

From: [REDACTED]
To: [EVOQ \(NHTSA\); DataQuality, DataQuality \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint ---- 11507157-----
Date: Thursday, March 30, 2023 10:49:36 AM
Attachments: [REDACTED]

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Good morning,

I am acknowledging the receipt of your follow up. I have requested the police and fire reports. I will return the updated complaint form and the reports as soon as they are received.

Thank you, [REDACTED]

Sent from my iPad

On Mar 27, 2023, at 3:05 PM, EVOQ (NHTSA) <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 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

<[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

14-FEB-2023

Repository Reference No.
11507157

OWNER INFORMATION (Type or Print)

Name

Address

City

Arlington Heights

State

IA

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 INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

5UXTY5C01L9

MAKE
BMWModel
X3Model Year
2020

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner

Dealer's City

STATE

ZIP Code

Transmission Type

 Antilock Brakes
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
11-FEB-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 060000 ENGINE (PWS)

Failure Mileage
11700.0

Failure Speed

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)

 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

Y

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 owned a 2020 BMW X3. The contact stated after parking her vehicle at her residence, the vehicle caught fire around the engine independently. The fire department extinguished the fire. A fire and police report were filed. The vehicle was not drivable. The contact stated no one was injured nor sought medical attention. The insurance company deemed the vehicle a total loss. The vehicle was not diagnosed. A dealer was not contacted. The manufacturer had not been informed of the failure. The failure mileage was approximately 11,700.

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.