



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100192

Date Received

2004 JUN 29 5:46  
02-JUN-2004

Repository ☐

Reference No.  
10075588

**OWNER INFORMATION (Type or Print)**

Name

Address

City PONTE VEDRA BEACH

State FL

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 6/14/04

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
WBADE6326V

Make

BMW

Model

540i

Model Year

1987

Date Purchased

8/03

Dealer's Name and Telephone Number

I bought it used

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Auto

☒ Anti-lock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

151400 SEAT BELTS: FRONT BUCKLE ASSEMBLY

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

20-MAY-2004

Failure Mileage

75200

Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

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).

BUCKLE ON THE SEAT BELT IS IN A DEPRESSED POSITION, PREVENTING THE LATCH FROM LOCKING, CONSUMER TOOK THE VEHICLE TO THE DEALER, WHO SAID IT WOULD COST \$400.00 TO REPAIR SEAT BELT BUCKLE. \*AK

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]  
From: [REDACTED]  
Sent: Friday, June 04, 2004 7:17 AM  
To: 'BMW Group Customer Service'  
Subject: RE: General Contact Form - Anfrage von [REDACTED]

Customer Service,  
The VIN is WBADE6326V [REDACTED].  
Address is [REDACTED] Ponte Vedra Beach, FL [REDACTED]

The red press button on the seat belt latch has become continuously depress. It does not spring back. Therefore, the seat belt will not connect into the latch. I cannot wear my seat.

Sincerely,  
[REDACTED]

-----Original Message-----

From: BMW Group Customer Service  
[mailto:BMWgroup.CustomerService@bmwgroup.com]  
Sent: Friday, June 04, 2004 5:48 AM  
To: [REDACTED]  
Subject: Re: General Contact Form - Anfrage von [REDACTED]

Dear [REDACTED]

Thank you for your e-mail.

In order to process your complaint as quickly as possible, the responsible technical department requires the Vehicle Identification Number (VIN) of your BMW. You can find the VIN either on your vehicle registration documents or on a small metal plate near the engine of your BMW.

We also require your full postal address.

Also, we would ask you to explain your complaint in more detail.

Thank you in advance for sending us this information.

Kind Regards,  
BMW Group Customer Service Team