



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

25-FEB-2008

Repository ☐

Reference No.

10219042

2008 APR -2 AM 7:55

### OWNER INFORMATION (Type or Print)

Name

Address

City

NEW YORK

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

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

In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 03/17/08

☒ YES

☒ NO

### VEHICLE INFORMATION

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

WBAEW53434P

Make

BMW

Model

330i

330 xi

Model Year

2004

Date Purchased

26-MAR-07

Dealer's Name and Telephone Number

BMW OF MANHATTAN

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☐

Dealer's City

NEW YORK

State

NY

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

~~FRONT WHEEL DRIVE~~

all wheel drive

Vehicle Component Code

036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK

Multiple Failure: 8

### FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

03-APR-2007

Failure Mileage

25000

Failure Speed

50

### ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Continental

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment  
☒ Prior Repair

Failure Location:

George Washington Bridge

Tire Component Code

Tire Failure Type

Blowout

### 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 2004 BMW 330I. THE CONTACT STATED THAT THE STEERING WHEEL VIBRATES, THE VEHICLE SHAKES DURING ACCELERATION AND BRAKING, ALL FOUR TIRES WERE DRY ROTTED, THE ABS LIGHT ILLUMINATES ON THE INSTRUMENT PANEL, AND A KNOCKING NOISE IS HEARD DURING ACCELERATION. WHILE DRIVING APPROXIMATELY 50 MPH, THE CONTACT DEPRESSED THE BRAKE PEDAL, BUT THE VEHICLE FAILED TO STOP. THE CONTACT HAD TO DEPRESS THE BRAKE PEDAL ALL THE WAY TO THE FLOOR FOR THE BRAKES TO ACTIVATE APPROXIMATELY TEN SECONDS LATER. THE VEHICLE HAS BEEN TAKEN TO A DEALER 8 TIMES REGARDING THESE SAFETY ISSUES AND SEVERAL PARTS HAVE BEEN REPLACED; HOWEVER, THE FAILURES STILL OCCUR. THE CURRENT MILEAGE WAS 50,400 AND FAILURE MILEAGE WAS 25,000.

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.

Untitled

ironcladalibi to customerservice  
show details Feb 25 Reply

Please review attached documents though they are not in their entirety due to often never having to visit the service dept. personally as Shannon Hailey (former sales staffer who suggested that I have Mike Ciasco, service mgr look closely at the wheels on the delivery date) would navigate the process as my acting proxy and return car to me while I waited. She often tried to assist with a loaner however was denied by her superiors and was subsequently asked to return after having received her call... Her superior, Fred Davis told me I was 'crazy' when I challenged his offer of \$19,000 when the car had roughly 41,000 miles with so many underlying issues though he refused to give me the quote in writing when I asked to trade for something else. WHAT A MAJOR INCONVENIENCE TO MY LIVELIHOOD THIS VEHICLE HAS CAUSED, in addition to the persons whom my business supports... In short, this service or lack thereof has escalated and has become A TOTAL AND UTTER FIASCO; A NUISANCE THAT HAS BEEN ALLOWED TO PROGRESS MUCH FURTHER THAN ANYONE SHOULD HAVE EVER HAVE TO ENDURE.

In addition, there have been a total of 3 new tires replaced as well though was called on the date of my 50,000 mile service that I needed 4 new tires!; the first being sometime in April enduring a blowout on the George Washington Bridge (a privately owned bridge which I had to navigate my way off of to get roadside assistance), etc. etc. etc.

This is just the beginning of the thoughts that I have to offer but for expedience sake I won't bore with more than is absolutely necessary at this point.

With Regards,

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

From: [REDACTED]

To: customerservice@bmwusa.com; alang@centuryauto.com; kmassa@centuryauto.com; jfalk@bmwnyc.com; lreesjenkins@mininyc.com; techizz@netzero.net; michelewilson@suny\_downstate.edu

Sent: Thu, 6 Mar 2008 2:39 pm

Subject: WBAEW5343 [REDACTED]

- I AM DISGUSTED. SIMPLY AND UTTERLY DISGUSTED.  
Please contact the Service Manager of BMW of Manhattan and then contact the Service Manager of Century Auto in Huntsville, Alabama to review records. GREAT SERVICE AT CENTURY with service advisor Ken Massa and Sales Mgr Ann Marie Lang (THANK GOD FOR THESE TWO HIGHLY RESPECTFUL AND RESPECTABLE, HONEST, INTEGRIOUS REPRESENTATIVES WHO WENT OUT OF THEIR WAY TO GET ME TRANSPORTATION BY NOT COMPLAINING BUT BY DOING!) Ms. Lang @ the close of business PERSONALLY took me to Huntsville Airport to rent a car! THAT'S SERVICE!
- I WANT ALL OF MY OUT-OF-POCKET LODGING, FOOD, GAS, CAR RENTAL EXPENSES, INSURANCE PREMIUMS REIMBURSED.
- I WANT A THOROUGH INTERNAL INVESTIGATION DONE FROM EVERY SIDE OF THIS PROBLEM
- 
- Ms. Sara Howard, your BMW North America Liaison, told me to wait, be patient and she'd see what she could do but all she did was hemmed and ha 'ad still NEVER OFFERING ANY KIND OF PEACE OF MIND WHILE I WAITED (for TWO WEEKS NOW) WITHOUT RENTAL NOR LOANER, EVER! BMW NOT ONCE HAS EVER OFFERED ME A LOANER CAR WHILE MY CAR WAS IN NOR OUT-OF-SERVICE, RIDICULOUS! RIDICULOUS! RIDICULOUS. When I asked about suspending my payments while this was all under investigation, I was told that if I didn't make payment that my car would be repossessed! HA! PREPOSSESSED! WOW, THE AUDACITY OF YOUR REPRESENTATIVES!
- I WANT PROPER AND THOROUGH SERVICE AND PARTS DONE RIGHT THE 1st TIME.
- I WANT FOR YOUR REPRESENTATIVES NOT TO TREAT ME AS A PROBLEMATIC CUSTOMER who's COMPLAINTS ARE WITHOUT MERIT ESPECIALLY WHEN THE PROOF IS DOCUMENTED
- I WANT ALL OF MY LOST TIME AND LOST BUSINESS BACK.
- I WANT NOT TO LET THIS PARTICULAR STRESSOR TO FURTHER EXACERBATE MY ALREADY VOLATILE HEALTH (SERIOUSLY COMPROMISED IMMUNE SYSTEM with NO MEASURABLE HEALTHY RED/WHITE CELLS)
- I WANT BMW TO STAND UP AND TAKE NOTICE OF THE KINDS OF MONKEY BUSINESS THAT's BEEN ALLOWED TO GROW AND FESTER AT THE MANHATTAN LOCATION; George Koularmanis 212-315-7810, John Partsinevelos 212-314-9740 and BMW NORTH AMERICA, specifically Sara Howard 1-800-831-1117, x7324
- I WANT NOT TO RECEIVE NASTY VOICEMAIL MESSAGES AND CONTINUED LIES FROM YOUR LIAISON TEAM, Ms. SARA HOWARD at x7324 (not to worry, they're recorded and in safe keeping)
- 
- WHEN ALL IS SAID AND DONE, I WANT THIS HEADACHE AND NIGHTMARE TO HAVE NEVER HAVE HAPPENED BUT IT DID. AND NOW, MANY WILL BE MADE AWARE OF THIS BUT THANKFULLY NO PERSON WAS SERIOUSLY HARMED BY THE FAILED PARTS THAT POSED QUITE THE HAZARD TO ANYONE ON THE STREETS/HIGHWAYS/BYWAYS of the USA AND CANADA during my travels and travails.
- I WANT THIS CAR PAID OFF BY BMW SO I CAN TRADE IT AT MY LEISURE
- 

• NYC, NY [REDACTED]

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[Image Removed]

<http://webmail.aol.com/35304/aol/en-us/Mail/DisplayMessage.aspx>

3/21/2008

CUSTOMER # [REDACTED]

612086

WORKORDER  
REPRINT  
PAGE 1

AUTOMOTIVE GROUP

3800 UNIVERSITY DRIVE, N.W.  
HUNTSVILLE, ALABAMA 35816  
(256) 536-3800

NEW YORK, NY [REDACTED]

HOME [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 472 MASSA, JERRY

| COLOR           | YEAR       | MAKE/MODEL | VIN                     | LICENSE    | MILEAGE IN/ OUT | TAG        |        |
|-----------------|------------|------------|-------------------------|------------|-----------------|------------|--------|
| GRAY            | 04         | BMW 330XI  | WBAEW534341 [REDACTED]  | [REDACTED] | 50654/50654     | [REDACTED] |        |
| DEL DATE        | PROD. DATE | WARR. EXP. | PROMISED                | PO NO.     | RATE            | PAYMENT    | INV. D |
| 30JAN04         | IS01DEC03  | 30JAN2008  | 17:00 07MAR08           |            | 0.00            | CASH       |        |
| R.O. OPENED     |            | READY      | OPTIONS: DLR [REDACTED] |            |                 |            |        |
| 25FEB2008 08:58 |            |            |                         |            |                 |            |        |

| LINE | OP CODE | TECH. | TYPE | DESCRIPTIONS/INSTRUCTIONS       |
|------|---------|-------|------|---------------------------------|
| # A  | 61-00   |       | CWR1 | CUSTOMER STATES, REMOTE IS INOP |

# B 32-00 WCPO CUSTOMER STATES, NOISE COMING FROM AXLES AND BRAKES  
FEEL LIKE THEY ARE GRABBING

# C \*  
BK54 CWR1 Brake Pads and Rotors, Front - Replace / All  
34-10-1-166-071 Brake Disc (QTY 2)  
34-11-6-779-652 Brake Pads (QTY 1)  
34-35-6-751-311 Pad Sensor (QTY 1)

NOTES: Factory OpCodes: 34 11 220

EST: LBR 225.40 PTS 353.85 MISC 24.93 TAX 28.31 TOTAL 632.49

# D \*  
BK60 CWR1 Brake Pads and Rotors, Rear - Replace / All  
34-20-1-166-073 Brake Disc (QTY 2)  
34-21-6-761-240 Brake Pads (QTY 1)  
34-35-1-164-372 Brake Sensor (QTY 1)

NOTES: Factory OpCodes: 34 21 320

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

TERMS: CASH OR APPROVED CREDIT CARD

**DISCLAIMER OF WARRANTIES**

All warranties on this vehicle are those made by the manufacturer. CENTURY AUTOMOTIVE GROUP hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and CENTURY AUTOMOTIVE GROUP neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product. This disclaimer by CENTURY AUTOMOTIVE GROUP in no way affects the terms of the manufacturer's warranty.

SIGNED: X

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

| REVISED<br>ESTIMATE (1) | DATE | TIME | BY |
|-------------------------|------|------|----|
| REVISED<br>ESTIMATE (2) |      |      |    |
| REVISED<br>ESTIMATE (3) |      |      |    |

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL  
OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

**TECHNICIAN COPY**

CUSTOMER # [REDACTED]

612086

WORKORDER

REPRINT

PAGE 2



AUTOMOTIVE GROUP

3800 UNIVERSITY DRIVE, N.W.  
HUNTSVILLE, ALABAMA 35818  
(258) 536-3800NEW YORK [REDACTED]  
HOME [REDACTED] BUS [REDACTED]

SERVICE ADVISOR: 472 MASSA, JERRY

| COLOR           | YEAR       | MAKE/MODEL | VIN        | LICENSE                  | MILEAGE IN/ OUT | TAG        |           |
|-----------------|------------|------------|------------|--------------------------|-----------------|------------|-----------|
| GRAY            | 04         | BMW 330XI  | WBAEW53434 | [REDACTED]               | 50654/50654     | [REDACTED] |           |
| DEL DATE        | PROD. DATE | WARR. EXP. | PROMISED   | PO                       | RATE            | PAYMENT    | INV. DATE |
| 30JAN04         | IS01DEC03  | 30JAN2008  | 17:00      | 27FEB08                  | 0.00            | CASH       |           |
| R.O. OPENED     |            | READY      |            | OPTIONS: DLR: [REDACTED] |                 |            |           |
| 25FEB2008 08:58 |            |            |            |                          |                 |            |           |

LINE OF CODE TECH. TYPE DESCRIPTION/INSTRUCTIONS

EST: LBR 284.20 PTS 330.61 MISC 24.93 TAX 26.45 TOTAL 666.19

\*\*\*\*\*

Preliminary Estimate : \$1,298.68

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I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

TERMS: CASH OR APPROVED CREDIT CARD

## DISCLAIMER OF WARRANTIES

All warranties on this vehicle are those made by the manufacturer. CENTURY AUTOMOTIVE GROUP hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and CENTURY AUTOMOTIVE GROUP neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product. This disclaimer by CENTURY AUTOMOTIVE GROUP in no way affects the terms of the manufacturer's warranty.

SIGNED: X

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

| REVISED<br>ESTIMATE (1) | DATE | TIME | BY |
|-------------------------|------|------|----|
| REVISED<br>ESTIMATE (2) |      |      |    |
| REVISED<br>ESTIMATE (3) |      |      |    |

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED &amp; GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY