



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 252

Date Received

Repository ☐

2002 JUN
06 MAY 2003 PM 12

Reference No.
10019522

OWNER INFORMATION (Type or Print)

Name

Address

City

TORRANCE

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 5/28/03

VEHICLE INFORMATION

Vehicle Identification Number (VIN)

Make

BMW

Model

318i

Model Year

1996

Date Purchased

08/03/96

Dealer's Name and Telephone Number

South Bay BMW 310-939-7300

Engine:

No. Cylinders

4

Fuel Type:

Original Owner

☒

Dealer's City

HERMOSA BEACH

State

CA

Zip Code

90254

Transmission Type

MANUAL

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

100000 POWER TRAIN

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

08-MAY-2003

Failure Mileage

26653

Failure Speed

2 MPH

REPLACED MANUAL TRANSMISSION - THREW
OUT BEARING DUE TO EXCESSIVE WEAR

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: DOTM19ABC036)

☐ Original Equipment
☐ 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), and 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), 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).

WHEN THE CONSUMER SHIFTED GEARS, THE GEAR WENT INTO NEUTRAL *JB

NO ADVANCE WARNING OF WHEN IT WOULD SLIP OUT OF 1ST
GEAR TO NEUTRAL. VERY DANGEROUS, ESPECIALLY WHEN
MAKING A LEFT TURN IN THE MIDDLE OF AN
INTERSECTION. COULD EASILY RESULT IN AN ACCIDENT.

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.

Main Identity

From: <CustomerRelations@bmwusa.com>
To: [REDACTED]
Sent: Tuesday, April 29, 2003 3:14 PM
Subject: RE:Re: RE:Re: RE:Products and Services [#398477]

Dear [REDACTED],

I am with BMW of North America, LLC and your internet posting has been forwarded to me for a response. I never said we will not help you. What I advised you to do is take your car to the dealership and have it formally diagnosed. This is the only way we can even begin to assist you. Furthermore, I have already contacted South Bay BMW's service manager who has advised me that your vehicle has not been in the service at his dealership for almost three years (11/18/00), unless you are having your vehicle diagnosed at a different authorized BMW service center, I cannot look into this issue for you. No one within BMW of North America is going to make a decision regarding your vehicle unless it has been properly diagnosed by one of our centers. So, the first thing you need to do is take car in and have it properly diagnosed. The next step is we can look into this issue for you and see if there is anything else we can do.

Michelle Lewis
BMW of North America, LLC
Customer Relations

--Original Message--

Dear Michelle,

I appreciate your response, however, my frustration is growing. I am still waiting to hear from the dealership where I bought the car. It is going on 4 weeks now. You keep referring me back to them. I am not satisfied with their customer service. I have written 2 previous emails to BMW of North America and am not receiving any tangible assistance. I have requested that you direct me to someone who can make decisions and give me some help. For some reason, you have not chosen not to comply with that request. I will make it one more time, please put me in touch with your supervisor or some at a level that I can at least talk to about my problem. If the official answer from BMW is that I will get no help, then I will approach this situation in a different manner. To me, this is not just an issue of a repair bill, it is a very serious safety issue. If BMW has no interest in dialog concerning a transmission that does not last up to 37K miles, then I obviously need to proceed down a different path.

Thank you

[REDACTED]

--- Original Message ---

From: <CustomerRelations@bmwusa.com>
 To: [REDACTED]
 Sent: Monday, April 28, 2003 11:30 AM
 Subject: RE:Re: RE:Products and Services [#396477]

>
 > Dear [REDACTED],
 >
 > I am with BMW of North America, LLC and your internet posting has been forwarded to me for response. While I understand what you are saying regarding your vehicle and I do sympathize, your vehicle is almost three years outside of warranty. BMW's obligation is for the first 4 years or 50,000, which your vehicle has well exceeded. In order for us to even attempt to assist you, you would need to have your vehicle at the service center, have them diagnose what the problem is, I would have to research the issue, and then we would need to contact that areas market team to see if there is anything we could do. Under the circumstance of this issue, (your car being well out of warranty), I would have to assume that there would be no further assistance offered, however this is not my decision to make. If you take your car in for it to be checked out please contact on me by phone at 1-800-831-1117 ext. 7715. This is not a guarantee that any assistance would be provided, only that!
 > we will look into the issue.
 >
 > Thank you for contacting BMW.
 >
 > Michelle Lewis
 > BMW of North America, LLC
 > Customer Relations
 >
 >
 >
 > -Original Message-
 >
 > Dear Michelle,
 >
 > I appreciate your quick response. As I stated, I did contact the dealer where I bought the car and have not received any assistance. That is why I
 > contacted you. I realize that the car is out of warranty, however, I am
 > asking for a review of this situation based on the number of miles involved
 > and BMW standing behind their products. I know of no manufacturer who would
 > like to have a reputaion that their transmission will not last for 30K
 > miles. This is also a very serious safety issue that I believe needs to be
 > addressed by BMW. I am looking for help to resolve this problem and for 3
 > weeks now have not been able to get assistance. I do not look at this as
 > just a technical issue, more of a service committment to your customers.

I
 > have not been satisfied with your representative in the field, so I am
 > contacting the BMW directly. I realize that this may not fall in your
 area
 > of responsibility. Please direct me to the manager of customer service or
 > someone who will be able to address my issue.

> I would really appreciate your help.

> Thank you

> [REDACTED]

> --- Original Message ---

> From: <CustomerRelations@bmwusa.com>

> To: [REDACTED]

> Sent: Thursday, April 24, 2003 3:15 PM

> Subject: RE:Products and Services [#396477]

>> Dear [REDACTED],

>> I am with BMW of North America, LLC. Your Internet posting has been
 > forwarded to me for response. I am sorry to hear about the issue you are
 > having with the transmission in your vehicle. Since we are not trained in
 > technical matters, I suggest you contact your authorized BMW Center as
 they
 > are in the best position to advise in this matter. However, this vehicle
 > has been out of warranty since 8/3/00 or 50,000 miles, whichever came
 first.

> There may not be any assistance we can offer at this time.

>> Michelle Lewis

>> BMW of North America, LLC.

>> Customer Relations

>> --Original Message--

>> 24-Apr-03 10:59 AM

>> Name: [REDACTED]

>> Address: [REDACTED]

>> City: Torrance

>> State: CA

>> Zip: [REDACTED]

>> E-mail: [REDACTED]

>> Day Phone: [REDACTED] From 10 A.M. to 5 P.M.

>> Second Phone: [REDACTED] From 7 P.M. to 7 P.M.

>> Fax:

>>
>> Model: 318 convertible
>> Year: 1996
>> VIN: EY00591
>>
>> Date Purchased: June 1996
>> Purchased From: South Bay BMW
>> State: CA
>>
>> Servicing Dealer: South Bay BMW
>> City: Redondo Beach
>> State: CA
>>
>> Question:
>>
>> The 318 I have is a manual transmission. It has less than 27K miles on
> it. It intermittently pop out of 1st gear when I am just starting out. I
> assume that this is a transmission problem. I do not think that I should
be
> having this type of problem with so few miles. This is extremely
dangerous.
> I believe that this is a defect. I have kept the car in immaculate
> condition and have kept to the service schedule. I think that this
> problem should be resolved immediately and should be covered under
warranty,
> given the low mileage. I contacted the dealer, South Bay BMW to ask for
> assistance and for have not been able to get any assistance for 3 weeks
now.
> I look forward to your assistance in this matter
>>
>>
>
>

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**