

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

U.S. Department
of TransportationNational 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

OCT 31 2013

19-SEP-2013

Repository ☐

Reference No.

10544456

OWNER INFORMATION (Type or Print)

Name

Address

City

BEDFORD

State

NH

Zip Code

Daytime Telephone Number

E-mail Address

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

4USBT535X5L

Make

BMW

Model

Z4

Model Year

2005

Date Purchased

MAY 2013

Dealer's Name and Telephone Number

private party

Engine:

No: Cylinders 6

Fuel Type:

high test
gas

Original Owner

☐

Dealer's City

State

Zip Code

3.0i

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

twice in July 2013

Incident Date(s)

17-SEP-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Electric power steering issues
have been reported to BMW as well as local dealership

Failure Mileage

38000

Failure Speed

40

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: DOTM9ABC036)

☐ 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 2005 BMW Z4. THE CONTACT STATED THAT WHILE DRIVING 40 MPH, THE POWER STEERING FAILED AND THE STEERING WHEEL TIGHTENED. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 38,000.

the vehicle was parked for 4 plus hours in 85° temperatures. the steering wheel was sticky and took extra efforts to drive the vehicle straight. this occurred twice after parking the vehicle in sun at 85°+ temperatures. this is a dangerous steering problem. Many similar reports are on the internet for 2003-2005 BMW Z4's

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.

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

I was told by local dealership (BMW) that the entire steering component had to be replaced at a cost of \$3300. This sticky steering is a serious problem and occurs in hot weather - temperatures above 85° after the vehicle is parked in the sun for several hours steering becomes difficult and effort required to drive the vehicle straight. BMW service manager is well aware of issue and does not deny this problem. Recall is needed by BMW to fix it.

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

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Penalty for Private Use \$300



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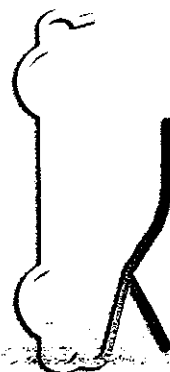
WASHINGTON, DC

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

