



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 100148

Date Received

Repository ☐

JUN 20 4 18 PM '05
17-MAY-2005

Reference No.
10121189

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BOCA RATON State FL Zip Code [REDACTED]

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 6/1/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: WBANA53534B [REDACTED] Make: BMW Model: 3 Series Model Year: 2004
Date Purchased: 15-NOV-03 Dealer's Name and Telephone Number: *11111 Motors - 1954-935-2741* Engine: No: Cylinders: 6 Fuel Type: Gas
Original Owner: ☒ Dealer's City: *Coconut Creek Florida* State: *FL* Zip Code: *33073*
Transmission Type: AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain: REAR WHEEL DRIVE Vehicle Component Code: 110000 ELECTRICAL SYSTEM Multiple Failure: 8

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 15-MAR-2005 Failure Mileage: 10000 Failure Speed: _____

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: 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; i.e., parts repaired or replaced (and if old part is available).

DT: CONSUMER EXPERIENCED COMPUTER FAILURE, THAT INCLUDED ALL OF THE GAUGES ON THE DASHBOARD I.E., FUEL, TEMPERATURE, ELECTRONIC SPEED). THE EXTERIOR AND INTERIOR LIGHTING FAILED, BRAKE LIGHTS, SIGNAL LIGHTS. THE VEHICLE ALWAYS HAD A ELECTRONIC MESSAGE STATING THAT THERE WAS AN AIRBAG FAILURE. THE CONSUMER CONTACTED THE DEALER AND THEY ADVISED NOT TO WORRY ABOUT THE AIRBAG FAILURE MESSAGE. THE CONSUMER EXPERIENCED DOOR LOCK FAILURE. THE LOCKS WOULD NOT LOCK. THE LOCKS WOULD WORK MOST OF THE TIME WITH THE KEYLESS ENTRY. THE RADIO NEVER WORKED. THE CHECK ENGINE LIGHT REMAINED ON CONTINUOUSLY. CONSUMER STATES SHE HAD THE VEHICLE TO THE DEALER AT LEAST 8 TO 10 TIMES. THE DEALER WOULD TAKE THE CAR IN THE BACK AND ADJUST SOMETHING AND THEN RETURN IT TO THE CONSUMER AND TELL HER IT WAS FIXED.

CONSUMER STATES VEHICLE IS UNSAFE DUE TO EXTERIOR LIGHTS FAILING AND AIRBAG FAILURE LIGHT.

CONSUMER DOES NOT OWN THE CAR ANY LONGER. DEALER CONTACTED HIM TO BRING THE CAR BACK IN AND HE WOULD GIVE HIS MONEY BACK.

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 a dispositive 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)

Door locks - 15+
 Radio - 15+
 Air bags Warning - 2
 Total light Failure - 1
 Total gauge Failure - 1
 Engine has miss fire - 3
 Key Failure - 13

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
 Office of Defects Investigation, NVS-216
 400 7th Street, SW
 Washington, DC 20590

NO POSTAGE
 NECESSARY
 IF MAILED
 IN THE
 UNITED STATES



**VEHICLE
 OWNER'S
 QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

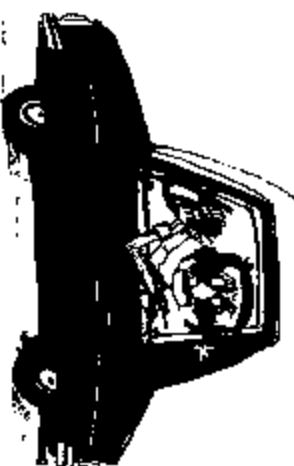
TO REPORT VEHICLE SAFETY DEFECTS
 COMPLETE THIS FORM
 ON

DASH2DOT

and dial toll free at

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 (DASH) 2 DOT



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