



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

FOR AGENCY USE ONLY

Date Received

RECEIVED

POSTED
od_in _____
up_itr _____

Reference No.

556440

OWNER INFORMATION (Type or Print)

OFFICE
INVESTIGATION

Daytime Telephone Number

()

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

Date

PRODUCT INFORMATION

Vehicle Identification No. (VIN): (17 Digits) WBAAE6321RFK61994		Make BMW	Model 318i	Year 1994
Purchased Date JULY 1997	Dealer's Name INDIVIDUAL		Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☐ Used	Dealer's City MIAMI	State FLA	Zip Code	No. Cylinders 4
Manufacture Date (on driver's door or pillar) SEP 1993	Transmission Type ☒ Manual ☐ Automatic	Restraint System ☒ Driverside Air Bag ☐ Motorbelt ☒ Passengerside Air Bag ☐ 2-Point Belt ☐ 3-Point Belt	Cruise Control ☒ Yes ☐ No	Drivetrain ☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

HEAD	Part Name(s) "PROFILE GASKET"	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement	Handicap Adaptive Equip ☐ Yes ☐ No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s):	Failed Part(s) Available? ☐ Yes ☐ No
		NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☐ No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer ☒ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

While driving on expressway, over-heating red light came on. Driving long enough to pull over safely proved fatal. Head was discovered to be cracked. Supposedly there was a design - FIAW to the "Profile Gasket" which can leak & over time cause severe damage to the engine (head). According to reputable BMW parts dealers, this problem is well known but not recognized by manufacturer. BMW A wait period was necessary for part to come in.

Continue on back

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-366-7882

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

Apparently, demand is high. Many people have experienced same situation but only those under warranty have been acknowledged if any.
I am shocked to know how many people know about this problem + equally shocked that nothing has been done.
Congress recently passed a law that holds manufacturers liable for hiding such information + holds them responsible to suffer consequences. If this is the case here, I urge you to investigate and find accordingly -

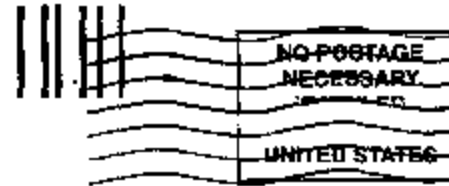
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S**

QUESTIONNAIRE

(VOC)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

As a result of your recent inquiry to the National Highway Traffic Safety Administration's Auto Safety Hotline, we developed the enclosed Vehicle Owner's Questionnaire. Please review the form and supply any additional information you have that you believe is relevant to your safety problem(s). You may also include copies of repair bills, letters to manufacturers, or any other documents related to the problem(s).

Please complete the questionnaire, fold, staple, or tape it so that the pre-addressed portion is on the outside.

We will share this information with the appropriate manufacturer may help resolve your problem(s). It is helpful to be thorough in your report so that our ability to use your information will be maximized. It is not necessary to complete all boxes if you are not sure of the information. It is very difficult to pursue complaints unless the Vehicle Identification Number (VIN) is known, and when reporting a tire problem, the DOT Identification is needed. The VIN is located inside the vehicle adjacent to the left of the windshield pillar (driver's side). The tire identification number contains 7 to 11 characters and is preceded by the letters "DOT" on the tire between the maximum width section and the bead, usually near the rim flange on the opposite side of the whitewall or on either side of a blackwall tire.

Any information you provide on this questionnaire is ENTIRELY VOLUNTARY. There is NO CONSEQUENCE or PENALTY of any kind if you DO NOT wish to provide it. We seek this information so that this agency can help you and other owners with similar problems and to allow us to combine this information with similar owner reports to develop both statistical and investigatory evidence which will help identify potential safety-related problems in motor vehicles or items of motor vehicle equipment.

Sincerely,

Information Management Branch
Auto Safety Hotline

2 Enclosures:
Self-addressed Questionnaire
Auto Safety Hotline Pamphlet



AUTO SAFETY HOTLINE
(800) 424-9393
Wash. D.C. Area 386-0123

10/23/00

BMW of North America
300 Chestnut Ridge Rd
Woodcliff Lake, NJ 07675

Attn: Eugene Stewart

Dear Mr. Stewart,

I recently wrote to you regarding information on your decision not to have a recall based on a design-flaw to the "Profile Gasket" which can leak and over time, cause fatal damage to the engine. Unfortunately, your response to my letter did not address my situation. You simply stated that my problem derived from normal wear and tear, which is ridiculous. A blown engine is not normal wear and tear.

I'm speaking of a 1994 318i, approx. 88000 miles, regular maintenance, but which is now dead due to a cracked head, a \$4000.00 repair. If true, a problem which was inevitable yet preventable according to many people I've spoken to. Individuals working at reputable BMW parts dealers who are privy to the many people that are experiencing these same problems. The situation with the "profile gasket" is supposedly well known and supposedly one that BMW has chosen to deny. Or has acknowledged only those individuals under warranty.

I will continue to press until I'm satisfied that BMW is not liable. It would be inconceivable for you would expect consumers to absorb such an expense. Unconscionable, if it turns out to be a result of your negligence.

Thank you,

CC/ US Dept of Transportation
National Highway Traffic
Safety Administration



October 17, 2000



We regret to learn of the problem you have experienced with your 1994 BMW 318i. Please accept our apologies for the inconvenience and the time you have spent dealing with this issue.

There are no manufacturing defects or open recalls associated with this car, which you had inquired. However, I will update our records to show your ownership of this vehicle in the event any future information needs to be forwarded to you.

The actual longevity of any given part is dependent on a number of factors; including care, maintenance, use and climate. During the life of a vehicle, items may have to be replaced due to mechanical failures, or normal wear and tear. Of course, this explanation does not relieve the inconvenience or expense of dealing with problems when they arise.

Although we empathize with your situation, we are sorry that BMW of North America, Inc., cannot offer you assistance in this matter.

Sincerely,

Eugene Stewart
National Customer Relations
Representative

Headquarters
300 Chestnut Ridge Road
Woodcliff Lake, NJ 07875

Mailing Address
PO Box 1227
Woodcliff Lake, NJ 07875-1227

Telephone
(201) 507-4000

Facsimile
(201) 939-8382

ES:cb