



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 ☐

2007 SEP 10 PM 1:56

Reference No.
10200375

OWNER INFORMATION (Type or Print)

Name

Daytime Telephone Number

E-mail Address

Address

Evening Telephone Number

City

KISSIMMEE

State

FL

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of an owner's signature, please provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 08/28/2001

VEHICLE INFORMATION

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

Make

Model

Model Year

WBAAV53421

BMW

330i

2001

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No. Cylinders

Original Owner

Dealer's City

State

Zip Code

6

Gas

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

350000 EQUIPMENT

☒ Cruise Control

3 liter

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
18-AUG-2007

Failure Mileage

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

☐ 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 AFTERMARKET CHROME ARROW CORNER LIGHTS (MANUFACTURER UNKNOWN, PART #MHB17926/156). THE CONTACT FELT THAT THE LIGHTS WERE DEFECTIVE BECAUSE THEY DID NOT COME WITH A SEAL. THE DEALER STATED THAT THERE WAS NO DEFECT ON THE LIGHTS AND THEY REFUSED TO PROVIDE A REFUND.

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 want my money back, This
Company is Bad To deal with
They should Be Put out of Business.

ATTACH ADDITIONAL SHEETS IF NECESSARY

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

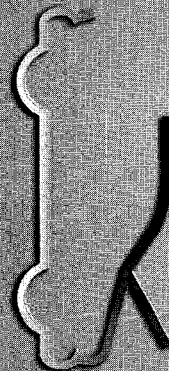
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

YAHOO! MAIL

Print - Close Window

From: "Orders - Auto Direct Save" <orders@autodirectsave.com>**To:** [REDACTED]**Subject:** Re: DAMAGE**Date:** Wed, 15 Aug 2007 18:26:11 -0500

Hello

Please see attached

They should look like that

Thanks

----- Original Message -----

From: [REDACTED]**To:** orders@autodirectsave.com**Cc:** [REDACTED]**Sent:** Wednesday, August 15, 2007 4:54 PM**Subject:** DAMAGE

Hi, I'm received these corner signal lights with defect by the manufacturer but was told to send a pic. but you won't see it or notice it by a pic. wish I don't have, unless you see it with your eyes also they did not come with a seal around them, I call the dealer and the corner signal lights come with seals. I would like you to send me a return label so I can return them back and would like to get another type of light if they come with there proper seals or credit back to mine card. I Thank You for your help on this matter. [REDACTED] mine email [REDACTED]

Attachments**Photos:**

ACE CORNER LIGHTS



CL_E46_9901_4D_E_YD_A_1.jpg (164k) [View]

YAHOO! MAIL

Print - Close Window

Date: Thu, 16 Aug 2007 02:55:10 -0700 (PDT)
From: [REDACTED]
Subject: Re: DAMAGE
To: "Orders - Auto Direct Save" <orders@autodirectsave.com>
CC: [REDACTED]

I know what they should look like, after 50 years of being around cars (Porsche, BMW, JAGUAR, CORVETTE, G.T.O. ETC.) and if you read my email it state than it's a manufacture defect and not yours, plus they don't have there seals, also they don't neither have the D.O.T. compliance. How are we going to do this? I would like to talk we a manager, my [REDACTED] I assumed you would like my business or do I have to go some were else. And take this matter to Federal Commission and SBA. I Thank You again on trying to resolve this matter. [REDACTED] P.S. my email [REDACTED]

Orders - Auto Direct Save <orders@autodirectsave.com> wrote:

Hello

Please see attached

They should look like that

Thanks

----- Original Message -----

From: [REDACTED]
To: orders@autodirectsave.com
Cc: [REDACTED]
Sent: Wednesday, August 15, 2007 4:54 PM
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[REDACTED]

[REDACTED]

7007 0220 0001 3931 7899

U.S. Postal Service
CERTIFIED MAIL™ RECEIPT
 (Domestic Mail Only. No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com

OFFICIAL USE

Postage \$10.58 0801
 Certified Fee \$2.15
 Return Receipt Fee (Endorsement Required)
 Restricted Delivery Fee (Endorsement Required)
 Total Postage & Fees \$12.73

Sent to *AJ Accessory*
 Street, Apt. No.: *P.O. Box 1021*
 or PO Box No.: *San Gabriel CA 91778*
 City, State ZIP+4®
 PS Form 3800, August 2006 See Reverse for Instructions

Postmark Here
 AUG 19 2007
 MAIN OFFICE WINDOW
 ORLANDO, FL 32819

7006 3450 0001 8754 6686

U.S. Postal Service
CERTIFIED MAIL™ RECEIPT
 (Domestic Mail Only. No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com

OFFICIAL USE

Postage \$10.58 0801
 Certified Fee \$2.15
 Return Receipt Fee (Endorsement Required)
 Restricted Delivery Fee (Endorsement Required)
 Total Postage & Fees \$12.73

Sent to *Auto Direct Inc.*
 Street, Apt. No.: *513 Erie St. S.E.*
 or PO Box No.: *Minneapolis, MN 55414*
 City, State ZIP+4®
 PS Form 3800, August 2006 See Reverse for Instructions

Postmark Here
 AUG 19 2007
 MAIN OFFICE WINDOW
 ORLANDO, FL 32819

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
AJ Accessory
P.O. Box 1021
San Gabriel CA 91778

COMPLETE THIS SECTION ON DELIVERY

A. Signature *[Signature]* ☐ Agent
 B. Received by (Printed Name) *Betty Krum* ☐ Addressee
 C. Date of Delivery *Aug 19 2007*
 D. Is delivery address different from item 1? ☐ Yes
 If YES, enter delivery address below: ☐ No

3. Service type
☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.
 4. Restricted Delivery? (Extra Fee) ☐ Yes

2. Article Number (Transfer from service label) **7007 0220 0001 3931 7899**
 Domestic Return Receipt

Form 3811, February 2004 102595-02-M-1540

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
Auto Direct Inc.
513 Erie St. SE
Minneapolis, MN 55414

COMPLETE THIS SECTION ON DELIVERY

A. Signature *[Signature]* ☐ Agent
 B. Received by (Printed Name) *Auto Direct* ☐ Addressee
 C. Date of Delivery *Aug 23 2007*
 D. Is delivery address different from item 1? ☐ Yes
 If YES, enter delivery address below: ☐ No

3. Service type
☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.
 4. Restricted Delivery? (Extra Fee) ☐ Yes

Article Number (Transfer from service label) **7006 3450 0001 8754 6686**
 Domestic Return Receipt

Form 3811, February 2004 102595-02-M-1540

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Wheels

Chrome Euro corner Lights

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Brand: custom

Details: * BRAND NEW IN ORIGINAL BOX, NEVER BEEN TRIED ON AND USED

* THESE LIGHTS ARE FOR BMW 4 DOOR

* EXACTLY SAME AS PICTURE ! COME WITH BOTH SIDES!

* S.A.E./D.O.T. APPROVED & STAMPED!

Installation: * EASY TO INSTALL, NO MODIFICATION NEEDED

Part #: ADS-17926-156

Shipping Cost: \$14.99

Shipping Info: This item usually ships in 5 days

Listing Price: ~~\$59.99~~

Selling Price: \$49.99

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Chrome Euro corner Lights by custom Headlights Tail Lights

Chrome Euro corner Lights by custom Headlights & Tail Lights

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Chrome Euro Corner lights

Part # MHB-17926-156

49.99

Auto Direct

17.99 5th

10% Confirmed

10: PM
order on
8-8-07

64.98 on 8-9-07

9578 Confirmation

Auto Direct Inc.
513 Erie St. SE
Minneapolis, MN 55414