



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
SEP 13 2011
15-AUG-2011

Repository
Reference No.
10419562

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CONVERSE State TX Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [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
WBAGN634X4D [REDACTED] Make BMW Model 745LI Model Year 2004
Date Purchased Jul 07 Dealer's Name and Telephone Number [REDACTED] Engine: No: Cylinders Fuel Type: gas
Original Owner Dealer's City Phoenix State AZ Zip Code [REDACTED]
Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 01-JAN-2009
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage 30000 Failure Speed 75

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] 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 (an if old part is available).

TL* THE CONTACT OWNS A 2004 BMW 745LI. THE CONTACT STATED WHILE DRIVING 75 MPH THE ABS LAMP ILLUMINATED, THE VEHICLE STARTED JERKING VIOLENTLY AND THE BRAKES AND THE STEERING WHEEL LOCKED. THE CONTACT ALSO MENTIONED THAT THE VEHICLE STALLED. IN ADDITION, AFTER THE DRIVER WAS ABLE TO TURN THE VEHICLE BACK ON THE TRANSMISSION SAFE MODE WOULD NOT DISENGAGE. THE VEHICLE WAS TOWED TO THE DEALER WHO DIAGNOSED THAT THE ALTERNATOR WAS DEFECTIVE AND NEEDED TO BE REPLACED. THREE YEARS LATER THE FAILURE OCCURRED AGAIN. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE WHO DID NOT OFFER ANY ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 30,000 AND THE CURRENT MILEAGE WAS 86,000.
The above reference incident occurred on 15 AUG 11. This is when I made this report.
A similar incident happen in Dec 08, but was never reported to the NHTSA.
The dealer replaced the alternator while the car was still under warranty. OVER

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

This same exact failure occurs almost 3 years later and the alternator needs replacement again. The manufacturer only offers to replace the part at my expense. There is definitely something causing the alternators to fail. Once the alternator fails the occupants are at the mercy of GOD. The power lost, steering wheel locks, and no braking ability will cause a catastrophic accident.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

**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**



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration