INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From:	DataQuality, DataQuality (NHTSA)
To:	EVOQ (NHTSA)
Subject:	FW: For ODI Complaint ---11509276
Date:	Friday, March 17, 2023 2:33:09 PM
Attachments:	BMW Cluster_230317_112152.pdf

From: [redacted]
Sent: Friday, March 17, 2023 12:35 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: For ODI Complaint ---11509276

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.

I included a better writeup of what occurred and the receipt of payment. I will have to have another BMW dealer do a write up on what is going on with the cluster because the playback of the dash recording on my phone is not clear. Thanks.

CUSTOMER # [redacted]

[redacted]

INVOICE

PAGE 1

BMW OF MONTGOMERY
731 EASTERN BLVD.
MONTGOMERY, AL 36117
(334) 279-6955
www.montgomerybmw.com

[redacted]
ALABASTER, AL [redacted]
[redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 1316 JEFFREY ASHURST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	BMW X6 M	5YMKW8C54G0[redacted]		33565/33566	TG5114

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP21 DD			18:00 03FEB23		0.00	EXTO	03FEB23

R.O. OPENED	READY	OPTIONS:
30JAN23	03FEB23	DL[redacted]

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES RIGHT TURN SIGNAL IN INSTRUMENT CLUSTER IS NOT
WORKING.
CS CUSTOMER STATES
1365 CX 2.50 369.76 369.76
1 62-10-8-092-959 INSTRUMENT CLUSTER:621010 2552.33 2178.11 2178.11
PARTS: 2178.11 LABOR: 369.76 OTHER: 0.00 TOTAL LINE A: 2547.87
,,,,33350 replaced the vehicles instrument cluster from last ro and
,,,,programmed. Customer has Carshield Ext warranty. Authorized 2449.79
,,,,Auth # A300027769 Email to PAYMENTS@AMERICANAUTOSHIELD.COM
****

B FLUID AND TIRE PRESSURE CHECK
FTP FLUID AND TIRE PRESSURE CHECK
1365 CC 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
****

C *Basic Package
BCBSB BASIC PACKAGE
1365 CMNT 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
****

D *Complimentary Multipoint Inspection With Complimentary Light Car
Wash and Vacuum Floor Mats... a $49.97 Value
BMWI MULTI POINT INSPECTION
1365 IPS 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
****

PAID
FEB 03 2023

****
ESTIMATE: 0.00 30JAN23 08:12 SA: 1316
CONTACT:
****

BY: VM ag

THANK YOU FOR YOUR BUSINESS

TERMS: STRICTLY CASH I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. In case of default in payment, I agree to pay cost of collection including reasonable attorney fees.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	369.76
PARTS AMOUNT	2178.11
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	2547.87
LESS INSURANCE	2449.79
SALES TAX	217.81
PLEASE PAY THIS AMOUNT	315.89

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

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CUSTOMER COPY

Form Approved: O.M.B No.2127-0008

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	Repository ☐
27-FEB-2023	Reference No. 11509276

OWNER INFORMATION (Type or Print)

Name [redacted]			Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address				
City Alabaster	**State** AL	**ZIP Code** [redacted]	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 5YMKW8C54G0[redacted]			MAKE BMW	Model X6	Model Year 2016
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City Montgomery	STATE AL	ZIP Code 36117		
Transmission Type	☐ Ant lock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 25-FEB-2023	

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 117000 ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL	Failure Mileage 34000.0	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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2016 BMW X6. The contact stated while driving at an undisclosed speed, the contact attempted to use the turn signal while making a right turn however, the system failed to operate as needed. The vehicle was taken to the dealer where it was diagnosed that the Instrument panel failed and needed to be replaced. The vehicle was repaired; however, the failure recurred. The contact stated that the instrument panel intermittently illuminated. The vehicle was taken back to the dealer where it was diagnosed but the failure could not be duplicated. The contact was concerned that the instrument panel could fail to display safety warnings. The vehicle was not repaired. The manufacturer was notified of the failure and the contact was advised to contact the dealer. No further assistance was provided. The failure mileage was approximately 34,000.

I (the owner of vehicle) had the instrument cluster replaced because my right turn signal wasn't flashing on the inside of the car. After being replaced, I noticed that the dash dims and brightens for no reason. My dash now dims when no sunlight is hitting the car. I took it back to the dealership that installed it multiple times for repair, but they didn't fix the issue and refused to call me back. Multiple people at the dealership are aware of the problem. Also, BMW USA is aware of the issue and didn't assist with it and said that the dealership would have to repair it. Before replacing the cluster, my dash never dimmed on its own. It stayed bright day and night. BMW USA recommended that the local dealership contact the local expert to diagnose it; however, the dealership refused to do so. I think that the cluster was not installed or coded properly when they installed it, yet they failed to have the local BMW expert to diagnose it.

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.