



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
2001-888-DASH-2-DOT-8
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 111

Date Received

18-AUG-2004

Repository

Reference No.
10089258

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SUMNER State: SC Zip Code: [REDACTED]

Daytime Telephone Number

E-mail Address

[REDACTED]

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: [REDACTED] Date: 9/1/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: WBAGL63444DF [REDACTED]
Make: BMW Model: 7 SERIES 745 Model Year: 2004
Date Purchased: 4/3/04 Dealer's Name and Telephone Number: Hancock BMW 803-754-9241 Engine: No. Cylinders: 8 Fuel Type: Gas
Original Owner: Dealer's City: Columbia, S.C. State: S.C. Zip Code: 29250
Transmission Type: AUTOMATIC Antilock Brakes: Powertrain: [REDACTED] Vehicle Component Code: 103003 POWER TRAIN: AUTOMATIC TRANSMISSION
 Cruise Control Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 04-APR-2004
18-AUG-04
Failure Mileage: 7
- 2386
Failure Speed: 20
0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM19ABC038): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: C Number of Deaths: 0 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).

AFTER TWO WEEKS OF PURCHASE, THE VEHICLE WENT INTO NEUTRAL MODE WITH THE GEAR SHIFT STILL IN DRIVE WITHOUT WARNING. THE CONSUMER COASTED THE VEHICLE TO THE SIDE OF THE ROAD. ON A SEPARATE OCCASION, THE POWER STEERING FAILED AND BECAME DIFFICULT TO OPERATE FOR DIRECTIONAL CONTROL TWICE. ON BOTH ITEMS THE DEALERSHIP WAS UNABLE TO DUPLICATE THE PROBLEM. PLEASE PROVIDE DETAILS. *JB

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)

I have been told there was a 9/1/04 recall notice to reprogram this model car, along with other models. I have been aware of a prior recall (article enclosed) but was told this car was not in that period. I can only hope that this last service call will take care of the problem.

ATTACH HERE ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

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

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 78173 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

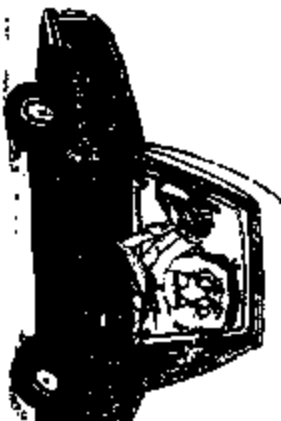
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
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U.S. Department of Transportation
National Highway Traffic Safety
Administration
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P. O. BOX 340 • PHONE 803-773-1461
SUMMER, S. C. 29151
FAX 803-773-0227

TO: MR. TOM PURVES, President BMW

FAX: [REDACTED]

FROM: [REDACTED]

DATE: AUGUST 19, 2004

RE: "THE ULTIMATE DRIVING MACHINE" WBAGL63444DF [REDACTED]

I have attempted to bring a most serious problem to the attention of the BMW Customer Service line. After relating the sequence of events to Karen Labatzky, I felt very little or no satisfaction regarding this matter. As president of BMW North America, I would like to take this opportunity to make you aware of my purchase on April 3, 2004 on a 745I.

Within a very short period of time, my wife was driving this car approaching our home at a low rate of speed. The car automatically shifted into neutral and the power steering and motor shutdown. Fortunately, she was able to restart the car and continue home.

The second incident occurred on August 18, 2004 as she attempted to leave her parked car. She found the power steering very stiff, however, the car was maneuverable. Approximately fifteen minutes later, while the car was in motion at a low-speed, the power steering malfunctioned and became inoperable. No warning faults were noted on the dash. Once again, she was in an area where there was no traffic and was in control of the situation. After consulting with our salesperson, she drove to the Hancock BMW of Columbia dealership where the car was purchased. At this time she was given a loaner car while they attempted to repair or solve this enigmatic problem.

The following day she received a call from the Service Department and was advised that they could not find any malfunctions, as was the case the first time this occurred. She was very reluctant to take back her car, fearful of another problem episode, without the reassurance that something positive would be done. When she expressed her fears to Mr. Lloyd Steves, Sales Manager, his negative response was "I need this loaner car back and if you don't return it, I will report it stolen." Is this the proper attitude for someone who represents the dealership and BMW? I think not! What about being concerned about the safety of the driver?

Page 1 of 2

At present, I own four BMW's; Two - 7 Series, One - M3, and one - 540. I have purchased BMW's for more than twenty years and have never had such a serious problem as this.

I look to you for your assurance that we may resolve this quagmire in a timely manner for the safety and well being of my family.

RECALLS

New BMWs may have faulty engine

The Associated Press

German carmaker BMW AG said Thursday it is recalling 4,000 sedans and sport utility vehicles worldwide because of defective control units in V8 and V12 gas engines.

The company says owners should not drive the vehicles, and should call their dealers for more information.

BMW said on its Web site new cars registered between May 13 and July 6 are af-

ected. "Due to a temporary production fault of a supplier, deficient parts were supplied and installed in new 5-, 6- and 7-Series and X5 models with V8 or V12 cylinder petrol engines," BMW said.

The engines of these vehicles might turn off unexpectedly, which could lead to failure of the power steering.

The brakes also could fail, potentially causing an accident BMW said. The company is notifying owners by mail.

BY AP

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**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).**