



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECTS

888-327-4236

www.safercar.gov

FOR AGENCY USE ONLY

Date Received

10-14-05

Repository ☐

Reference No.

10139972

OWNER INFORMATION (Type or Print)

Name

Street No.

Apt. No.

City

San Mateo

State

CA

Zip Code

Daytime Telephone Number

Evening

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

In the absence of authorization, NHTSA will provide a copy of this report to the vehicle manufacturer only during a defect investigation or when you make a complaint about recall performance on your vehicle.

☒ YES ☐ NO

Signature of Owner

Date 10/4/05

VEHICLE INFORMATION

17 digit Vehicle Identification number located at bottom of windshield on driver's side

W B A N A 7 3 S 1 4 B

Make

Bmw

Model

530i

Year

2004

Current Mileage

21,800

Date Purchased (Leased)

11/17/2003

Dealer's Name and Telephone Number

Peter Pan Motors INC.

Engine:

Fuel Type:

☐ Diesel ☐ Hybrid
☒ Gas ☐ Other

☒ Original Owner

Dealer's City

San Mateo

State

CA

Zip Code

94403

No. Cylinders

6

Transmission Type

☐ Manual

☒ Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

☐ All-Wheel Drive

☐ Front-Wheel Drive

☒ Rear-Wheel Drive

☐ Four-Wheel Drive

FAILED COMPONENT(S)/PART(S) INFORMATION

Component Name

All Four Tires

Incident Date(s)

24 July 2005

Failure Mileage

20,687

Failure Speed

50 mph

Failure Location

☒ Driver ☒ Passenger
☒ Front ☒ Rear

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make/Brand

DUNLOP (Run Flat)

Tire Model/Line

SP SPORT 01 DSST

Tire Name

Tire Size (Example: P215/65R1105)

245/40 R18

Failed Structure

☒ Tread ☐ Sidewall ☐ Bead

DOT No. (Example: DOT MAL9ABC036 on sidewall)

DM2P2JWR

☒ Original Equipment
☐ Prior Repair

Failure Type:

☒ Blowout ☐ Blister ☐ Crack ☒ Torn ☐ Tread Separation ☐ Road Hazard ☐ Out of Round

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make

Date Manufactured

Model Number and Name

Seat Type

☐ Infant ☐ Booster ☐ Integrated ☐ Convertible ☐ Other

Installed in Vehicle using the:

☐ Vehicle safety belt

☐ LATCH system*

*Vehicle info required

Failed Part. Describe Failure Below

☐ Base ☐ Harness/Buckle ☐ LATCH Connector ☐ Shell ☐ Handle ☐ Other

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

NONE

Number of Deaths

NONE

Police Report No.

NONE

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

AT ABOUT 50MPH I had a TIRE BLOWN INDICATION, UPON CLOSER EXAMINATION, DISCOVERED ALL FOUR TIRES WORN TO THE CORD/BELTS ON THE INSIDE, LEFT REAR HAD BLOWN WITH A LARGE HOLE. AS I WAS A MILE FROM DEALER (PETER PAN) I DROVE THE CAR TO THEM AND LEFT IT THERE TILL MONDAY JULY 25, '05. I WAS TOLD ON MONDAY THAT BMW & DUNLOP WERE AWARE OF A KNOWN TIRE DEFECT. THIS INFORMATION WAS PROVIDED BY DEALER. BMW HAS FAILED TO RECALL THE TIRES. THEY WAIT UNTIL THERE IS A FAILURE

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

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

Then They Tell The Vehicle owner That The warranty on Tires has Expired. That is what I was told. I have attached copies of The Memo That dealer provided. As my car had 20,687 miles, I was TOLD by The dealer That warranty applied Till 20,000 miles. This is NOT written in any literature or my lease Contract. I Paid \$960.37 For New Tires, whereas If They would have Recalled These Tires I would NOT have had to pay For new Tires. BMW Has Known about This mode of Tire failure, but has ignored it. My E-mail with Customer service & CEO of BMW did not Result in a Refund of my money. These tires should be

ATTACH ADDITIONAL SHEETS IF NECESSARY



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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-210
400 7th Street, SW
Washington, DC 20590

Think your vehicle
has a safety defect?



Customer's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration



SI B36 02 05
Wheels and Tires

June 2005
Technical Service

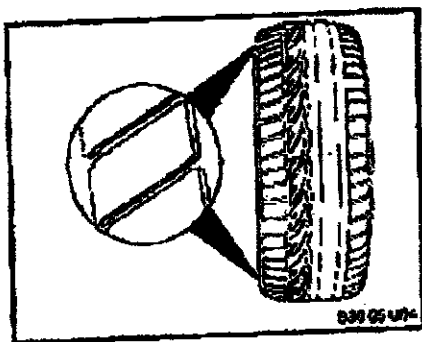
COPY

Noise and/or Vibration Caused by Irregular Tire Wear

E60 (5 Series) equipped with Dunlop SP Sport 01 DSST Run Flat Tires

Noise and/or vibration caused by irregular tire wear on Dunlop SP Sport 01 DSST Run Flat tires may be objectionable to some customers. Irregular tire wear may also be noted during a service visit.

If this situation is detected based upon a customer complaint and/or during a service visit; and only if the tires have less than 20,000 miles, replace all four (4) tires.



Check all four tires for proper inflation pressure and tread wear each time a customer comes into your center.

Noise and vibration may be caused by the irregular tire wear referenced in this Service Information. The wear only occurs at the tire's inner shoulder as indicated by the shaded area in the illustration.

The tires will have a feathered or scalloped edge on the inner tread blocks. If one or more tires are found with this condition, and the tires have less than 20,000 miles, all four (4) tires should be replaced with similar Dunlop tires, or when not available, with other BMW approved tires.

Assistance for situations outside of the scope of this Service Information will require submission of a PuMA case to the BMW Technical Hotline with required tire information such as DOT number, tire pressures, tire mileage, and digital pictures (if possible).

The coverage offered by Dunlop for the situation described is in addition to their normal tire warranty. While tires are warranted by the Tire Company and not BMW of North America, claims that arise from this Service Information may be submitted by participating centers using the BMW Tire Center Target Satisfaction Program. BMW centers not enrolled in the BMW Tire Center Target Satisfaction Program must contact Dunlop directly at 1-888-637-3784 (1-888-OE SERVICE) for further assistance. For more information regarding the BMW Tire Center Target Satisfaction Program, please refer to Service Information.

Reimbursement for claims under this Service Information will be processed in accordance with the terms and conditions of the BMW Tire Center Target Satisfaction Program, except as noted below. Only centers enrolled in the BMW Tire Center Target Satisfaction Program will be permitted to submit claims for reimbursement.

http://www.bmwis.net/tsb/bulletins/bulletin_graphic_temp/B360205g.htm

6/21/2005

The following information applies to all claims submitted in conjunction with this Service Information.
100% part and labor reimbursement as noted below, up to 20,000 miles on the tire.

Defect Code	36 12 02 77 DT	Enter as a "BMW Tire Center Target Satisfaction Program" only
Labor Reimbursement	\$20 per tire	Sublet code: 4
Shipping & Handling	\$10 per tire	Sublet Code: 4
		Shipment to the nearest Dealer
		Tire location
Tires	Dealer Net cost	

Please note the following conditions apply to all claims related to this Service Information:

- Only tires that exhibit the specific wear outlined in this Service Information are eligible for coverage.
- Dunlop tires, when available, will be used for replacement.
- If the specified Dunlop tires are not available, please contact The BMW Tire Center for other BMW approved tires that can be used as substitutes.
- Tires which have been in use for more than 20,000 miles are not eligible for coverage under this Service Information.
- Tires that have been plugged, patched, or otherwise repaired are not eligible for coverage.
- All tires must be returned to Dealer Tire as outlined in Service Information
- Any tires received that do not meet all the criteria listed in this Service Information will result in a debit of the entire claim.

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