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

2010 FEB 26 PM 2:00

FOR AGENCY USE ONLY 100148

Date Received	Repository
27-JAN-2010	☐
	Reference No. 10302486

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City VENICE	State FL	Zip Code [redacted]	Evening Telephone Number [redacted]

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	Make	Model	Model Year
WBAPH7G56AN[redacted]	BMW	328I	~~2001~~ 2010

Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
12-31-09	BMW of SARASOTA	941-923-2700	No: Cylinders 6	GAS
Original Owner ☐	Dealer's City SARASOTA, ~~FL~~	State FL	Zip Code 34233	

Transmission Type			Multiple Failure:	~~Incident~~ REPORTED Date(s)
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain		02-JAN-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 220000 SEATS	Failure Mileage	Failure Speed
	450	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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2010 BMW 328I (NA). THE CONTACT STATED THAT THE PASSENGER HEAD REST WOULD NOT GO DOWN FAR ENOUGH AND IT WAS APPROXIMATELY AN INCH AND A HALF ~~FROM THE TOP~~ FROM THE TOP OF THE SEAT. ONE OF THE DRIVERS OF THE VEHICLE IS FIVE FEET TWO INCHES AND THE CONTACT IS CONCERNED ABOUT THE SAFETY RISK. BMW STATED THAT SINCE THE FAILURE WAS NOT A SAFETY ISSUE THERE WERE UNABLE TO OFFER ANY ASSISTANCE. THE FAILURE MILEAGE 450.

In an accident my wifes head would hit the bottom edge of the head rest and ~~the~~ NOT the center,

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.