



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 100145

Date Received: JUN 27 2003 12:20
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OWNER INFORMATION (Type or Print)

Name: _____
Address: _____
City: CARMEL State: IN 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?
In the absence of an authorized statement with _____ or address to the vehicle manufacturer. YES NO

Signature of Owner: _____ Date: 6/18/03

VEHICLE INFORMATION

Make: BMW Model: 735i Model Year: 1990

Date Purchased: 7-28-98 Dealer's Name and Telephone Number: Lexington Leasing
Original Owner: Dealer's City: Zionsville State: IN Zip Code: 46077 Engine: 6 Cylinders Fuel Type: Gas

Transmission Type: Automatic Antilock Brakes Cruise Control
Powertrain: _____
Vehicle Component Code: D62000 ENGINE AND ENGINE COOLING: COOLING SYSTEM
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): Spring 99 Failure Mileage: 100+ Failure Speed: 0-70
Failure Description: radiator etc.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example P215/65R16): _____
DOT No. (Example: DOTM18ABC036): _____ 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; (a, parts repaired or replaced (and if old part is available).

THE VEHICLES COOLANT SYSTEM FAILED. *NLM

All hoses had been replaced, radiator replaced, radiator cap replaced, still not repaired, continued to over-heat at any speed, all cost born by owner. Dealer Rembold & Global BMW have records and database pertaining to these orders.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Car severely overheated on a roadtrip from Carmel, Indiana to Miami, Florida, the radiator failed while in heavy traffic on the Georgia 400 nearly causing an accident, steam from the radiator hitting windshield. The car had just been serviced by Werner Reinhold JW to prepare for the trip. The car failed in Atlanta, the recall was not disclosed at that time, I was charged for everything and sent on my way in a dangerous vehicle with my children in the car.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.nhtsa.dhs.gov/hotline>

February 27, 2002

BMW Financial Services
P.O. Box 9001065
Louisville, KY 40290-1065

Reference VIN#
WBAGB4310LD
WBAGG8347YC

**ON JANUARY 17, 2002, THE FOLLOWING INFORMATION WAS SENT TO
BMW OF NORTH AMERICA, INC..**

Prior to entering into a closed in lease agreement with your company on August 26, 1999, I owned a 1990 BMW 735I. The recall on the 735I was never disclosed by Dreyer and Reinbold in Indianapolis nor your regional BMW dealership in Atlanta during repair visits for the cooling system. Upon a return visit to Dreyer and Reinbold the radiator cap was replaced. The car continued to overheat and I was told by Dreyer and Reinbold that the problem could not be fixed. Please refer to maintenance records and a previous letter sent to your corporate office. I feel that both dealerships had a reckless disregard for my safety and the safety of my children. If the car was placed back on the market it is unsafe for anyone who is in its possession. If the car is repaired, BMW clearly misrepresented and locked me into a expensive lease.

I am requesting the return of all lease payments, the cost of my 735I and the title to the 740i inclusive of free maintenance and road service for the life of the vehicle in lieu of filing suit against , Inc..

On January 28, 2002, BMW of North America, LLC in response to my current lease stated:

"With regard to current lease, BMW of North America, LLC (BMW NA) is a separate entity from BMW Financial Services NA LLC (BMW FS). Your lease agreement was negotiated with BMW FS. Because BMW NA is not a party to this agreement, I regret we are unable to intervene to terminate the agreement."

**PLEASE BE ADVISED THAT I AM REQUESTING A FORMAL RESPONSE TO
MY REQUEST WITHIN 10 BUSINESS DAYS (MARCH 12, 2002).**

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**IN ADDITION, ALL INVOLVED PARTIES WILL BE INCLUDED IN SUIT IF A
FORMAL RESPONSE IS NOT RECEIVED BY THIS DATE!**

Carmel, IN

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