



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

2009 SEP - 1-888-DASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

29-JUL-2009

Repository ☐

Reference No.

10278637

OWNER INFORMATION (Type or Print)

Name

Address

City

FRUITLAND PARK

State

FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

4USBT33564L

Make

BMW

Model

Z4

Model Year

2004

Date Purchased

18 DEC 07

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

GAS

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-JAN-2008

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

NOTICE

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: 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 Z4. SINCE 2008, THE CONTACT NOTICED THAT THE STEERING WAS DIFFICULT TO TURN AND WOULD LOCK UP. THE FAILURE HAS SINCE WORSENERD DUE TO THE HOT WEATHER. THE MANUFACTURER STATED THAT THERE WAS NO RECALL AND ADVISED HIM TO TAKE THE VEHICLE TO THE DEALER TO BE DIAGNOSED. THE FAILURE MILEAGE WAS 32,000 AND CURRENT MILEAGE WAS 39,000.

32,000?

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 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.

August 22, 2009

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Object: BMW to authorize and to do a recall to have steering defect repaired and the car made safe at their expense.

Enclosed is copy of letter I sent on 4Aug09 to B.M.W. Lifestyle Shop Customer Services, Madeleine Wiese 80788 Munchen, Germany. To date I have heard nothing.

Enclosed are copies of internet correspondence of other Z4 with the same steering problems. There are many more on the internet just enter Z404 steering problems.

Thank you in advance and Good Health.

[REDACTED]
Fruitland Park, Fl [REDACTED]

E-Mail: [REDACTED]

Good Morning;

August 4, 2009

Approximately 18 months ago I purchased a 04 Z4. Shortly thereafter I started noticing a steering problem. The wheel locks on center. This was my first BMW and first sports car, at first I thought it was me. As time went on and the hot Florida summers it was getting worse and could cause an accident. Checking around with the other owners and on the internet this is a common problem on this model and warm weather.

I contacted customer satisfaction in Westwood, New Jersey and they reluctantly admitted there is a problem and there is a fund to repair. I asked to meet with a field service engineer and was told I had to go through a dealer.

After making an appointment on July 28th, 2009, I was told by All-Pro BMW dealer in Ocala, Florida it would cost \$106 to have the problem diagnosed. I refused, telling them you already know the problem. All I wanted was to meet with a field engineer and have him authorize the repair of the defect. I was refused and then left.

I was told BMW is not too concerned with my problem because the auto was out of warrantee, I was not the original owner and I did not buy it from a dealer. This is not the best incentive to buy another BMW and especially from a dealer or as they say on the internet a "Stealership". Is this the feelings of BMW corp. or just dealers and customer satisfaction?? Please help me restore my faith in BMW and what I thought you stood for. Again, all I want is my Z4 safe. I have owned three BMW motorcycles, R90, R100RS and currently R1100RT. Fine machines all. I hope BMW is not going down the same path as U.S. manufactures, first profit, then service, quality and engineering.

I then contacted kundenbetreuung@BMW.de for help. They contacted me and informed me they would forward my request. They did. Unfortunately it was to BMW Westwood, New Jersey (Jarrett) I just got off the phone with him and he informed me again that I have to go through a dealer and pay \$106 for a diagnosis. Again I refused and told him all I wanted was a field service engineer to approve the repair. I asked him to confirm this in writing and he refused. Please help me get this defect repaired. All I want is my BMW safe.

Thank you in advance. Good Health

[REDACTED]

Fruitland Park, FL [REDACTED]

From: <Customerservice@bmw.com>
To: [REDACTED]
Sent: Friday, July 31, 2009 8:12 AM
Subject: BMW Lifestyle Shop Customer Services: Your request

Dear Mr [REDACTED]

Thank you very much for the email sent to our BMW Lifestyle Shop.

We have forwarded your request to our technical customer service (customer.service@bmw.com) and they will contact you as soon as possible.

Thank you very much in advance for your patience.

If you have any additional questions please do not hesitate to contact us via email or on the following Hotline: + 800 26 97 46 70
 Our opening hours are: Monday to Friday, from 8:00 a.m. to 8:00 p.m. (CET).

Yours sincerely

BMW Lifestyle Shop Customer Services
 Madeleine Wiese
 80788 München
 Tel.: +49 (0) 0800 26 97 46 70
 mailto: customerservice@bmw.com
<http://www.bmw.de>

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-----Ursprüngliche Nachricht-----
 Von: kundenbetreuung@bmwdialog.de
 Gesendet: 30.07.2009 02:13
 An: customerservice@bmw.de
 Betreff: Auslandsanfrage 2178563_EMAILIN_321810248920090729

Sent: 29.07.2009
 Subject: defective steering Z4 94
 From: [REDACTED]
 To: kundenbetreuung@bmw.de

My car has defective steering and I am trying to get it repaired through BMW USA customer service to no avail.

They tell me I have to take it to a BMW dealer to have the defect verified at a cost of \$106.00

8/1/2009

4USBT33564L



Welcome, **Fred Dugan**. You last visited: Yesterday at 03:34 PM
 Private Messages: Unread 0, Total 0.

bimmerfest - BMW Forums > [BMW Model Discussions](#) > [Z Series](#) > [Z3 \(1996-2002\)](#) and [Z4 \(2003-2008\)](#)

Z4 Notchy/Sticky steering cured!



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Z3 (1996-2002) and Z4 (2003-2008)
 Coupe and Roadster talk with our gurus here...



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Yesterday, 07:12 PM

#1

dwulffusa
 Officially Welcomed to the 'Fest'
 Location: NC

Join Date: Mar 2008
 Posts: 155
 Mein auto: 03 BMW Z4 2.5i
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Z4 Notchy/Sticky steering cured!

I have posted on this a number of times before as I have spent the last 16months working through minor but annoying niggles that plagued an otherwise near perfect used Z which I bought in Feb last year.

One of the most frustrating has been the steering getting sticky or taught when standing in the sun making the ride very nervous and skittish on the highway with near zero road feel. This would go away again after extended highway driving or if left to cool down for a few hrs. I have left it at my local dealer for extended periods on multiple occasions but the answer was always that they could not replicate the issue and it appeared normal

Well long story short it has be RESOLVED!! With 1 week to go on my CPO, the local field service engineer approved replacing the **upper steering column and integrated EPS unit**. I picked it up thursday and have been driving it everywhere, leaving it in the sun etc. The bad symptoms are completely gone and the steering actually feels better than it ever has before. Its smooth in and out, fluid, intuitive, there's even feedback from the road!! I have been looking for reasons to go for drives all day. The whole driving experience has improved, the car is settled and predictable even over rutted curves, and as a result I am more relaxed driving it.

Zee ya!

03 Z4 2.5i manual, sterling grey, sport package, premium package
 05 Toyota 4Runner 4WD Sport Edition, silver

<http://www.bimmerfest.com/forums/showthread.php?t=386098>

7/26/2009

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The Car Community - Car Comments and Car Complair

BMW Z4 Comments and Complaints - Vehicle Safety for BMW Z4



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2004 BMW Z4 User Comments & Complaints

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2004 BMW Z4 in 27882

Did you find a solution?

2004 BMW Z4 in Luray, VA

TI contact owns a 2004 bmw z4. while driving 40 mph, the steering wheel locked without warning. the : unlocked after the steering wheel was pulled, however, it caused the contact to over steer. the weather at...

2004 BMW Z4 in Cove Neck, NY

When the car sits in direct sunlight for an extended period of time the steering becomes difficult to center balance. the only way to correct this issue is to park the car in the shade and wait for the steering

2004 BMW Z4 in Flower Mound, TX

When temperatures are above 80f the steering sticks and requires more input to overcome the res overcomes the resistance it over corrects so that you have a zig zag driving pattern. i was told bmw is is no f...

2004 BMW Z4 in Coupeville, WA

While driving with top down in cold weather with heat on high, steering became sticky/notchy. i couldnt steering corrections, only course ones. after car was allowed to cool overnight, problem went away.

2004 BMW Z4 in Raleigh, NC

In hot weather or after vehicle has been left in sun for a few hours steering becomes sticky and jumpy. requires excessive force and constantly overcorrect to keep car on course. extremely difficult to enter and exit turns. chang...

2004 BMW Z4 in Plymouth, MA

My bmw z4 yr. 2004 during hot weather seems to have a steering problem. the steering sticks and feels heavy on highway it almost caused a accident due to trying to steer and over compensating. thank you

2004 BMW Z4 in Oyster Bay, NY

In very hot hot weather the steering becomes dangerously off-center.

2004 BMW Z4 in Melbourne, FL

Problem: eps steering gets very sticky after car has sat in direct sunlight for a few hours. minor steering corrections are nearly impossible. problem clears up after car has been garaged for a couple hours and allowed to cool.

2004 BMW Z4 in Fresno, CA

Poor visibility out of convertible cancelled during test drive. car has limited sight on right with top up.

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Keywords:

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Page Description:

BMW Comments and Complaints - Vehicle Safety Comments and Complaints Information for BMW Z4

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