

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 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 15-MAR-2017 MAY 31 2017		Repository ☐ Reference No. 10966054
		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]		
OWNER INFORMATION (Type or Print)						
Name		[REDACTED]		Daytime Telephone Number		[REDACTED]
Address		[REDACTED]		Evening Telephone Number		[REDACTED]
City	JONESBORO	State	ME	Zip Code	[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		Make		Model		Model Year
4USBT33493L [REDACTED]		BMW		Z4		2003
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:	
10-20-11	Darlings Auto Mall			No: Cylinders	Gas	
Original Owner	Dealer's City		State	Zip Code		
☐	Ellsworth		ME	04848		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)	
Standard 5 sp	☒ Cruise Control	2.5 L 6 cyl			01-OCT-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 010000 STEERING				Failure Mileage		Failure Speed
				25000		
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police		
☐ Yes ☒ No	☐ Yes ☒ No			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 Z4. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE STEERING WHEEL SEIZED. THE CONTACT STATED VARIOUS WARNING INDICATORS ILLUMINATED. THE CONTACT STATED THE FAILURE WAS MORE PRONOUNCED DURING WARM TEMPERATURES. THE CONTACT WAS A MECHANIC, WHO DIAGNOSED THAT THE STEERING OPEN FACED BEARING NEEDED TO BE REPLACED. THE VEHICLE WAS THEN TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE ENTIRE STEERING ASSEMBLY UNIT NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 25,000. Phone calls to BMW were unproductive and offered no help. They took no responsibility for the problem.						
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.						