



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

**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 29-APR-2014	Repository <input type="checkbox"/>
	Reference No. 10585515

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: NORTH BRUNKSWICK State: NJ 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 5UMBT93516[REDACTED]	Make BMW	Model Z4	Model Year 2006
Date Purchased	Dealer's Name and Telephone Number Open Road BMW		Engine: No. Cylinders 6
Original Owner <input type="checkbox"/>	Dealer's City Edison	State NJ	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control <input type="checkbox"/>	Powertrain	Multiple Failure:	Incident Date(s) 08-MAR-2014

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

Vehicle Component Code: ENGINE (PWS) *VANOS system*

Failure Mileage: 76,700 (approx) Failure Speed: 45

**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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 Z4. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 45 MPH, THE VEHICLE SUDDENLY STALLED. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE FAILURE WAS UNABLE TO BE DIAGNOSED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS UNKNOWN.

*Additional docs provided separately:*

- Detailed account
- Repair invoice
- Email to BMW from owner, mechanic

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.

**Subject:** FW: NHTSA: Follow up to ODI Complaint: ----10585515-----  
**Date:** Wednesday, July 02, 2014 1:34:02 PM  
**Attachments:** [Open Road repair invoice.pdf](#)  
[Detailed report of incident and complaint.pdf](#)  
[DOT complaint doc - marked up.pdf](#)  
[Email from mechanic to BMW.pdf](#)  
[Email from owner to BMW.pdf](#)  
**Importance:** High

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**From:** [REDACTED]  
**Sent:** Saturday, June 28, 2014 6:44 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Cc:** [REDACTED]  
[REDACTED] Follow up to ODI Complaint: ----10585515-----  
**Importance:** High

Greetings,

This is an email reply regarding our ODI complaint, as described in your email.

Attached are the following

- Marked up version of the VOQ
- A detailed account of the incident and its aftermath
- Two relevant emails between owner/mechanic and vehicle manufacturer
- Invoice for repair of the vehicle

**PLEASE ACKNOWLEDGE RECEIPT** of these docs with a return email.

Thank you very much

[REDACTED]  
[REDACTED] (Cell)

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**From:** [shakita.shaw.ctr@dot.gov](mailto:shakita.shaw.ctr@dot.gov) [<mailto:shakita.shaw.ctr@dot.gov>] **On Behalf Of** [EVOOQ@dot.gov](mailto:EVOOQ@dot.gov)  
**Sent:** Tuesday, May 20, 2014 1:21 PM  
**To:** [REDACTED]  
**Subject:** FW: FW: NHTSA: Follow up to ODI Complaint: ----10585515-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



# Detailed Report to DOT

Saturday, June 28, 2014 5:31 PM

## The incident

I was driving the car locally in North Brunswick NJ, doing errands. I was on a major highway (US 1) for a time, then exited to a busy two-lane surface street. The engine suddenly stalled. With a few moments of momentum I was able to turn the car into a side street, where I was stopped dead in the middle of the street. The car would not restart; the starter motor was turning but the engine made a horrible noise. With the help of a passerby I got the car pulled over to the curb. I called AAA and had the car towed to my mechanic.

## Initial Analysis

The mechanic (Brunswick Automotive, in North Brunswick NJ) diagnosed the engine as experiencing low compression and heard the timing chain flapping. They sent the car to the dealer, Open Road BMW, for further diagnosis.

## Further Analysis

Open Road determined that the bolts holding the timing chain tensioner (the "VANOS system") had been "sheared off". They also admitted this is a known problem.

At the time of this incident, BMW was in the process of recalling vehicles experiencing this problem. By April, they had recalled 150,000 vehicles in the US and 489,000 worldwide. The recalls did not cover our model and year.

We confronted individuals with the dealer and with BMW North America. They acknowledged the nature of the problem but would not admit any liability, let alone admit that our vehicle should have been recalled. One customer service representative from BMW North America traced the manufacture of the bolts used on our engine. She told us that plant had not received a "critical mass" of complaints, hence no recalls of the vehicles using those bolts. BMW was adamant in not admitting any fault and refusing to cover the cost of repair.

## What We Want

We have had the vehicle repaired, and it is currently running properly. We file this complaint not to collect compensation but to sound a warning. This acknowledged defect is dangerous. But for a few minutes, my engine might have died while I was on a busy highway, and I might not have had enough time and momentum to get safely out of heavy traffic. This defect exists in many more vehicles than have already been recalled. BMW needs to take responsibility for -- and recall -- all the vehicles that potentially have this deadly defect.

Sincerely

██████████, Vehicle Owner

[REDACTED]

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**From:** Len Schickler <len@brunswickmobility.com>  
**Sent:** Friday, March 28, 2014 4:09 PM  
**To:** customerrelations@bmwusa.com  
**Cc:** [REDACTED]  
**Subject:** FW: 2006 BMW Z4 engine failure

Hello Shaun Reilly, We still have not heard from you after all these days have gone by. This issue with the Z4 engine has to be resolved ASAP. The dealer cannot understand why BMW corporate is dragging its feet. Please get back to me.  
.Thanks, Len

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**From:** [REDACTED]  
**Sent:** Tuesday, March 25, 2014 8:37 AM  
**To:** Len Schickler  
**Subject:** Re: 2006 BMW Z4 engine failure

Got it. Thanks Len.

[REDACTED]  
(c) [REDACTED]

Sent from my iPhone

On Mar 25, 2014, at 7:41 AM, Len Schickler <[len@brunswickmobility.com](mailto:len@brunswickmobility.com)> wrote:

FYI

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**From:** Len Schickler [<mailto:len@brunswickmobility.com>]  
**Sent:** Friday, March 21, 2014 1:40 PM  
**To:** [REDACTED]  
**Subject:** FW: 2006 BMW Z4 engine failure

Hi [REDACTED]. Here is the Email that was sent to BMW. Thanks, Len

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**From:** Len Schickler [<mailto:len@brunswickmobility.com>]  
**Sent:** Friday, March 21, 2014 10:41 AM  
**To:** 'customerrelations@bmwusa.com'  
**Subject:** 2006 BMW Z4 engine failure

Last week on Thursday March 13th, mr [REDACTED] 2006 BMW Z4 was sent to Open Road Honda in Edison NJ for engine diagnostics after it shut off at idle; waiting for a red light. We checked in with Billy Shannon; service adviser who informed me that the bolts that hold the variable timing gear sprocket sheared off causing the valves to be damaged. He said it was a very common problem with the vanos engine. I called BMW and spoke to Shaun Reilly at extension 8538. He followed up with a recall and told me that the Managers were out of the office at a seminar and that I would get a return call on Monday. I have left several messages on his extension and have not heard from him or anyone at BMW. I would appreciate it very much if someone would return a call to me at [REDACTED] and give me an update on the vehicle inquiry. Thanks, Len Schickler

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Monday, April 07, 2014 10:20 AM  
**To:** customerrelations@bmwusa.com  
**Cc:** len@brunswickmobility.com  
**Subject:** Attn: Sean Reilly

NOTE: This concerns the 2006 Z4 that experienced engine failure. You have been in discussion with Len Schickler at Brunswick Automotive regarding this case. We are the owners.

=====

Dear Mr. Reilly,

We love BMW.

A silver 1998 Z3 was our first. It was followed in 2009 by our current red Z4 M class. We loved both of these cars from the moment we saw them, enjoyed them, and glorified them to everyone we knew. We were true BMW evangelists.

On March 8, due to an acknowledged fault in the engine, our BMW almost killed [REDACTED]. He had just come off the highway and was traveling down a residential street when the engine suddenly died. He had only a few moments of momentum to turn onto a side street. Once the car stopped, he still needed the help of a passer-by to push the car to the side of the road.

Had this happened three minutes earlier -- on the highway, in the middle lane, in the midst of traffic -- he would be dead.

We understand BMW is offering \$1,000 toward a repair that will cost several times that. Given the potential consequences of the breakdown, we find this offer inadequate. Under the circumstances it seems reasonable to us that BMW cover the entire cost.

At the same time, we have been following the news about the GM ignition problem, the damage and deaths caused by that defect, and the Congressional hearings into the matter. We hope that BMW is not following a similar course of ignoring a known defect until it becomes too severe to overlook. We want to be sure others are not injured or killed by this defect. What has BMW done to publicize and mitigate this defect?

We look forward to your timely reply.

Sincerely,

[REDACTED]  
[REDACTED] (Cell)



# OPEN ROAD BMW

731 U.S. Hwy. 1 South  
EDISON, N.J. 08817



BMW SERVICE: (732) 925-8450

SALES: (732) 985-4575

BMW PARTS: (732) 985-4570

CUSTOMER NO. <b>67809</b>	ADVISOR <b>WILLIAM SHANNON</b>	TAG NO. <b>15629</b>	INVOICE DATE <b>05/30/14</b>	CELL: [REDACTED]
[REDACTED]	LICENSE NO.	MILEAGE <b>76,491</b>	COLOR <b>IMOLA RED/</b>	STOCK NO. <b>BMCS428036</b>
[REDACTED]	YEAR / MAKE / MODEL <b>06/BMW/Z4 M/ROADSTER</b>	DELIVERY DATE <b>05/25/09</b>	DELIVERY MILES <b>31,830</b>	PRODUCTION DATE
NORTH BRUNSWICK, NJ	VEHICLE ID NO. <b>5UMBT93516L</b>	SELLING DEALER NO. <b>56738</b>	R. O. DATE <b>05/15/14</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS <b>E# 64062</b>		MO: 76499

### LABOR & PARTS

J# 1 11BMZ

#### \*ENGINE REPAIR DIAG

TECH(S):8674

2800.00  
WARRANTY

SPLIT CUSTOMER = 80.00% WARRANTY = 20.00%

C/S CHECK ENGINE LIGHT IS ON-PERFORM VANOS/VALVE REPAIR \$4611 A/T WITH 15% OFF AND \$1000 ASSISTANCE FROM BMW VANOS BOLTS BROKEN DAMAGE VALVES 22.0 WT R/I CYLINDER HEAD 2ND TIME AND R/I EXHAUST VALVES TROUBLESHOOT AND FOUND VANOS INTAKE BOLTS BROKEN AND INTAKE CAMSHAFT NOT SPINING WITH CRANK.REMOVED CYLINDER HEAD,FOUND ALL INTAKE VALVES BENT.R&R ALL INTAKE VALVES,REASSEMBLED ENGINE.AFTER VALVE ADJUSTMENT AND HAVING ENGINE RUNNING LOUD VALVE TAP HEARD,TRIED ADJUSTING VALVE SEVERAL TIMES,TAP DID NOT GO AWAY,REMOVED CYLINDER HEAD A SECOND TIME FOR INSPECTION,FOUND EXHAUST VALVES ALSO DAMAGED,EXHAUST VALVES HAD MADE CONTACT WITH INTAKE VALVES AFTER VANOS BOLTS BROKE OFF.R&R ALL EXHAUST VALVES,REASSEMBLED ENGINE.ON FINAL ROAD TEST CHECK ENGINE LIGHT KEPT COMING ON FOR INTAKE CAMSHAFT TOOTH FAULT.FOUND INTAKE CAMSHAFT DEFECTIVE,R&R SENSOR,CLEARED FAULT MEMORY.ROAD TESTED VEHICLE AND NO MORE CHECK ENGINE LIGHT CAME BACK ON.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1		11-12-7-831-920	GASKET SET CYLINDER	373.44	373.44
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	1		11-12-7-835-918	CYL.HEAD GASKET	150.90	150.90
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	1		11-12-7-831-862	SET BOLT CYLINDER H	47.70	47.70
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	12		11-34-7-830-889	INTAKE VALVE	43.19	518.30
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	12		07-12-9-905-536	FILLISTER-HEAD SCRE	0.62	7.49
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	1		11-36-7-831-938	GASKET STEEL	11.86	11.86
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	4		07-11-9-963-072	GASKET RING	0.39	1.57
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	2		07-11-9-963-129	GASKET RING	0.57	1.14
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	1		11-42-7-833-769	SET OIL-FILTER ELEM	13.08	13.08
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	1		82-14-1-467-704	COOLANT	19.98	19.98
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	6		07-51-0-009-420	TWS SYNTHETIC OIL 1	11.98	71.90
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	5		83-19-2-180-805	BRAKE CLEANER	3.40	17.00
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	1		11-15-7-832-781	RETURN PIPE	130.06	130.06
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	18		11-72-1-437-202	HEX NUT	0.61	10.94
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	10		07-12-9-900-298	STUD BOLT	1.21	12.08
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	1		11-12-1-726-243	DOWEL	0.81	0.81
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY

Print Requirements: not Requirements Company: from printer: CC224449m © (04/1/13)



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[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>76,491</b>	COLOR <b>TMOLA RED/</b>
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NORTH BRUNSWICK, NJ [REDACTED]	VEHICLE I.D. NO. <b>5 U M B T 9 3 5 1 6 L</b>	SELLING DEALER NO. <b>56738</b>	PRODUCTION DATE	
[REDACTED]	R.T.E. NO.	P.O. [REDACTED]	R.O. DATE <b>05/15/14</b>	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS <b>E# 64062</b>		

MO: 76499

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	3		83-19-2-180-805	BRAKE CLEANER	3.40	10.20
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	2		11-62-7-830-668	GASKET RING	10.17	20.34
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	5		11-34-7-832-284	ADJUSTING PLATE	2.82	14.12
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	5		11-34-7-832-285	ADJUSTING PLATE	2.82	14.12
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	2		11-34-7-832-283	ADJUSTING PLATE	2.82	5.65
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	6		07-51-0-009-420	TWS SYNTHETIC OIL 1	11.98	71.90
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	12		11-34-7-830-888	EXHAUST VALVE	43.19	518.30
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	1		11-34-9-064-457	REPAIR KIT VALVE SE	48.34	48.34
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	1		11-12-7-835-918	CYL.HEAD GASKET	150.90	150.90
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	1		11-12-7-831-862	SET BOLT CYLINDER H	47.70	47.70
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	3		83-19-2-180-805	BRAKE CLEANER	3.40	10.20
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	1		11-53-1-318-402	O-RING	3.90	3.90
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	1		12-14-7-539-171	CAMSHAFT POSITION S	130.36	130.36
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	5		11-34-7-832-285	ADJUSTING PLATE	2.82	14.12
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
JOB # 1	1		12-14-1-748-398	O-RING	1.34	1.34
			SPLIT CUSTOMER = 80.00%	WARRANTY = 20.00%		WARRANTY
			JOB # 1 TOTAL PARTS			2449.74
			JOB # 1 TOTAL LABOR & PARTS			5249.74

J# 2 02BMZTOP TOP OFF ALL FLUIDS TECH(S):8674 0.00  
 SPLIT CUSTOMER = 80.00% WARRANTY = 20.00% WARRANTY  
 TOP OFF OIL, COOLANT, WASHER SOLVENT, POWER STEERING FLUID  
 11360137ER  
 TOPPED OFF FLUIDS

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	PRICE
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # 1	MD	10% DISCOUNT APPLIED		-524.97
JOB # 1	MD	10% DISCOUNT APPLIED		-352.00
		TOTAL - MISC		-876.97

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$5600.00 (+TAX)

