



OCT - 5 2009

DOT Auto Safety Hotline

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration**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

27-AUG-2009

Repository ☐Reference No.
10281967**OWNER INFORMATION (Type or Print)**

Name

Address

City

SNOW HILL

State

MD

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

4USBT53494L

Make

BMW

Model

Z4

Model Year

2004

Date Purchased

7/12/2008

Dealer's Name and Telephone Number

The Car Store

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Salisbury

State

MD

Zip Code

21801

6

Gas

Transmission Type

Auto

☒ Antilock Brakes☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

01-JUL-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Purchase
mileage

Failure Mileage

60415

62,938

Failure Speed

Any

Failure
Temp
over 85
outside**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

Number of Deaths

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. THE STEERING WHEEL FAILED WHEN THE TEMPERATURE WAS OVER 85 DEGREES. IT WAS DIFFICULT TO MAKE RIGHT AND LEFT TURNS AND DRIVE NORMALLY WITHOUT VEERING INTO ANOTHER LANE AND LOSING STEERING CONTROL. THE DEALER STATED THE FAILURE WAS LOCATED IN THE STEERING COLUMN ASSEMBLY. THE ESTIMATED COST TO REPAIR THE STEERING ASSEMBLY WAS \$3,400. THE MANUFACTURER IS AWARE OF THE FAILURE AND STATED THAT THEY WILL INVESTIGATE AND LET HER KNOW IF THEY WILL ASSIST WITH THE REPAIR COST. THE FAILURE MILEAGE WAS 60,415 AND THE CURRENT MILEAGE WAS 62,000.

FS 62,938.

BMW refused repairs.

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.