

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Nelson, Carla CTR \(NHTSA\)](#)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10494963  
**Date:** Monday, February 11, 2013 9:11:40 AM  
**Attachments:** [BMW Recall Docs.pdf](#)  
[10494963.pdf](#)  
[EVOQ EMAIL RESPONSE.doc](#)

**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10494963

**From:** [REDACTED]  
**Sent:** Thursday, February 07, 2013 11:53 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** Re: NHTSA: Follow up to ODI Complaint: 10494963

This email response will serve as the answers as you requested to the VOQ form. I could not edit the form therefore I will answer here.

Date Purchased	4/28/08.
Dealer Name & Ph. No.	South Bay BMW/MINI, (310) 939-7300, Fax (310) 793-9389
Engine: No Cylinders	4.8 liter DOHC, 8 cylinders
Fuel Type	Gas Unleaded 91 octane
Original Owners	No
Dealer's City,State,Zip Code	Torrance
Transmission Type	Automatic
Anti-lock Brakes/Cruise Control	Yes/Yes

It is of my opinion that after reviewing the the details stated in the recall ID # 06V187000, BMW has confirm responsibility for the ***nuts which secure the front axle control arm and tension strut to the front wheel hub and that they may have not been tightened to specification. Over time this could cause the nuts to loosen and the control arm and tension strut could be damaged.*** This was established for the 2006 BMW 6-Series which is my vehicle. Furthermore, although BMW may have established a guideline as to the VIN's, part of this recall, it does not state, grantee or confirm by any stated means that other vehicles/VIN's could or may not have been affect by the stated concerns. With that said, as stated by the recent diagnostic and services rendered by BMW, It was stated that the Tech noted and found front trust arm bushing separating; Cause: Thrust arm bushing torn (***Over time this could cause the nuts to loosen and the control arm and tension strut could be damaged.***) The repairs that were made clearly stated that Thrust arm bushings were replaced and the bolts were tightened at ride level (***nuts which secure the front axle control arm and tension strut to the front wheel hub and that they may have not been tightened to specification.***) This is a clear indication that my vehicle has experience the same issues under the recall. This is a more than reasonable conclusion and if BMW stands by the recall they should also honor their product and uphold the defect presented by vehicle and supported under the recall. Please find attached copies of supporting documentation.

-----Original Message-----

**From:** EVOQ <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>  
**To:** [REDACTED]  
**Sent:** Thu, Feb 7, 2013 5:58 am  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10494963

- Overview >
- Pricing >
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- Reviews >
- Cars for Sale >
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- Specs >
- Safety >
- Tools >

## 2006 BMW 6-Series Recalls

650i Coupe

See the new 2013 6-Series

Change Trim



### 2006 BMW 6-Series Recall Record

Recall ID # 06V277000 - SUSPENSION:REAR:SHOCK ABSORBER

Recall ID # 05V504000 - POWER TRAIN:AUTOMATIC TRANSMISSION

Recall ID # 06V187000 - SUSPENSION:FRONT:CONTROL ARM

Recall ID # 10V446000 - SERVICE BRAKES, HYDRAULIC:POWER ASSIST:VACUUM

Recall ID # 12V126000 - ELECTRICAL SYSTEM:BATTERY:CABLES

## Explore

Another Vehicle

Year

Make

Model

Select

### Thinking New Car?



2013 BMW 6-Series

[View Now](#)

## Get a Fast and Free Price Quote

Fill out the form and get a no-obligation quote from a qualified dealer near you

First Name		Last Name		
Address		City		
State <input type="button" value="v"/>	Zip Code	Area	Phone	Ext
Email				
<input type="button" value="Get a Quote"/>				

## Understand this Vehicle's Cost of Ownership

Ownership costs are the cost to purchase and operate a vehicle over a period of time. Having this information can help you save money.

[See Ownership Cost](#)

**WHY PAY STICKER?**  
**Save Thousands**  
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 all manufacturers

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## Used 2006 BMW 6-Series for Sale

4 of these vehicles available locally

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- Overview >
- Pricing >
- Gallery >
- Reviews >
- Cars for Sale >
- Compare >
- Specs >
- Safety >
- Tools >

## 2006 BMW 6-Series Recalls

650i Coupe

See the new 2013 6-Series

Change Trim



### 2006 BMW 6-Series Recall Record

Recall ID # 06V277000 - SUSPENSION:REAR:SHOCK ABSORBER

Recall ID # 05V504000 - POWER TRAIN:AUTOMATIC TRANSMISSION

Recall ID # 06V187000 - SUSPENSION:FRONT:CONTROL ARM ✓

**Recall Date:** MAY 30, 2006

**Component:** SUSPENSION:FRONT:CONTROL ARM ✓

**Model Affected:** 6-Series

**Units Affected:** 40

**Description**

ON CERTAIN PASSENGER VEHICLES, THE NUTS WHICH SECURE THE FRONT AXLE CONTROL ARM AND TENSION STRUT TO THE FRONT WHEEL HUB MAY NOT HAVE BEEN TIGHTENED TO SPECIFICATION. OVER TIME THE NUTS COULD LOOSEN AND THE CONTROL ARM AND TENSION STRUT COULD BE DAMAGED. ✓

**Consequence**

VEHICLE HANDLING AND CONTROL COULD COMPROMISE INCREASING THE RISK OF A CRASH. ✓

**Remedy**

DEALERS WILL RETIGHTEN THE FRONT AXLE CONTROL ARM AND TENSION STRUT NUTS TO THE CORRECT SPECIFICATIONS FREE OF CHARGE. THE RECALL BEGAN ON JUNE 28, 2006. OWNERS MAY CONTACT BMW AT 1-800-831-1117. ✓

**Manufacturer**

BMW OF NORTH AMERICA, LLC

Recall ID # 10V446000 - SERVICE BRAKES, HYDRAULIC:POWER ASSIST:VACUUM

Recall ID # 12V126000 - ELECTRICAL SYSTEM:BATTERY:CABLES

### Explore

Another Vehicle

Year

Make

Model

Select

#### Thinking New Car?



2013 BMW 6-Series

View Now

**WHY PAY STICKER?**  
**Save Thousands**  
 On Your Next Car  
**CarsBelowInvoice**  
 all manufacturers  
  
 carsbelowinvoice.com

## Get a Fast and Free Price Quote

Fill out the form and get a no-obligation quote from a qualified dealer near you

First Name

Last Name

## Understand this Vehicle's Cost of Ownership

PAID

142058

SOUTH BAY BMW/MINI

CUSTOMER #: U11811

UNIT# 8

JAN 26 2013  
Visa

\*INVOICE\*

DUPLICATE 1

PAGE 1

18800 Hawthorne Blvd. · Torrance, CA 90504  
Phone (310) 939-7300 · Fax (310) 793-9389  
www.SouthBayBMW.com  
www.SouthBayMINI.com

Service Department Hours  
Monday through Friday: 7:00 A.M. to 6:00 P.M.  
Saturday: 8:00 A.M. to 4:00 P.M.

LOS ANGELES, CA

HOME: [REDACTED]  
BUS: [REDACTED]

CONT: [REDACTED]  
CELL: [REDACTED]

SERVICE ADVISOR: 7625 RICHARD CAICEDO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	06	BMW 650I	WBAEK13406C [REDACTED]	[REDACTED]	52319/52319	T5995	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26APR08 IS							
26APR08 DD		26APR2014	18:00 23JAN13		0.00	CASH	26JAN13
R.O. OPENED	READY	OPTIONS: STK:U11811 ENG:4.8 LITER DOHC					
07:42 23JAN13	09:03 26JAN13	TRN:AUTOMATIC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CLIENT STATES CONV TOP DOES NOT OPERATE  
 CAUSE: ANGLE OF ROTATION SENSOR FAILURE (PARTS WARRANTY 81194)  
 C PARTS WARRANTY .

7450 WB (N/C)  
 1 54-34-8-268-997 SENSOR TOP:54999934 (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

52319 ANGLE OF ROTATION SENSOR FAILURE (PARTS WARRANTY 81194)  
 PERFORMED VEHICLE TEST, AND FOUND CVM FAULT A6A4 SPEED EXCEEDED.  
 PERFORMED TEST MODULE FOR FAULT AND FOUND FAULT CAUSED BY IMPLAUSIBLE  
 ANGLE OF ROTATION SENSOR READING. CHECKED ADJUSTMENT OF ANGLE OF  
 ROTATION SENSOR-OK. SENSOR WAS PREVIOUSLY REPLACED ON RO 81194 AND  
 DURING INSTALLATION BRACKET WAS MODIFIED TO MOVE SENSOR CLOCKWISE IN  
 RELATION TO ARM. IN REFERENCE SIB 54-17-06. REMOVED EXISTING SENSOR AND  
 ELONGATED HOLES FOR MOUNTING BRACKET TO MOVE SENSOR COUNTER-CLOCKWISE  
 IN RELATION TO ARM. CHECKED SEGMENT READING, STILL SHOWS "2" WHEN TOP  
 IS CLOSED. ADJUSTED FIN POSITION 1 TURN IN REFERENCE TO SIB 54-17-06  
 AND CHECKED SEGMENT POSITION WITH TOP CLOSED-STILL SHOWS "2". SENSOR  
 DEFECTIVE (DIAG CODE D5434\_CVM64000\_10\_001). REPLACED CVM ANGLE OF  
 ROTATION SENSOR AND CHECKED SEGMENT READING, FOUND READING CHANGES FROM  
 "2" TO "1" AT CORRECT TIME DURING CLOSING. CLEARED FAULT MEMORY AND  
 OPERATED TOP SEVERAL TIMES TO VERIFY REPAIR-OK. PARTS WARRANTY R.O  
 81194

B Customer request check and adjust tire pressures to factory  
 specifications. R/F \_\_\_ PSI, L/F \_\_\_ PSI, R/R \_\_\_ PSI, L/R \_\_\_ PSI  
 CAUSE: 32 FRONT, 36 REAR

PSI Customer request check and adjust tire  
 pressures to factory specifications.  
 R/F \_\_\_ PSI, L/F \_\_\_ PSI, R/R \_\_\_ PSI,  
 L/R \_\_\_ PSI  
 7450 CB 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 52319 32 FRONT, 36 REAR

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

SOUTH BAY BMW  
 18800 HAWTHORNE BLVD  
 TORRANCE, CA 90504  
 09/07-21  
 Merchant ID: 00000002355065  
 Terminal ID: 03505876  
 CREDIT CARD  
 VISA SALE  
 CARD # XXXXXXXXXXXX  
 INVOICE 0003  
 Batch #: 000379  
 Approval Code: 582296  
 Entry Method: Swiped  
 Mode: Online  
 SALE AMOUNT \$1144.59  
 CUSTOMER COPY

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Notice to Consumer: Please read important information o



CUSTOMER #: U11811  
UNIT# 8

142058

\*INVOICE\*

18800 Hawthorne Blvd. - Torrance, CA 90504  
Phone (310) 939-7300 Fax (310) 793-9389  
www.SouthBayBMW.com  
www.SouthBayMINI.com

DUPLICATE 1  
PAGE 2

Service Department Hours  
Monday through Friday: 7:00 A.M. to 6:00 P.M.  
Saturday: 8:00 A.M. to 4:00 P.M.

LOS ANGELES, CA

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 7625 RICHARD CAICEDO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	06	BMW 650I	WBAEK13406C [REDACTED]	[REDACTED]	52319/52319	T5995	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26APR08 IS							
26APR08 DD		26APR2014	18:00 23JAN13		0.00	CASH	26JAN13
R.O. OPENED	READY	OPTIONS: STK:U11811 ENG:4.8 LITER DOHC					
07:42 23JAN13	09:03 26JAN13	TRN:AUTOMATIC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

C COMPLIMENTARY LOAN CAR PROVIDED BY SOUTH BAY BMW/MINI. LOAN CAR TO BE RETURNED WHEN REPAIR WORK IS COMPLETED. ESTIMATED COMPLETION AND RETURN TIME OF LOAN CAR IS: \_\_\_\_\_

CAUSE: LOANER

LOANER COMPLIMENTARY LOAN CAR PROVIDED BY SOUTH BAY BMW/MINI. LOAN CAR TO BE RETURNED WHEN REPAIR WORK IS COMPLETED. ESTIMATED COMPLETION AND RETURN TIME OF LOAN CAR IS: \_\_\_\_\_

PARTS:	7450	CB				0.00	0.00
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D CLIENT ACCEPTS 32 POINT INSPECTION  
32P CLIENT ACCEPTS 32 POINT INSPECTION

PARTS:	7450	CB				0.00	0.00
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

E TOP OFF FLUIDS

CAUSE: SEE STORY

C TOP OFF FLUIDS .

PARTS:	7450	CB				0.00	0.00
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

F\*\* TECH NOTED AND FOUND FRONT TRUST ARM BUSHINGS SEPARATING

CAUSE: THRUST ARM BUSHINGS TORN

C THRUST ARM BUSHINGS REPLACED

PARTS:	7450	CB				635.88	635.88
	2	31-12-6-765-992	HYDROBEARING:311030		82.24	82.24	164.48
	2	33-30-6-787-062	COMBINATION NUT:339500		13.52	13.52	27.04
	191.52	LABOR:	635.88	OTHER:	0.00	TOTAL LINE F:	827.40

52319 THRUST ARM BUSHINGS TORN REPLACED THRUST ARM BUSHINGS AND TIGHTENED BOLTS AT RIDE LEVEL.

G\*\* PERFORM 4 WHEEL LASER ALIGNMENT, \$299.95

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT		
		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		HAZARDOUS WASTE FEE		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

Notice to Consumer: Please read important information on back.

BAR REG# ARD207347

EPA # CAL000288175

CUSTOMER COPY

CUSTOMER #: U11811  
 UNIT# 8

142058

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 PAGE 3

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LOS ANGELES, CA

SERVICE ADVISOR: 7625 RICHARD CAICEDO

HOME: [REDACTED] CONT: [REDACTED]  
 BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	06	BMW 650I	WBAEK13406C [REDACTED]	[REDACTED]	52319/52319	T5995	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26APR08 IS							
26APR08 DD		26APR2014	18:00 23JAN13		0.00	CASH	26JAN13
R.O. OPENED	READY	OPTIONS:					
07:42 23JAN13	09:03 26JAN13	STK:U11811 ENG:4.8 LITER DOHC TRN:AUTOMATIC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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CAUSE: ALIGNMENT  
 ALIGN PERFORM 4 WHEEL LASER ALIGNMENT, \$299.95  
 7450 CB 299.95 299.95  
 PARTS: 0.00 LABOR: 299.95 OTHER: 0.00 TOTAL LINE G: 299.95  
 52319 ALIGNMENT PERFORMED 4 WHEEL ALIGNMENT

H\*\* CUSTOMER DECLINED RECOMENDED SERVICES AT THIS TIME.  
 CAUSE: THANK YOU!

DECLINE CUSTOMER DECLINED RECOMENDED SERVICES AT THIS TIME.  
 7450 CB 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00  
 52319 ADVISED FUEL INJECTION AND INDUCTION SERVICE POWER STEERING SERVICE

EST: 175.00 23JAN13 07:42 SA: 7625

COMPANY NAME			
COMPANY PHONE			
POLICY NUMBER	7485566		
POLICY TERM	72		
EFFECTIVE DATE			
DEDUCTIBLE	0.00	0.00	0.00
MILEAGE LIMIT	100000		
BEGIN MILES			
END MILES			
COMPONENTS	MAINT		

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	935.83
		PARTS AMOUNT	191.52
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		HAZARDOUS WASTE FEE	0.00
		TOTAL CHARGES	1127.35
		LESS INSURANCE	0.00
		SALES TAX	17.24
		PLEASE PAY THIS AMOUNT	1144.59
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		

Notice to Consumer: Please read important information on back. BAR REG# ARD207347 EPA # CAL000288175



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

28-JAN-2013

Repository

Reference No.  
10494963

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City LOS ANGELES

State CA

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

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

WBAEK13406C [REDACTED]

Make

BMW

Model

6 SERIES

Model Year

2006

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

19-JAN-2013

Cruise Control

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

Vehicle Component Code: 020000 SUSPENSION

Failure Mileage  
52000

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 2006 BMW 6 SERIES. THE CONTACT STATED DURING A DIAGNOSTIC TEST AT THE DEALER THEY STATED THERE WAS A DEFECT ON THE FRONT AXLE CONTROL ARM AND THE TENSION STRUT. THE DEALER REPLACED THE FRONT AXLE CONTROL ARM AND TENSION STRUT NUTS IN ORDER TO THE REMEDY THE DEFECT. AFTER THE VEHICLE WAS REPAIRED THE CONTACT NOTICED NHTSA CAMPAIGN RECALL NUMBER 06V187000 (SUSPENSION) AND ASKED THE DEALER IF HIS VIN WAS INCLUDED IN THE RECALL. THE DEALER STATED THEY COULD NOT CONFIRM IF THE VIN WAS A PART OF THE RECALL. THE FAILURE MILEAGE WAS 52,000.

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.



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

