564000

Component(s): AIR BAGS

Potential Number of Units Affected: 76,585

DECEMBER 2013 - BMW of North America LLC (BMW) is recalling certain model year 2006 325i, 325xi, 330i, 330xi sedans and 325xi sports wagons, model year 2007 328i, 328xi, 335i, 335xi sedans and 328i and 328xi sports wagons, model year 2006-2007 525i, 530i, 530xi, 550i sedans and 530xi sports wagons, model year 2006 760i sedans, model year 2006-2007 750i, 750Li, and 760Li sedans, and model year 2006 X5 sports activity vehicles, equipped with certain seat types. The front passenger seat occupant detection mat that determines if and how the passenger frontal air bag