



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

Repository ☐

05-JUL-2018

Reference No.
11109664

SEP 07 2018

OWNER INFORMATION (Type or Print)

Name

Address

City

COLUMBIA

State TN

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
4USBU33548L

Make
BMW

Model
Z4

Model Year
2008

Date Purchased

8-29-2011

Dealer's Name and Telephone Number

BMW OF NASHVILLE 615-850-4040

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

☐

Dealer's City

NASHVILLE

State

TN

Zip Code

37204

6

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

05-JUL-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 063110 ENGINE AND ENGINE COOLING: EXHAUST
SYSTEM: EMISSION CONTROL: CRANKCASE (PCV)

Failure Mileage

Failure Speed

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

Number of Deaths

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 2008 BMW Z4. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V683000 (ENGINE AND ENGINE COOLING); HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE DEALER WAS NOT CONTACTED. THE MANUFACTURER WAS NOTIFIED AND CONFIRMED THAT THE RECALL PARTS WERE NOT AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

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.

BMW

Called 4/4/18



IMPORTANT SAFETY RECALL – Initial Notice – Remedy Unavailable

This notice applies to your vehicle, 4USB33548L [REDACTED]
Recall Campaign No. 17V-683: PCV Valve Heater

December 2017

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with 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 2007 – 2011 BMW 1 Series, 3 Series, 5 Series, Z4, X3 SAV, and X5 SAV vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

At the present time, we are not ready to perform this recall on your vehicle. We will notify you with a follow-up letter as soon as we can perform this recall.

What could happen?

This recall involves an engine component known as the Positive Crankcase Ventilation (PCV) valve heater. The PCV valve heater may not have been produced to specifications. Over time, it could deteriorate and could lead to overheating and the possibility of melting. This could lead to a fire.

If you see smoke from the area near the engine compartment, or if you smell smoke or a plastic burning odor, your vehicle may be experiencing this issue. If this occurs, carefully pull over to a safe location and shut off the engine. All occupants should exit the vehicle and move to a safe location away from the vehicle. Do not continue to drive the vehicle.

Dial 911 in the event of an emergency or contact an authorized nearest authorized BMW center for inspection and, if necessary,

If an authorized BMW center is not available, then contact BMW (1-800-426-9111 or 1-800-426-9112). Please note that if you no longer have roadside coverage, BMW will reimburse you for the towing service.

If you are not the only driver of this vehicle, please advise us of any additional drivers.

What will BMW do?

The PCV valve heater will be inspected and a new part installed, if necessary, as determined at the time of repair. This free service includes alternate transportation from your BMW center while the repair is completed.

What if I am not the current owner of this vehicle?

You can update the vehicle ownership or your contact information by registering at <http://www.bmwusa.com/myBMW>. If you are not the current owner, please forward this notice to your lessee within ten days.

What if I have questions or experience problems?

For the latest updates to this recall, please visit www.bmwusa.com/recall. Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, contact BMW Customer Relations and Services at 1-800-525-7417 or at CustomerRelations@bmwusa.com.

If your 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>.

Please be assured that your safety is important to us, and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your safety belt at all times.

Sincerely,

BMW of North America, LLC

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
CustomerRelations@bmwusa.com
Internet
bmwusa.com

The letter from BMW is dated Dec 17, 2017 8 mo ago

Called 7-5-18 1:05 PM Filed Complaint
7-18-18 1:30 PM
Kevin

Spanish translation on back side
Traducción en español en el lado inverso