



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 1368

Date Received

23-JUN-2003

Repository ☐

Reference No.
10024731

OWNER INFORMATION (Type or Print)

Name

Address

City

HUNTINGTON BEACH

State

CA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of a signature or address to the vehicle manufacturer.
Signature of Owner *[Signature]* Date *7/7/03*

VEHICLE INFORMATION

Make

BMW

Model

525i

Model Year

2002

Date Purchased

3/8/03

Dealer's Name and Telephone Number

So. Bay BMW

Engine:

No. Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Hermosa Beach

State

CA

Zip Code

90254

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

330000 INTERIOR LIGHTING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

19-JUN-2003

Failure Mileage

Failure Speed

Multiple failures mileage 21,000 - 23,000
+ 0 date.

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: DOT41SABC036)

☐ 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), 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).

CONSUMER STATED THAT WHILE DRIVING AND WITHOUT WARNING THE CONSUMER WILL HAVE TO BE GOING A CERTAIN SPEED IN ORDER FOR THE DOOR ADJAR INDICATOR LIGHT TO COME ON. DEALER NOTIFIED. *AK

I am the first owner registered with the car. It was previously owned by BMW Performance Driving School in S.C.

See attached letter dated 7/7/03
Issues door alarm, fuel system
Included service records.

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.

[REDACTED]

Family Matters

7/7/03

To: National Highway Safety Administration
Reference No. 10024731 2002 BMW 525 I

There are two safety concerns regarding this vehicle. The first concern is that according to the owner's manual and /or the dealership it is normal for the car to not let the driver know by either a light or alarm that the doors or trunk are open or ajar until the car is going a certain speed.

It is possible for the car to be backed up down the driveway with any of the doors open. After putting the car in drive it takes about two car lengths before a "gong" sounds and a text message tells that either the trunk lid or doors are open. This problem came to my attention as my warning system was not working at all. After it was repaired it still seemed that it was not right. This is when this safety issue came to mind. To make matters worse, BMW informs me that there is no law requiring seat belt warnings on any other seat except for the driver's seat.

The following scenario could cause death or disability:

Since there is no warning telling the driver that someone has taken off their seat belt, a child could remove their seat belt and open the door of the car to grab a toy they have dropped on the driveway. As the driver backs up the child falls out of the open door and is run over by the driver. If the driver backs up at a normal speed there is no alarm letting them know a door has been opened. Someone could be injured or killed if this was to happen.

The main service department manager at the dealership tells me this is normal for all of this model and even tested another car to double check while I was there.

My second safety issue is the "fuel sending unit". This is the device that tells you how much gas is in the car. My car "died" in the middle of the street for no reason. It was towed to the dealership and they determined that the fuel sending unit was not working. At the time my car showed $\frac{1}{2}$ a tank of gas. I was lucky to have been on my own street when this happened.

On my last trip to the dealership I over heard the service advisor next to me happily telling a customer on the phone that his car was fine. His fuel sending unit showed $\frac{1}{2}$ a tank of gas as mine did but he was out of gas.

How safe would it be to run out of gas when you are on a busy freeway? How many others have had this problem?

Thank you for your help.

[REDACTED]



Star Real Estate

Huntington Beach, CA

[REDACTED]

**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).**