



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

11-FEB-2009

Repository ☐

Reference No.

10258365

OWNER INFORMATION (Type or Print)

Name

Address

City

DUNLOP

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 1/1/

VEHICLE INFORMATION

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

W BABM534XYJ

Make

BMW

Model

3 SERIES

328ci

Model Year

2000

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-JAN-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE

Failure Mileage

120000

Failure Speed

0

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: DOTM9ABC036)

☐ 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

Number of Deaths

Reported to Police

0

0

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 3 SERIES. THE CONTACT STATED THAT HER VEHICLE HAS BEEN IN THE SHOP FOR SIX WEEKS DUE TO A CRACK IN THE OIL WATER SEPARATOR. THE PART HAS NOT BEEN AVAILABLE IN ORDER TO MAKE THE REPAIR. THERE ARE A COUPLE OF VEHICLES IN THE SHOP WITH THE SAME ISSUE. THE VIN WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 120,000.

THERE ARE SEVERAL COMPLAINTS REGARDING THIS PART POSTED ON A BLOG OF THE BMW WEBSITE. MANY PEOPLE HAVE THIS SAME ISSUE. IT APPEARS THAT IT HAS EVEN RUINED THE ENGINE ON SOME CARS.

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.



BMW of Peoria

1720 W. Pioneer Parkway
Peoria, Illinois 61615
Telephone: (309) 692-4840

CUSTOMER NO.	41400	ADVISOR	RICHARD RICH	52254	TAG NO.	INVOICE DATE	02/23/09	INVOICE NO.	BMCS187741
		LABOR RATE			MILEAGE	COLOR	BLACK/SAND	STOCK NO.	
		YEAR / MAKE / MODEL	00/BMW/328ci			DELIVERY DATE	03/11/00	DELIVERY MILES	38,316
DUNLAP, IL		VEHICLE I.D. NO.	W B A B M 5 3 4 X Y J			SELLING DEALER NO.	25803	PRODUCTION DATE	02/01/00
		F. T. E. NO.		P. O. NO.		R. O. DATE	01/15/09	REPRINT#	1
	BUSINESS PHONE	COMMENTS			MO: 116000				

ABOR & PARTS-----
1 11BMZAAENGREP *ENGINE REPAIR TECH(S):54182
CUSTOMER STATES ENGINE SMOKING, LEAKING ALOT OF OIL
FOUND OIL WATER SEP WAS BAD.
REPLACED OIL WATER SEP AND ASSOC PARTS
NOW OKAY

ARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
OB # 1	15		11-12-1-437-395	RUBBER SEAL	2.45	36.75
OB # 1	1		11-12-9-070-990	SET OF PROFILE GASK	40.76	40.76
OB # 1	6		12-12-9-071-003	SPARK PLUG, HIGH PO	23.99	143.94
OB # 1	1		11-61-7-534-237	REPAIR KIT, VERSION	136.70	136.70
OB # 1	1		11-15-7-532-629	VENT HOSE	21.90	21.90
OB # 1	1		11-43-7-565-437	GUIDE TUBE	317.25	317.25
OB # 1	1		13-54-1-705-209	RUBBER BOOT	23.78	23.78
OB # 1	1		13-54-1-435-627	TUBE ELBOW	21.55	21.55
OB # 1	1		11-74-7-797-175	VACUUM HOSE BLACK	21.28	21.28
OB # 1	1		11-61-7-504-536	RETURN PIPE	42.68	42.68
JOB # 1 TOTAL PARTS						806.59

JOB # 1 TOTAL LABOR & PARTS 1806.59

2 00BMZLOF-SYN *LOF-SYNTHETIC TECH(S):54182
CUSTOMER REQUEST OIL & FILTER SERVICE
!!!!!!!!!!!! SYNTHETIC OIL !!!!!!!!!!!
PER CUSTOMER REQUEST
Synthetic Oil & Filter Change 323i, 328i 99/00

ARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1		12-61-7-568-480	OIL PRESSURE SWITCH	17.55	17.55
JOB # 2	7		07-51-0-017-866	MOTOR OIL SAE 5W-30	7.00	49.00
JOB # 2	1		11-42-7-512-300	SET OIL-FILTER ELEM	12.69	12.69
JOB # 2 TOTAL PARTS						79.24

JOB # 2 TOTAL LABOR & PARTS 89.24

3 61BMZWPWGEN WIPERS / WASHERS TECH(S):54182
CUSTOMER STATES REPLACE WIPER BLADES
REPLACED WIPERS AND WASHER PUMP

ARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1		67-12-8-362-154	WASH PUMP	47.02	47.02
JOB # 3	1		61-66-7-006-063	STRAINER F WASH PUM	5.50	5.50
JOB # 3	1		61-61-7-010-247	WIPER RUBBERDRIVER	13.95	13.95
JOB # 3	1		61-61-7-010-248	WIPER RUBBERCO-DRIV	13.47	13.47
JOB # 3	2		61-61-8-233-577	WIPER BLADE CLAMP	4.97	9.94
JOB # 3 TOTAL PARTS						89.88

JOB # 3 TOTAL LABOR & PARTS 119.88

DISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	PCD	PARTS COUPON DISCOUNT		-50.00
JOB # 1	PCD	PARTS COUPON DISCOUNT		-47.57
JOB # 1	CDL	COUPON DISCOUNT LABOR		-50.00
JOB # 1	CDL	COUPON DISCOUNT LABOR		-4.00

DISCLAIMER OF WARRANTIES
The sellers, BMW of Peoria, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BMW of Peoria, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 1 1/2% per month (which is an annual percentage rate of 18%) computed from the date of such repairs. In the event I fail to pay any such amount due you, I agree that your costs of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby 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 purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

THIS BUSINESS IS REQUIRED TO BE LICENSED BY THE SECRETARY OF STATE, PURSUANT TO ILLINOIS REVISED STATUTES, CHAPTER 96 1/2 SEC. 5-301. ANY COMPLAINTS AS TO THE QUALITY OF SERVICE OBTAINED HERE MAY BE BROUGHT TO THE ATTENTION OF THE ATTORNEY GENERAL.



BMW OF PEORIA

1720 W. Pioneer Parkway
Peoria, Illinois 61615
Telephone: (309) 692-4840

CUSTOMER NO. 41400	ADVISOR RICHARD RICH	52254	TAG NO.	INVOICE DATE 02/23/09	INVOICE NO. BMCS187741
DUNLAP, IL	LABOR RATE		MILEAGE 116,000	COLOR BLACK/SAND	STOCK NO.
	YEAR / MAKE / MODEL 00/BMW/328ci			DELIVERY DATE 03/11/00	DELIVERY MILES 38,316
	VEHICLE I.D. NO. W B A B M 5 3 4 X Y J			SELLING DEALER NO. 25803	PRODUCTION DATE 02/01/00
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/15/09	REPRINT# 1	
COMMENTS					
MO: 116000					

TOTAL - MISC -151.57

COMMENTS-----
DELETED OPERATION(S)-----
61BMZWJAJR *W/WASHER JAR

TOTALS-----

BMW of PEORIA would like to thank you for your business!
Please be aware you may be receiving a phone survey from BMW
We strive for 5's so if you are not completely satisfied
with your visit with us. Please call Jon Haller our Service
Manager at 309-692-4840

TOTAL LABOR.... 1040.00
TOTAL PARTS.... 975.71
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -151.57
TOTAL TAX..... 78.06

TOTAL INVOICE \$ 1942.20

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

The sellers, BMW of Peoria, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BMW of Peoria, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 1 1/2% per month (which is an annual percentage rate of 18%) computed from the date of such repairs. In the event I fail to pay any such amount due you, I agree that your costs of collection, including court costs and reasonable attorney's fees, shall be recoverable from me. I hereby 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 purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

THIS BUSINESS IS REQUIRED TO BE LICENSED BY THE SECRETARY OF STATE, PURSUANT TO ILLINOIS REVISED STATUTES, CHAPTER 96 1/2 SEC. 5-301. ANY COMPLAINTS AS TO THE QUALITY OF SERVICE OBTAINED HERE MAY BE BROUGHT TO THE ATTENTION OF THE ATTORNEY GENERAL.