



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

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Reference No. 10196720

OWNER INFORMATION (Type or Print)

Name

Daytime Telephone Number

E-mail Address

Address

Evening Telephone Number

City TORRANCE

State CA

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? [X] YES [] NO
In the absence of an authorized signature, please provide your name or address to the vehicle manufacturer.

Signature of Owner [Redacted] Date 7/31/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WBAAM334XYC [Redacted]

Make BMW

Model 323I

Model Year 2000

Date Purchased 01-MAY-00

Dealer's Name and Telephone Number Long Beach BMW

Engine: No: Cylinders 6

Fuel Type: Gas

Original Owner [X]

Dealer's City Long Beach Ca

State Ca

Zip Code

Transmission Type AUTOMATIC
[X] Antilock Brakes
[X] Cruise Control

Powertrain UNKNOWN

Vehicle Component Code 103000 POWER TRAIN:AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-JAN-2007

Failure Mileage 28000

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: 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

Fire

Number of Persons Injured 0

Number of Deaths 0

Reported to Police N

[] Yes [X] No

[] Yes [X] No

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 2000 BMW 323I. WHEN THE CONTACT SHIFTED THE VEHICLE INTO REVERSE, IT FAILED TO MOVE. THE VEHICLE WAS TOWED TO THE DEALER WHO STATED THAT THE TRANSMISSION FAILED. A LOCAL MECHANIC MADE THE REPAIR. THE POWERTRAIN WAS UNKNOWN. THE CURRENT MILEAGE IS 29,000 AND FAILURE MILEAGE WAS 28,000.

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.

There is at least **one new complaint** on the Consumer Affairs page *almost daily* regarding 2003 i BMW failure to go into reverse and BMW has **not issued a single service bulletin**. This same transmission was also used in the **2003 Cadillac CTS**, of which there are over **30 technical service bulletins** regarding the transmission. **TWO** of these specifically mention failure in reverse.

Why will Cadillac at least admit to the problem and BMW makes no mention of it in a vehicle that has been on the road 4 years longer?

DANGER: This transmission is both non-serviceable and prone to failure - in fact, it is not a matter of "if" it will fail, but "when"... just hope you are not on railroad tracks with a car in front of you, or parked on a street with a car in front of you when it does fail.