

POSTED

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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
TO REPORT VEHICLE SAFETY DEFECT
1-888-DASH-2-DOT
1-888-327-4238
INTERNET: http://www.nhtsa.dot.gov

FOR AGENCY USE ONLY	
RECEIVED	Date Received
00 JAN -3 AM 10:29	
OFFICE OF EFFECTS INVESTIGATION	Reference No.
	550177

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Street: [Redacted]
City: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: [Redacted] Date: 12, 27, 99

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (17 Digits) W3AGB4315J3200941	(Located at bottom of windshield on driver's side)	Vehicle Make BMW	Vehicle Model 735i	Vehicle Year 1988	Current Odometer Reading 162933		
Purchased Date	Dealer's Name TOM HESSER CHEVROLET / BMW, INC.		Engine Size (CID/CC) 3.5	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel			
<input type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City Scranton		State PA	Zip Code 18509	<input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection		
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> 3-Point Belt		Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Ult. <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s) Cooling System	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s):	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

APPLICABLE INCIDENT INFORMATION

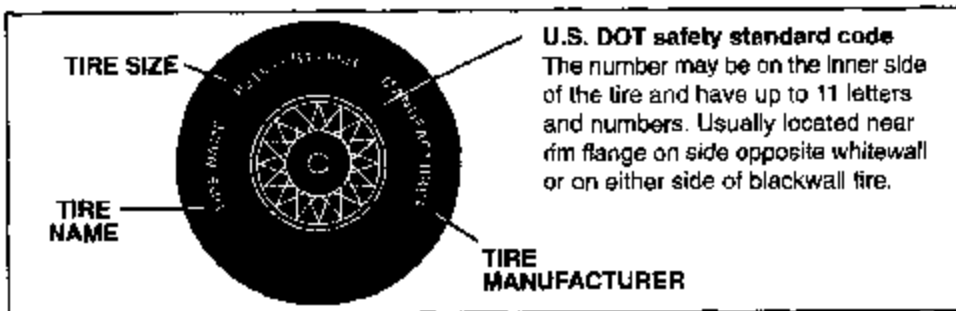
(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number Persons Injured	Number of Fatalities	Estimated Property Damage \$ _____	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No
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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

To report defective or failed tires provide the following: DOT Number, Tire Manufacturer, Tire Name, Tire Size (include all numbers and letters).
Note: This information not required for normal operation tires.

DOT	Manufacturer	Tire Name	Complete Tire Size
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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 maybe used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

December 26, 1999

RE: Recall Campaign No. 98V-178

U.S. Department of Transportation
National Highway Traffic Safety Administration
400 7th Street, SW
Washington, DC 20590

Dear Sir or Madam:

My car was recalled by BMW of North America because of a defective cooling system. BMW of North America also positively identified as one with a defective cooling system. Noting the recall, I brought my car to my local BMW dealer who at first accepted the automobile for recall service. However, after noticing that the radiator was melted down because of the defect, the dealer refused to make the necessary repairs and stated that "this car was not recalled". This car definitely qualifies for the recall. At first, the water pump failed, and then the rubber in the heating valve burned to the plastic making it inoperable. This was followed by the splitting of all the coolant hoses and the melting of the plastic tube that connects the hose to the radiator. Additionally the radiator cap, which is in contact with the cooling fluid, has a "chewed out" appearance. I think that the radiator melting down is the reason why the dealer and BMW of North America told me that this car was not recalled.

In the past, the NHTSA used to enforce the car safety requirements. This is the reason I am writing to you. Please investigate the reason the recall on my car was refused. Please notify me of your findings.

Yours truly,



ENC: Recall Letter
Copy of Bill from BMW





May 1999

Recall Campaign No. 98V-178

Dear BMW Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

BMW AG has determined that a defect which relates to motor vehicle safety exists in certain 1988-1995 Model Year BMW automobiles. Our records indicate that you are the owner of a potentially affected vehicle.

Description of Defect

The coolant system of your car is composed of a number of components that are exposed to continuous thermal and mechanical loading. The malfunction or failure of a coolant system component, such as a thermostat, water pump or fan belt, can result in significantly increased coolant temperature and system pressure.

If the indications (e.g., movement of coolant temperature gauge needle into red zone) of such a critical overheating condition are not heeded by the driver, and if, in addition, the vehicle is operated under high-load conditions such that the elevated pressure cannot be adequately relieved, it is possible that damage to, or failure of, a coolant system component could occur.

If a crack were to form or a seam were to separate in the heater core end piece, hot coolant could suddenly be expelled. In some cases, the coolant could contact an occupant and cause skin injury.

Also, coolant expelled from the heater core as vapor could cause fogging of the interior surfaces of the windows, reducing visibility and the driver's ability to control the vehicle.

Description of Modification

To minimize the likelihood that any coolant system malfunction could lead to damage to the heater core end piece, BMW will install a new design radiator cap, to control pressure and provide greater coolant overflow in the event of overheating.

This modification will require approximately one half hour and will be performed *free of charge* by your Authorized BMW center. Additional time may be required depending on the BMW center's scheduling and processing.

Precautions

1. **CONTACT YOUR AUTHORIZED BMW CENTER TO HAVE THE NECESSARY MODIFICATION PERFORMED AS SOON AS POSSIBLE.**
2. In the meantime, you should avoid driving your car under high engine load conditions (e.g., fully packed or with trailer, in mountains with steep or long inclines).
3. If the coolant temperature gauge in the instrument cluster moves into the red zone, indicating an overheating condition, follow this procedure:
 - turn the rotary heater temperature control knob fully counterclockwise to the maximum cold position, or use the appropriate push button to adjust the temperature setting of the climate control system to the coldest setting,
 - pull over to a safe area, out of the mainstream of traffic, stop the engine immediately and leave the car until the engine has cooled down,
 - contact the nearest BMW center for diagnosis and repair of the overheating condition and do not drive the car until it is repaired.
4. Proper maintenance of the coolant system will prevent engine overheating.
5. If you are not the sole driver of your car, please advise all other drivers of these necessary precautions.

Other Information

If you are no longer the owner of this vehicle, we would appreciate your furnishing us with the name and address of the new owner, using the enclosed return postage-paid card.

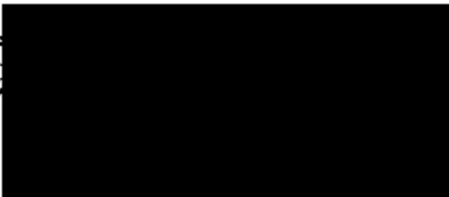
Should you have any questions about this campaign, please contact your Authorized BMW center.

We appreciate your confidence in our product, and we wish to do everything we can to retain your confidence. Should you need additional assistance, you may contact BMW Customer Relations at 1-800-831-1117.

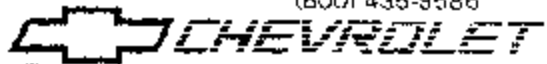
If the BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator of the National Highway Traffic Safety Administration, Washington, D.C. 20590, or call the toll-free Auto Safety Hotline at 1-800-424-9393 (Washington, D.C. area residents may call 202-366-0123).

BMW OF NORTH AMERICA, INC.

OWNER: (59699



SERVICE INVOICE
TOM HESSER CHEVROLET/BMW, INC.
1001 N. WASHINGTON AVENUE
SCRANTON, PA 18509
TELEPHONE (570) 343-221
(800) 435-8586



RES: 717-587-4857 BUS: CAR:

FINAL INVOICE

YEAR / MAKE	MODEL NAME	VEHICLE IDENTIFICATION NUMBER	LICENSE NO.	MILEAGE	DATE TIME RECEIVED	JOB NO.
88 EMV	735T	WBAGB4315J3200941		162933	12-01-94 09:34 998	82380
BODY TYPE	MODEL NO.	COLOR	STOCK NO.	PROD. DATE	IN SVL. DATE	DELIVERY DATE / MILES

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, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

BOUGHT BY	DEALER CREDIT NO.	PAYMENT METHOD	CUSTOMER P.O. NO.	PROMOTION NO.	SERVICE ADVISOR	CREATED BY
None		V/MC	4138003452475719		9542	
VEHICLE TYPE	ACCESS CODE	AUTHORIZED BY	LABOR RATE	SAVE PARTS	II	APPROVAL
SC	XXXXX	*595931	54.00			DATE WHEN READY

BILL: BUS:
OPFR: RES:

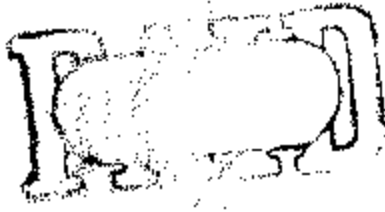
E/W POLY:
INSP 101-00
XTENDED

CONTACT:
AT:
PREPARED BY: GATTI

OPERATION	QTY	DESCRIPTION	UNIT	UNIT LIST	UNIT NET	AMOUNT
Request: RADIATOR OIL CLEANING						
Notes: NONE OPEN						
LABOR: NO OPEN CAMBANS						
PANNING	0.50			1.00	1.00	0.50
REQUEST TOTAL:						0.50

Request: A/C REPAIR WINDSH-DRYER						
Notes: PER CUSTOMER REQUEST						
LABOR: A/C REPAIR WINDSH-DRYER						
PANNING	0.50			81.00	81.00	81.00
REQUEST TOTAL:						81.00

Request: VERY BAD COOLANT LEAK AT RAD--BAT VERY LOW						
LABOR TOTAL:						21.00
PARTS TOTAL:						1.00
SERVICE MISC:						9.22
GRAND TOTAL:						31.22
NET SALES TAX:						5.94
Please Pay This Amount:						37.16



Customer Copy