



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

19-AUG-2008

Repository

Reference No. 10238847

OWNER INFORMATION (Type or Print)

Name

Address

City STOCKBRIDGE

State GA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an alternate name or address to the vehicle manufacturer. YES NO

Signature of Owner

Date 9/1/08

VEHICLE INFORMATION

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

WPAGL634

Make

BMW

Model

7 SERIES

Model Year

2004

Date Purchased

3/07

Dealer's Name and Telephone Number

Nalley BMW

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

DECATUR

State

GA

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure:

3 times

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 24-DEC-2007

Failure Mileage 44827

Failure Speed 40

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 2004 BMW 745I. THE CONTACT STATED THAT THE ENGINE WOULD OVERHEAT AND THE VEHICLE WOULD SHUT DOWN AND LOSE POWER. THE SAFETY MECHANISM IN THE VEHICLE WOULD SHUT DOWN IF IT SENSED A FAILURE WITH THE VEHICLE. THE FAILURE OCCURRED A TOTAL OF THREE TIMES WHILE DRIVING 40 MPH. ON ONE OCCASION, SHE WAS ABLE TO DRIVE TO THE DEALER AROUND THE CORNER AND THE OTHER TWO TIMES, SHE HAD TO HAVE THE VEHICLE TOWED TO THE DEALER. THE DEALER COULD NOT DIAGNOSE THE CAUSE OF THE FAILURE BECAUSE THE CODE WAS LOST. THE CONTACT SHOWED THE MECHANIC PICTURES OF THE MESSAGE ON THE INSTRUMENT PANEL THAT READ, "DO NOT DRIVE, ENGINE OVERHEATING, TURN ENGINE OFF". THE CONTACT WAS INFORMED THAT A NEW BATTERY WAS NEEDED AND SHE WOULD HAVE TO PAY \$600. SHE DID NOT BELIEVE THAT THE ISSUE CENTERED AROUND THE BATTERY. THE MANUFACTURER STATED THAT BECAUSE NO CODE DISPLAYED, THEY COULD NOT ASSIST. THE CURRENT MILEAGE WAS APPROXIMATELY 70,000 AND FAILURE MILEAGE WAS APPROXIMATELY 44,827.

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.







# Portable Phone



Switch off engine and allow to cool. Do not open hood scalding hazard! Continued driving is not possible. Please contact the BMW Roadside Assistance.



OFF



CD 01



OFF

OFF

5/20/08



Towed 12:00 P.M. 5/20/08