

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

Date Received

24-JAN-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

717802

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Listed at front of windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WBSBG9328TEY73047	BMW	M3	1996	

Purchase Date 01-AUG-1996	Dealer's Name _____	Engine Size (CID/CC/L) 3.2 L	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06114000	Part Name(s) FUEL:FUEL TANK ASSEMBLY:GAUGE:FUEL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 4	Date(s) of Failure(s) 16-JUN-1998 Mileage at Failure(s) 27225 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

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

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I OWN A 1996 BMW M3. FOUR TIMES SINCE IT WAS NEW THE FUEL GAUGE HAS FAILED, AND EACH TIME FUEL SENDERS WERE REPLACED TO GET IT WORKING AGAIN. AS YOU'LL SEE, THE PROBLEM IS WIDESPREAD AMONG BMWs, BUT ONLY IN CALIFORNIA, AND BMW CAN'T OR WON'T SOLVE THE PROBLEM. MY DEALERSHIP'S SERVICE MANAGER (LARRY GORDON) TOLD ME THAT THE PROBLEM IS WELL KNOWN TO BMW DEALERSHIP SERVICE MANAGERS, BECAUSE THEY HAVE COMPLAINED TO BMW ABOUT IT REPEATEDLY, BUT THAT BMW WILL NOT ADDRESS THE PROBLEM. HE SAID THERE IS AGREEMENT THAT THE PROBLEM ONLY AFFECTS CARS IN CALIFORNIA, AND THAT IT IS CAUSED BY SOMETHING IN CALIFORNIA'S FUEL THAT CAUSES THE REPLACED PARTS TO FAIL VERY PREMATURELY. HE SAID BMW WILL NOT SOLVE THE PROBLEM BECAUSE IT ONLY AFFECTS CARS IN CA

CONTINUED ON BACK (REVERSE)

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.