



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

007 JAN 19 AM 9:40
04-JAN-2007

Repository ☐

Reference No.
10177814

OWNER INFORMATION (Type or Print)

Name

Address

City

GAINSVILLE Gainesville

State VA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Signature of Owner

Date 01/11/2007

VEHICLE INFORMATION

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

WBAAV13565K

Make

BMW

Model

325i 325xi

Model Year

2006

Date Purchased

12/24/05

Dealer's Name and Telephone Number
BMW OF STERLING 5714341944

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

STERLING

State

VA

Zip Code

20166

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

ALL WHEEL DRIVE

Vehicle Component Code

190000 TIRES

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
04-JAN-2007

Failure Mileage
10200

Failure Speed
25

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
BRIDGESTONE

Tire Model (Name or Number)
TURANZA EL42

Tire Size (Example P215/65R15)
P235/45R17 205/55/16 - See attachment

DOT No. (Example: DOTM19ABC036)
EJ8KCNK4005

☒ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code
190000 TIRES

Tire Failure Type OUT OF ROUND

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

0

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).

TL* - THE CONTACT OWNS A 2006 325XI BMW. THE TIRES ON THE BMW WERE BRIDGESTONE, TURANZA EL42, SIZE 205/55/R16 DOT# IS # EJ8KCNK4005. WHILE DRIVING THE CONTACT HEARD A LOUD NOISE COMING FROM ALL FOUR TIRES. WHEN THE VEHICLE'S ODOMETER REACHED 7,000 AND AGAIN AT 10,000 MILES THE TIRES BEGAN TO VIBRATE. BOTH BMW AND BRIDGESTONE WERE AWARE OF THIS FAILURE, AND BRIDGESTONE OFFERED A 25% DISCOUNT TOWARD THE PURCHASE OF A NEW SET OF TIRES. THE VEHICLE'S CURRENT MILEAGE WAS 10,200. *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 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]
Gainesville, VA [REDACTED]

HM [REDACTED]

CL: [REDACTED]

Vehicle: **2006 BMW**

Model: **325XI**

VIN: **WBAVD13566K** [REDACTED]

Doors: **4**

Color: **Black**

Miles as of 01/11/2007 – **11070**

My 2006 325xi started experiencing very loud tire rotation noise from all four Bridgestone Turanza RFT EL42 (205/55/16) tires at about 7.5k miles. The more miles the vehicle accumulates the worse the noise becomes. I took the vehicle to the nearest BMW Service Center on 22 December 2006 to have the tire rotation noise investigated. While at the service center, I notice 2006 330xi with 15k miles being service for the same problem that required the replacement of all four of the Bridgestone Turanza RFT tires which the dealership replaced.

The BMW assistant service manager advised me to contact Bridgestone regarding the issue with my vehicles tires instead of replacing the tires. Bridgestone advised me via phone that they can replace the tires but only allow at 25% off the original price that would have set me back for about \$900.00. My concern is that I am going to have to listen to this noise each day along with having to turn up the stereo to drown out the tire noise, which is not a safe way to operate the vehicle. Furthermore, I should not have to remedy the problem by having to pay to replace a set of tires that both the vehicle and tire manufactures have acknowledged hat the Bridgestone Turanza RFT tires that came with the car are faulty. However, both companies seem to be stalling when it comes to providing the customer with a meaningful and fair resolution to this problem. RFT stands for Run Flat Tire, which is standard equipment on the 2006 BMW 3 Series. By using RFT's there is no need for a spare tire nor was the vehicle designed to carry a spare tire or jack. The vehicles design (trunk/boot – no room for a spare tire and the suspension- tuned for RFT's) forces the customer to have to use RFT's. When a RFT experience a lost of air pressure the tire is capable of continuing to drive at a reduced speed until you can have the tire serviced or replaced.

All I am asking for is the replacement of all four tires with another RFT make/brand other than Bridgestone who in my opinion is one of the worst automobile passenger car/SUV tire manufactures in the world.

The episode with Bridgestone/Firestone and the Ford Explorer a few years back should have taught everyone a lesson regarding how inferior Bridgestone/Firestone tires are when compared to other tire manufactures when it comes to reliability and safety.

I would recommend reviewing the following forums to read/investigate just how enormous this problem has become for BMW customers.

(www.edmunds.com, www.bimmerfest.com and www.E90post.com)

Thanks and I do appreciate any assistance you can provide in resolving this issue. Regards.