



U.S. Department of Transportation  
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

**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  
**MAY = 9 2012**  
20-MAR-2012

Repository   
Reference No.  
10452347

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City BRENHAM 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: WBAEV53423 [REDACTED]  
Make: BMW Model: 330I Model Year: 2003  
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]  
Original Owner:  Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]  
Transmission Type: [REDACTED]  Antilock Brakes  Cruise Control Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 19-MAR-2012

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 120000 EXTERIOR LIGHTING Failure Mileage: 158000 Failure Speed: 0

**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): [REDACTED]  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 (and if old part is available).

TL\* THE CONTACT OWNS A 2003 BMW 330I. THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN ID NUMBER: 11V438000 (EXTERIOR LIGHTING: TAIL LIGHTS) AND WAS TAKEN TO THE DEALER FOR REPAIRS. THE TECHNICIANS STATED THAT THE BULB HOUSING WOULD HAVE TO BE REPLACED BUT WOULD NOT BE COVERED UNDER THE RECALL. THE TECHNICIAN ADVISED THE CONTACT THAT THE RECALL REPAIR WOULD ONLY COVER THE WIRING HARNESS, WHICH CONNECTED TO THE TAILLIGHT. THE REPAIR COULD NOT BE PERFORMED UNLESS THE BULB HOUSING WAS REPLACED. THE REPLACEMENT OF THE BULB HOUSING WAS PERFORMED AS WELL AS THE RECALL REPAIR. THE APPROXIMATE FAILURE MILEAGE WAS 158,000.

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 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.

April 3, 2012

Reference No. 10452347

Amendment:

The work was started without informing the contact that there would be charges for additional parts not covered by the recall. The dealer informed the contact after the original wiring harness was destroyed during removal that it could not be reinstalled in the vehicle and that if the additional parts were not purchased the vehicle would not have tail lights.

The reason the bulb housing had to be replaced was that the replacement wiring harness connectors did not match the original bulb housing connectors.

The recall "DESCRIPTION OF REPAIR" states:

An additional electrical ground connection to the circuit of the lamps in vehicle's rear quarter panel will be installed.

The lamps will also be checked for proper functionality. If they are not operating properly, then they will be repaired which could include replacement of the lamp's 8-pin connector housing, if necessary.

The actual repair will require approximately one hour; however additional time may be required depending on the BMW center's scheduling and processing. This work will be performed free of charge by your Authorized BMW center.



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

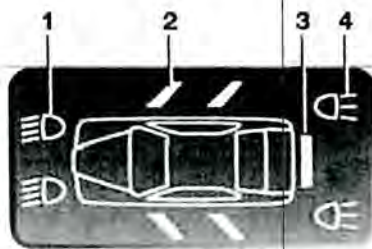
Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ



3. The image below, from the Owner's Manual, depicts the warning symbol (see icon "4") that is displayed in the vehicle's "message center" in the instrument panel if the tail lamp or brake lamp is experiencing this condition.



4. If one of the tail lamp warning symbols appear (4), please drive carefully and cautiously, as the driver of the vehicle behind you may not notice that one of the rear lamps are not working.
5. If this condition is present, and if you feel unsafe, please contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.
6. BMW recommends that you always wear your safety belt and that all passengers are properly seated and restrained at all times.
7. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

#### **DESCRIPTION OF REPAIR**

An additional electrical ground connection to the circuit of the lamps in the vehicle's rear quarter panel will be installed. The lamps will also be checked for proper functionality. If they are not operating properly, then they will be repaired which could include replacement of the lamp's 8-pin connector housing, if necessary.

The actual repair will require approximately one hour; however additional time may be required depending on the BMW center's scheduling and processing. This work will be performed free of charge by your Authorized BMW center.

#### **OTHER INFORMATION**

**Should you need BMW Roadside Assistance, they can be contacted at 1-800-332-4269.**

If you are no longer the owner of this vehicle, we would appreciate your furnishing us with the name and address of the new owner, using the enclosed postage-paid card.

If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee within ten days.

If you have already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

**Should you have any questions about this campaign, please contact your Authorized BMW center.**

Again, we sincerely apologize for any inconvenience this may cause you.

# BMW



February, 2012

## Recall Campaign No. 11V-438: Lamps in Rear Quarter Panel

Dear BMW Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2002-05 3-Series sedans. Our records indicate that you are the owner of a potentially affected vehicle.

We sincerely apologize for any inconvenience this may cause you.

### **IMPORTANT NOTICE**

You should have already received a letter from us alerting you to this issue.

This is a follow-up letter to inform you that parts are now available. Therefore, we ask that you schedule a visit with your authorized BMW center in order to have this repair completed.

### **DESCRIPTION OF PROBLEM**

The issue involves the rear lamps on your vehicle. Specifically, it involves the portion of the lamp in the vehicle's rear quarter panel. Due to material specification and environmental factors, one or more lamp functions (tail, brake, turn-signal) within the rear quarter panel may stop working.

Please note that the other portion of the rear lamp, in the vehicle's trunk lid, is not affected.

**Do not leave this problem unattended. Depending on traffic and road conditions and the driver's reactions, this could increase the risk of a crash.**

### **PRECAUTIONS FOR YOUR SAFETY**

- 1. CONTACT YOUR AUTHORIZED BMW CENTER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
- 2. If the vehicle is experiencing this condition, a number of visual and audible warnings are provided. If the condition involves the tail lamp or brake lamp, then a warning symbol is provided in the vehicle's "message center" in the instrument panel. Item 3 below contains an image, from the Owner's Manual, of the warning symbol. If the condition involves the turn signal, then the turn signal symbol in the instrument panel flashes (and sounds) at twice its normal frequency. In addition, each time the vehicle is started, an audible signal is made.**

**Company**  
BMW of North America, LLC

BMW Group Company

**Mailing address**  
PO Box 1227  
Westwood, NJ  
07675-1227

**Telephone**  
(800) 525-7417

**Fax**  
(201) 930-8362

**E-mail**  
customer.relations@  
bmwusa.com

**Website**  
bmwusa.com

TREAD ACT CUSTOMER REIMBURSEMENT PLAN  
(BMW of North America, LLC)

If you have paid for the repair described in the attached letter, and you would like to be considered for reimbursement, please contact your authorized BMW center. Expenses from repair facilities outside of the BMW center network will be considered; however, the procedure must meet BMW standards.

Your authorized BMW center will request a copy of your owner notification letter, as well as, a copy of your previously paid invoice, and then inspect the vehicle (if it is still in your possession) prior to submitting a claim on your behalf to BMW of North America, LLC for reimbursement.

Please note the following:

- Only a repair that is the subject of this safety recall is reimbursable. Consequential expenses such as towing, rental, accommodations, damage repairs, etc will not be reimbursed.
- The Manufacturer's Suggested Retail Price (MSRP) for BMW Genuine Parts will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by BMW are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.

We anticipate that your authorized BMW center will be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair. If you qualify for such a reimbursement, they will also be able to advise you of the manner in which you could receive reimbursement.

We recommend that your authorized BMW center be your primary contact on this issue; however, our Customer Relations and Services Department may be contacted at 1-800-831-1117 for any special assistance that you may require.

Alternatively, you may submit your request for reimbursement to the following address:

Customer Relations and Services Department  
BMW of North America, LLC  
P.O. Box 1227  
Westwood, NJ 07675-1227

We appreciate your confidence in our product, and we wish to do everything we can to retain your confidence. Should you need additional assistance, you may contact BMW Customer Relations and Services at 1-800-525-7417, or via Email at [CustomerRelations@bmwusa.com](mailto:CustomerRelations@bmwusa.com). HRS 9:00 - 9:00 EST/MT

If the BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

BMW OF NORTH AMERICA, LLC



CONFIRMATION

ODI #  
10452347

BMW  
RECALL

April 3, 2012

[REDACTED]

Reference No. 10452347

I am including an amendment to the VOQ concerning repairs charged by the dealer that to me appear to be included in the recall letter which is also included in this correspondence.

Thank you.

[REDACTED]

[REDACTED]

