



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

12-JUN-2001

Od_or _____
rt_dt _____
pd_rt _____
up_lr _____

Reference No.

746726

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) (Locate at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WBABN53481JU23763	BMW	320	2001	

Purchase Date 01-APR-2001	Dealer's Name _____	Engine Size (CID/CC/L) <u>3.0L</u>	☐ 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 ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ 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 05200000 12424000	Part Name(s) ENGINE COOLING SYSTEM INTERIOR SYSTEMS:INSTRUMENT PANEL:GAUGE:INDICATOR:TE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 3	Date(s) of Failure(s) <u>07-MAY-2001</u> 1474 Mileage at Failure(s) <u>20</u>	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 <u>0</u>	Number of Fatalities <u>0</u>	Estimated Property Damag <u>0</u>	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE OVERHEATS: 9 DAYS AFTER TAKING DELIVERY OF MY BRAND NEW CAR, THE TEMPERATURE GAUGE BEGINS REGISTERING ABNORMALLY HIGH UNDER NORMAL CITY DRIVING CONDITIONS. I IMMEDIATELY TURN OFF THE A/C, TURN ON THE HEAT TO THE MAXIMUM SETTING, AND ROLL DOWN THE WINDOWS. THIS SEEMS TO HAVE NO IMPACT ON THE TEMPERATURE, AND THE RED TEMP INDICATOR LIGHT COMES ON. I PROMPTLY PULL OVER TO THE SIDE OF THE ROAD AND, WHILE DOING SO, THE VEHICLE OVERHEATS. BMWSE SERVICES MY VEHICLE BY INSTALLING AN "UPGRADED" AUX FAN UNIT ON 5/15/01. PROBLEM 1: BMWNA'S LACK OF QUALITY ASSURANCE IN DETECTING A DEFECTIVE PART IN MY VEHICLE AND WILLFUL NEGLECT TO INFORM SERVICE/SALES PERSONNEL ABOUT THE KNOWN PROBLEM. EXPLANATION 1: I AM APPALLED THAT BMWNA WOULD JEOPARDIZE THE SAFETY OF ITS CUST

COPIES OF REPORTS - SEE PAGE 2

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.