



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 (1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100147

Date Received
02-MAR-2004

Repository
Reference No.
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OWNER INFORMATION (Type or Print)

Name
Address
City SAN CLEMENTE State CA Zip Code 92672

Daytime Telephone Number
E-mail Address

Do you authorize NHTSA to use the information you provide for our vehicle?
In the absence of an Signature of Owner YES NO
Date: 3/16/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WBAGG8341YDN77760
Make BMW Model 740i Model Year 2000
Date Purchased 8/1999 Dealer's Name and Telephone Number STERLING BMW
Original Owner Dealer's City NEWPORT BEACH State CA Zip Code
Transmission Type Antilock Brakes Powertrain Vehicle Component Code 072100 FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 27-FEB-2004 Failure Mileage 50000 Failure Speed 70mph Fuel Pump
26-Feb.

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: DOTM15A88626) 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(es).)

Crash Yes No Fire Yes No Number of Persons Injured Number of Deaths Reported to Police N CHP on scene

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

WHILE DRIVING AT ANY SPEED AND WITHOUT ANY WARNING VEHICLE STALLED, CONSUMER HAD THE VEHICLE TOWED TO THE DEALERSHIP, AND MECHANIC DETERMINED THAT FUEL PUMP FAILED. *AK

See attached sheet

in freeway traffic!

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.

US Dept of Transportation
National Highway Traffic Safety Administration

March 16, 2004

Vehicle: 2000 BMW 740i Automatic
VIN#: WBAGG8341YDN77760

Incident: Catastrophic failure of a fuel pump

On Wed. February 26th, 2004 at 3:15pm, I was traveling south on the 405 Freeway in the #2 lane at a speed of about 70MPH. The traffic was heavy, but moving steadily. Suddenly I felt the car losing speed although I was keeping constant acceleration on the vehicle. I REALIZED THAT THE CAR WAS GOING TO STALL SINCE THE EXACT SAME THING HAD HAPPENED TO ME SOME YEARS EARLIER IN A MODEL 530 BMW. I immediately turned on my emergency flasher and left turn signal to indicate trying to move to the right shoulder of the freeway. I was approaching the Culver off ramp, and hoped to get as close to that as possible. The deceleration was rapid, and I limped to the slow lane, and stopped in traffic, because THERE WAS NO SHOULDER ON THE ROAD SINCE THAT SECTION OF FREEWAY WAS UNDER CONSTRUCTION, with cars swerving and honking around me. I immediately called my husband on speed dial, and told him, "I may die on the freeway today, and if I do, I want you to know that it is the car that stopped, just like the other one did!" He asked where I was and hung up the phone. I immediately called AAA service and hysterically told the dispatcher my situation, and added, "I am in fast moving traffic, and there is a good chance I will be rammed." She told me that she was going to dispatch CHP right away, and did so, then she told me to stay on the line with her. I waited in traffic for ten minutes, being honked at, cursed at, and flipped off by irate driver's who must have assumed I was stopped in a traffic lane for no reason. Finally a CHP officer pulled up behind me. He quickly walked up and helped me by pushing my car south past the off ramp onto a dirt shoulder area. He could see how shaken I was and volunteered to wait with me until the towing service arrived. My husband had called CHP as well, so the CHP tow truck arrived about a minute before AAA's dispatched tow truck. My car was loaded onto the flatbed tow truck and the CHP officer left. When we got to Irvine BMW, my husband was already there. The service manager had a mechanic with him who listened to me describe the problem, and who said, "it sounds like a fuel pump to me." The service manager asked, "how could that be? The car only has 50,000 miles on it." The mechanic replied, "it wouldn't be the first time." I asked, "with all the computers, lights, warning systems and so on, how could this possibly be?" I received no answers. We were billed over \$700 for the repair which was not covered under warranty any longer, since I was over 48, 000 mile! My car was in excellent condition, with a single original owner, and has never missed servicing.

Since this is the SECOND time a BMW owned by me has had a catastrophic fuel pump failure, I would appreciate understanding why and how this occurs.

Sincerely,

[REDACTED]

[REDACTED] San Clemente, CA. [REDACTED]