



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) 2008 MAY 20 AM 7:33  
 INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received  
 05-MAY-2008

Repository

Reference No.  
 10226732

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
 Address [REDACTED]  
 City SANFORD State ME 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
 Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
 WBACH 3341Y [REDACTED]  
 Make BMW Model Z3 ROADSTER Model Year 2000  
 Date Purchased 4/24/2007 Dealer's Name and Telephone Number Private SALE Engine: No: Cylinders 6 Fuel Type: GAS  
 Original Owner  Dealer's City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Transmission Type Automatic  Antilock Brakes  Cruise Control Powertrain 2.8 6cyl Vehicle Component Code 010000 STEERING  
 Multiple Failure: \_\_\_\_\_

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

Incident Date(s) 05-MAY-2008 Failure Mileage 22000 Failure Speed 2 Steering tube

**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 A 2000 BMW Z3 ROADSTER. WHILE DRIVING 2-3 MPH, THERE WAS A LOSS OF STEERING WHEN SHE ATTEMPTED TO TURN THE WHEEL. THE MECHANIC STATED THAT LINKAGE ARM FROM THE STEERING WHEEL TO THE STEERING RACK SEVERED. HE FELT THAT THE CAUSE WAS DUE TO THE LINKAGE RUBBING AGAINST THE BRAKE LINE. AS OF MAY 5, 2008, THE MECHANIC HAD NOT REPAIRED THE VEHICLE. THE FAILURE AND CURRENT MILEAGES WERE 22,000. THE VIN WAS UNAVAILABLE.

Brake line From ABS BRAKE module was rubbing against steering tube, which caused steering tube to split in two. Vehicle is currently at Bill Dodge BMW awaiting repair 5 Saunders way, Westbrook, ME.

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.

Melanson's Gulf Station, inc.  
P. O. Box 498  
180 Jordan Springs Road  
Alfred Me 04002  
207-324-2333

5/6/2008 2:02 PM

page 1

Invoice #108035

Sanford ME

Vehicle : 2000 BMW Z3 2.8 L 2793 CC L6 DOHC  
VIN : WBACH3341Y  
Created : 5/5/2008 4:47:45 PM  
Complete : 5/6/2008 2:02:32 PM  
Invoiced : 5/6/2008 2:02:32 PM  
Contact :

Day Phone :  
Eve Phone :  
Tag/State :  
Odometer In : 1  
Odometer Out : 1

Labor/Notes

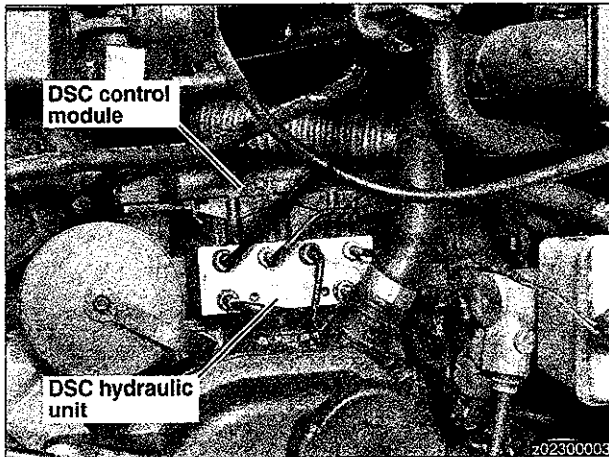
Qty	Code/Tech*	Reference	Description	Unit Price	Price
0.5		GL	General Labor	\$60.00	\$30.00
check on no steering-needs lower u-joint connector					
			Labor		\$30.00
			Parts		\$0.00
			Sublet/Misc.		\$0.00
			Shop Supplies		\$0.00
			Charges		\$0.00
			Sales Tax	Tax @ \$0.00 * 5.0000%	\$0.00
				<b>Total Due</b>	<b>\$30.00</b>

Found that Buchelne attached to ABS Module had  
Rubbed against the steering tube which strikely wore the  
tube which caused the assembly to break in half at the  
assembly

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. 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto.

Customer Signature \_\_\_\_\_

Additional towing Fee of \$100<sup>00</sup> No receipt at  
this time, receipt is in vehicle



## ANTILOCK BRAKE SYSTEM (ABS)

Several versions of ABS / traction control are installed on cars covered by this manual.

1996 - 1998 models with ASC:

- **ASC electronic control module** is located behind the glove compartment.
- **ABS / ASC hydraulic module** is located at the left side of the engine compartment.

◀ 1999 - 2000 models with ASC, all models with DSC:

- **ASC or DSC electronic control module** is integrated with **ABS / ASC or ABS / DSC hydraulic module** at left side of engine compartment.

The ABS system is designed to be maintenance free. There are no adjustments that can be made to the system. Repair and troubleshooting of the major ABS system components requires special test equipment and knowledge and should be done by an authorized BMW dealer service department.

ABS is self-tested by the ABS control module each time the car is started. Once the test is complete, the ABS dashboard warning light turns OFF. If the light remains ON or comes ON at any time during driving, a system fault has occurred and the ABS system is electronically disabled. The conventional braking system remains fully functioning.

### ABS system inspection

A visual inspection of the ABS system may help to locate system faults. If no visual faults can be found and the ABS light remains ON, have the system diagnosed by an authorized BMW dealer.

Carefully inspect the entire ABS wiring harness, particularly the pulse sensor harnesses and connectors near each wheel. Look for chafing or damage due to incorrectly routed wires.

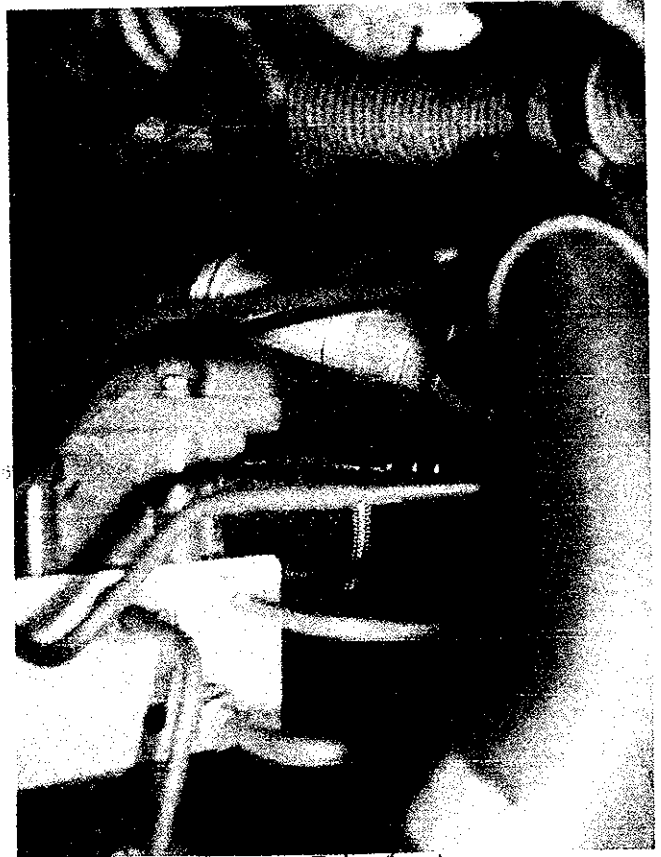
Carefully remove the wheel speed sensors. See **ABS wheel speed sensor, removing and installing** in this repair group. Clean the sensor tips. Inspect the toothed pulse wheel on the front wheel hub and the outer CV joint. Check for missing, clogged or corroded teeth, or other damage that could alter the clearance signal between the sensor tip and the pulse wheel.

#### NOTE —

- *If a front pulse wheel is damaged, replace the entire wheel hub. See 310 Front Suspension.*
- *The rear pulse wheel is integral with the outer CV joint. See 331 Differential, Drive Axles.*

Actual photo From  
BMW Repair Manual  
(Bentley) showing  
Brake line running beside  
Steering tube

Attachment to  
Ret# 102 26732



5/6/2008 Photo 1  
Photo of broken  
Steering tube

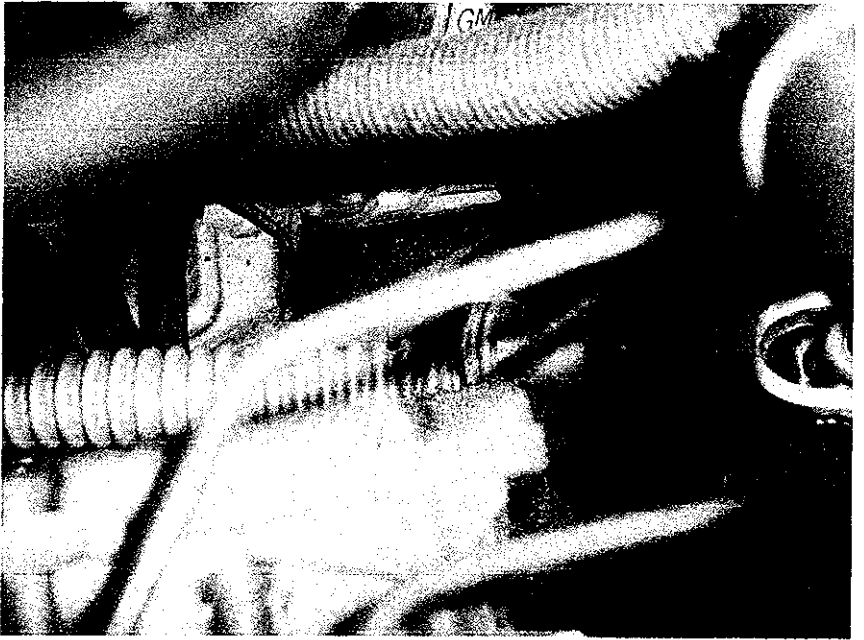


Photo 2

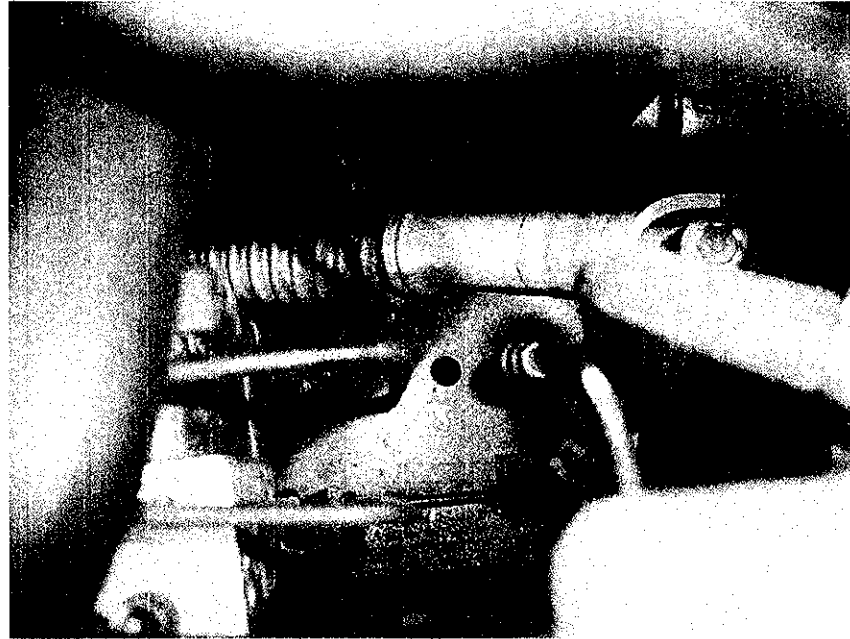


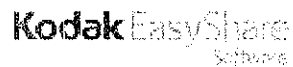
Photo 3

**How to save a picture**

Simply right-click on it, then "Save Image As...". (Mac users: drag the picture to your desktop.)

**Free Software!**

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