



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

207 OCT 24 11:58:18 AM '07

Reference No.
10202575

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MAYAGUEZ State PR Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 10/16/2007

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: WBAET37413 [REDACTED]
Make: UNKNOWN Model: UNKNOWN Model Year: 9999
Date Purchased: 10-31-2003 Dealer's Name and Telephone Number: AUTOGERMANA - 787-474-7001 Engine: 325i Fuel Type: GASOLINE
Original Owner: Dealer's City: SAN JUAN, PUERTO RICO State: [REDACTED] Zip Code: 00918 No. of Cylinders: 6
Transmission Type: AUTOMATIC AND SEMI=
 Antilock Brakes Powertrain: [REDACTED] Vehicle Component Code: 980000 OTHER
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 10-SEP-2007 Failure Mileage: 37763 Failure Speed: [REDACTED]
REPLACEMENT OF THE BUSHING ANTI CHIMING DURING A SHORT PERIOD OF TIME.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM9ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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).

FOUR TIMES SINCE I BUY A 2003 BMW 325I , I HAVE TO GET THE AUTO TO GUARANTEE SERVICE FOR REPLACEMENT OF THE STRUCT FRONT BUSHING, NOW , AFTER REPLACE THEM AT 32,000 MILES ABOUT FOUR MONTH AGO, MY CAR AT 37,000 MILES REQUEST A NEW BUSHINGS. THEY SAID ME THAT BMW WAS NO LONGER REPLACE THEM BY GUARANTEE BECAUSE OF THE ROAD CONDITIONS IN PUERTO RICO. WHEN I BUY THE CAR I PAID FOR A GUARANTEE AND I THINK THAT IS IMPOSSIBLE THAT A CAR LIKE THIS , THE ULTIMATE DRIVE MACHINE REQUIRE EVERY FOUR MONTH TO REPLACE THAT PARTS. THEY SHOULD INSTALL A GOOD REINFORCED GENUINE PARTS AND NOT A REMANUFACTURED. I ALWAYS TRY TO AVOID THE HOLES, BUT I ASK WHEN IT'S RAINING IT START A RED LIGHT THAT INDICATED " PLEASE AVOID THIS HOLE" .
*TR
THEY PENALIZED ME, I BUY A CAR WITH A COMPLETE GUARANTEE, THEY SHUOLD INDICATE THAT BMW WUOLD NOT COVER THAT PARTS FROM ANY ATUOT SOLD AFTER A SPECIFIC DATE FORWARD.
I ALREADY HAVE TO PAY [REDACTED] FOR THAT JOB AND I WANT A COMPLETE REFUND. MANY YEARS I OWN AN HONDA ACCORD AND I NEVER HAVE TO CHANGE IN A SHORT TIME THIS PARTS.

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.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**