



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

25-JUN-2002

Od_or _____
rt_dt _____
pd_rt _____
ip_lr _____

Reference No.

763483

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) (Location at bottom of windshield and driver's side door) 4USCH9349YLF86018	Vehicle Make BMW	Vehicle Model Z3 ROADSTER	Vehicle Year 2000	Current Odometer Reading
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Purchase Date 01-JUL-2099	Dealer's Name _____	Engine Size (CID/CC/L) 2.3	☐ 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 _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15130000	Part Name(s) EQUIPMENT:ELECTRIC POWER ACCESSORIES:LOCKS:DOOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 5	Date(s) of Failure(s) 01-JUL-2000 Mileage at Failure(s) 1000 Vehicle Speed at Failure(s) 0	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 0	Number of Fatalities 0	Estimated Property Damag 0	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

BMW SAW PROBLEM AT THE BMW Z-3 HOME COMING. SAID IF IT WAS NOT THE COMPUTER CAUSING THE DOOR LOCKS TRAPPING PASSENGERS INSIDE THIS CAR, IT WAS A SHORT IN THE WIRING HARNESS. COMPUTER CHANGED AND THE DOOR LOCKS TRAPPED ME INSIDE THE CAR FOR 3 DAY BEGINNING ON THE N.J. TURN PIKE HEADED TO NOVA SCOTIA. THE ONLY WAY TO GET OUT OF THIS CAR WHEN THE DOOR LOCKS SHORT OUT IS TO EITHER PUT DOWN THE ROOF AND WINDOWS AND CLIMB OUT OF THE CAR OR ROLL DOWN THE WINDOW AND TAKE THE KEY OUT OF THE IGNITION AND REACH ON THE OUTSIDE OF THE CAR AND UNLOCK IT FROM THE OUTSIDE. A NOVA SCOTIA BMW DEALER SAID MY LOCKS WERE GOING INTO THE DOUBLE LOCKING POSISTION WHICH SHOULD NEVER HAPPEN FROM LOCK

COPIED FROM A FILE

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763483

From: Margaret Cauthorne
To: [REDACTED]
Date: 6/26/02 11:07AM
Subject: Fw: Re:ADD THIS TO REPORT ODI Number: 763483-Delegated

Dear Consumer:

The information you submitted on June 26, 2002, will be added to the ODI File #763483.

>>> Webmaster <NHTSA> 06/26/02 09:53AM >>>

>> [REDACTED] 06/25/02 22:48 >>>

From: [REDACTED]
Comments:

VIN: 4USCH9349YLF86018 2000 BMW Z-3 LEMON
2000 BMW Z-3 SHOP RECORDS

5/04/2000 TAYLOR BMW INVOICE BMCS82597

1.) CAR BUCKING, RUNNING ROUGH, TRYING TO STALL, ENGINE LIGHTS:

ABS &

DYNAMIC

STABILITY CONTROL

TAYLOR COULD NOT FIND THE PROBLEM, Z-3 CONTINUED TO ACT UP

2.) LOUD RATTLE IN DASHBOARD WHEN THE TEMPERATURE IS BELOW 70

DEGREES FROM

BOTH SIDES NEAR OUTSIDE VENTS.

NEVER FOUND STILL RATTLING

3.) WATER LEAK ON DRIVER'S AND PASSENGER'S DOOR.

TAYLOR RESEALED WINDOWS, BUT STILL LEAKING

4.) STRING ON TOP COMING UNDONE, BOTH SIDES.

FIXED

5.) RADIO CUTTING IN AND OUT ON BACK LEFT CHANNEL.

TAYLOR ORDERED A NEW RADIO.

6.) ENGINE SOUNDS ROUGH STANDING OUTSIDE Z-3. WATER PUMP AIR

CONDITIONING

COMPRESSOR?

TAYLOR COULD NOT FIND THE PROBLEM, NOISE CONTINUED

5/15/2000 CRITZ BMW INVOICE BMCS177933

1.) CAR BUCKING, RUNNING ROUGH, TRYING TO STALL: ENGINE LIGHT ABS

& ROUGH,

TRYING TO STALL, ENGINE LIGHTS : ABS & DYNAMIC STABILITY CONTROL

CRITZ REPLACED THE COMPLETE THROTTLE ASSEMBLY, WHICH SEEMED TO

CORRECT THE

PROBLEM.



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Reference No.

763483

Work Number

Home Number

OWNER INFORMATION (Type or Print)

DAVID HENDRIX 790359
UNKNOWN
UNKNOWN 00 00000

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 and driver's side door) 4USCH9349YLF86018	Vehicle Make BMW	Vehicle Model Z3	Vehicle Year 2000	Current Odometer Reading
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Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio
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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 Utl ☐ 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 13000000	Part Name(s) STRUCTURE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 7	Date(s) of Failure(s) 04-MAY-2000 Mileage at Failure(s) Vehicle Speed at Failure(s)	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	Number of Fatalities	Estimated Property Damag	Reported to Polic ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE CONSUMER STATES THAT WATER LEAKS ABOVE THE DRIVER'S WINDOW/DOOR, THE DEALER ORDERED PART, AND THE PASSENGER'S DOOR STARTED TO LEAK AGAIN. THE CONSUMER WAS WAITING FOR A SECOND SEAL-NO REPAIRS, STILL LEAKS. THE ROOF RATTLES AND LEAKS. *SCC

CONTINUE ON BACK - SEE PAGE 2

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>> [REDACTED] 06/25/02 22:48 >>>

From: DAVID L. HENDRIX

Comments:

VIN: 4USCH9349YLF86018 2000 BMW Z-3 LEMON
2000 BMW Z-3 SHOP RECORDS

5/04/2000 TAYLOR BMW INVOICE BMCS82597

1.) CAR BUCKING, RUNNING ROUGH, TRYING TO STALL, ENGINE LIGHTS: ABS &
DYNAMIC
STABILITY CONTROL

TAYLOR COULD NOT FIND THE PROBLEM, Z-3 CONTINUED TO ACT UP

2.) LOUD RATTLE IN DASHBOARD WHEN THE TEMPERATURE IS BELOW 70 DEGREES
FROM

BOTH SIDES NEAR OUTSIDE VENTS.

NEVER FOUND STILL RATTLING

3.) WATER LEAK ON DRIVER'S AND PASSENGER'S DOOR.

TAYLOR RESEALED WINDOWS, BUT STILL LEAKING

4.) STRING ON TOP COMING UNDONE, BOTH SIDES.

FIXED

5.) RADIO CUTTING IN AND OUT ON BACK LEFT CHANNEL.

TAYLOR ORDERED A NEW RADIO.

6.) ENGINE SOUNDS ROUGH STANDING OUTSIDE Z-3. WATER PUMP AIR CONDITIONING
COMPRESSOR?

TAYLOR COULD NOT FIND THE PROBLEM, NOISE CONTINUED

5/15/2000 CRITZ BMW INVOICE BMCS177933

1.) CAR BUCKING, RUNNING ROUGH, TRYING TO STALL: ENGINE LIGHT ABS & ROUGH,
TRYING TO STALL, ENGINE LIGHTS : ABS & DYNAMIC STABILITY CONTROL.

CRITZ REPLACED THE COMPLETE THROTTLE ASSEMBLY, WHICH SEEMED TO CORRECT
THE
PROBLEM.

5/24/2000 TAYLOR BMW INVOICE BMCS83218

1.) WATER LEAK ABOVE DRIVERS WINDOWS AGAIN.

TAYLOR ORDERED DRIVER DOOR PART, AFTER PART CAME IN PASSENGER'S DOOR WAS
LEAKING AGAIN. I WAS WAITING TO HEAR WHEN THE SECOND SEAL WOULD BE IN AND
TAYLOR SENT BACK THE DRIVERS DOOR SEAL. NO REPAIRS STILL LEAKING

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Reference No.

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OWNER INFORMATION (Type or Print)

 DAVID HENDRIX 790359
 UNKNOWN
 UNKNOWN 00 00000
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
4USCH9349YLF86018	BMW	Z3	2000	

Purchase Date

Dealer's Name _____

Engine Size

(CID/CC/L _____)

No Cylinders _____

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injectio
☐ New ☒ Used

City _____ State _____ Zip Code _____

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Utl ☐ Truck ☐ Motorcycle	☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01000000	Part Name(s) STEERING	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 12-JUN-2001 Mileage at Failure(s) Vehicle Speed at Failure(s)	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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE CONSUMER STATES THAT THE STEERING IS NOISY. *SCC

CONTINUE ON REVERSE

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2.) REPLACED RADIO

DID NOT FIX THE PROBLEM LEFT BACK CHANNEL STILL CUTS IN & OUT TO THIS DAY!

3.) ENGINE STILL MAKING ROUGH NOISES OUTSIDE CAR: WATER PUMP? A/C?

TAYLOR COULD NOT FIND THE PROBLEM, NOISE STILL CONTINUES TO THIS DAY.

4.) MENTIONED THE RATTLING DASHBOARD

AGAIN TAYLOR DID NOT FIND A PROBLEM.

AUGUST 2000. I STOPPED IN TO CRITZ CONCERNING VIBRATION IN THE BACK WHEELS BEFORE GOING TO THE BMW 2000 HOME COMING. IT WAS NOT WRITTEN UP ON A INVOICE.

CHECKED ALL TIRES. THEY SUSPECT A BAD AXIL. BUT I HAVE NOT ADDRESSED THAT PROBLEM SINCE. IT STILL VIBRATES EVEN WITH BRAND NEW TIRES INSTALLED.

8/31/2000 STOPPED OFF AT TAYLOR TO REPORT DOOR LOCK PROBLEM TRAPPING US IN THE

CAR, ROOF STILL LEAKING, RADIO STILL ACTING UP, RATTLING DASHBOARD ON THE WAY

TO BMW Z-3 HOMECOMING. TAYLOR SAID MANY OF THE PROBLEMS SHOULD BE CORRECTED

AT

THE CLINIC

9/02/2000 1:30pm TECHNICAL CLINIC TENT AREA 4# BMW PLANT

1.) WATER LEAK

BMW TECHNICIAN RAISED THE WINDOW ADJUSTMENT BUT IT DID NOT STOP THE LEAKS.

2.) DOOR LOCK PROBLEM: LOCKING PASSENGERS IN CAR ONLY WAY OUT USING A KEY ON

THE OUTSIDE OF THE DOOR REQUIRING A WINDOW TO BE ROLLED DOWN, KEY TAKEN OUT

OF

THE IGNITION THEN REACHING OUTSIDE THE DOOR AND UNLOCKING

BMW TECHNICIANS SAID THEY HAD NOT SEEN THIS PROBLEM IN ALMOST 2 YEARS.

THEY

SAID IT WAS EITHER A DEFECTIVE COMPUTER MODULE OR DEFECTIVE WIRING HARNESS

IN

THIS 2000 Z-3. THEY WORKED ON THIS CAR FOR OVER 2 HOURS, WHILE AT LEAST 50 PEOPLE ASKED ME WHAT WAS WRONG AND THEY COULD NOT BELIEVE WHAT I TOLD THEM.

THE BMW REPRESENTATIVE DID NOT WANT ME TO LEAVE DUE TO THE EXTREME SAFETY

PROBLEM, BUT THEY COULD NOT FIX IT AT THIS CLINIC. THEY SAID I WOULD BE

CONTACTED VERY SOON BY BMW REPRESENTATIVES TO CORRECT THE PROBLEM. MY DATE

WAS

VERY IRRITATED WHILE HAVING TO SIT OVER 2 HOURS WHILE BMW TRIED TO WORK ON

MY

Z-3

3.) RADIO PROBLEM



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DAVID HENDRIX 790359
UNKNOWN
UNKNOWN 00 00000

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
4USCH9349YLF86018	BMW	Z3	2000	

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

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07110000	Part Name(s) POWER TRAIN:CLUTCH ASSEMBLY:PEDAL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part's ☐ Original ☐ Replacement
No of Failure 2	Date(s) of Failure(s) 02-OCT-2000 Mileage at Failure(s) Vehicle Speed at Failure(s)	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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE CONSUMER STATES THAT THE CLUTCH PEDAL SQUEAK, AND WAS LUBED, BUT IT IT STARTED SQUEAKING AGAIN. *SCC

CONTINUE ON REVERSE

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BMW TECHNICIANS NEVER HAD A CHANGE TO LOOK AT THIS PROBLEM.

4.) FOG LIGHTS WILL NOT TURN OFF WITH ALL SWITCHES OFF & KEY OUT OF THE IGNITIONS.

BMW TECHNICIANS NEVER HAD A CHANGE TO LOOK AT THIS PROBLEM.

5.) RATTLING DASH BOARD

BMW TECHNICIANS NEVER HAD A CHANGE TO LOOK AT THIS PROBLEM.

WHILE ON THE BMW GROUNDS, I PICKED UP A SHEET METAL SCREW IN MY BACK LEFT TIRE. MICHELIN REPRESENTATIVES SAID THEY COULD NOT DO ANYTHING AND TOLD ME

TO

GO DOWNTOWN GREENVILLE TO A TIRE DEALER? NTC/NTB. I HAD TO SPEND ANOTHER HOUR

AND A HALF DOWN THERE GETTING MY TIRE PULLED THEN PLUGGED AND AGAIN MY DATE

NOT VERY HAPPY.

9/06/2000 TAYLOR BMW INVOICE BMCS86623

WHILE AT THE Z-3 2000 HOMECOMING, MY SERVICE LIGHT POPPED ON. ONE THE WAY HOME, I CALL TAYLOR AND STOPPED BY TO HAVE MY 2000 Z-3 FIRST SERVICE CALL.

I TOLD TAYLOR BMW THAT BMW NORTH AMERICA WOULD BE CONTACTING THEM CONCERNING

MY DEFECTIVE DOOR LOCK

WEEKS AND WEEKS WENT BY AND BMW DID NOT CONTACT ME CONCERNING THE DEFECTIVE

DOOR LOCKING PROBLEM. I HAD TO DRIVE THIS UNSAFE Z-3 FOR A MONTH BEFORE BMW

CONTACTED TAYLOR CONCERNING THIS PROBLEM. THIS WAS ONLY AFTER SEVERAL LETTERS

TO KENN SPARKS AT THE BMW PLANT.

10/02/2000 TAYLOR BMW INVOICE BMCS87400

1.) DOOR LOCKING PROBLEM

TAYLOR REPLACED THE COMPUTER MODULE. THE DOOR LOCKS IN MY BMW ARE REALLY

STILL

NOT FUNCTIONING CORRECTLY. WITHIN 24 HOURS OF HAVING THE NEW COMPUTER MODULE

INSTALLED, THE DRIVERS SIDE DOOR LOCK WOULD UNLOCK ABOUT 50% OF THE TIME.

I

HAD TO REACH OVER TO THE PASSENGER'S SIDE TO BE ABLE TO GET OUT OF THE CAR. AFTER A FEW WEEKS THIS STOPPED ON ITS OWN. NOW IF YOU LOCK AND UNLOCK THE

DRIVER'S DOOR LOCKS ABOUT 8-10 TIMES, THE PASSENGER DOOR WILL NOT UNLOCK. ONCE

IT GOES INTO THIS MODE, IT IS ABOUT A 40% CHANCE THE PASSENGER DOOR WILL UNLOCK.

2.) PASSENGER'S SEAT COVER TORN FROM SEAT BELT.

BMW ORDERED PART

3.) RATTLE IN DASHBOARD.

ONCE AGAIN TAYLOR COULD NOT FIND THE PROBLEM

4.) CLUTCH PEDAL SQUEAKS



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4USCH9349YLF86018	BMW	Z3	2000	

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

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 09009000	Part Name(s) LIGHTING:GENERAL OR UNKNOWN COMPONENT:FOG LIGHTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part's ☐ Original ☐ Replacement
No of Failure 3	Date(s) of Failure(s) 02-SEP-2000 Mileage at Failure(s) Vehicle Speed at Failure(s)	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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE CONSUMER STATES THAT THE FOG LIGHTS WILL NOT TURN OFF, THE BRAKE LIGHTS WERE REPLACED BECAUSE THEY HAD BLOWN AS WELL AS THE BACK UP LIGHTS(REPLACED DUE TO A BLOWN RELAY). *SCC

CONTINUE ON REVERSE

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I HAD TO PAY \$19.00 TO LUBE. IT STARTED SQUEAKING AGAIN WITHIN 2 WEEKS.

5.) SOUND SYSTEM LEFT CHANNEL REAR CUTTING IN & OUT

ONCE AGAIN TAYLOR SAID THEY COULD NOT FIND OR FIX THIS PROBLEM.

6.) WATER LEAK ON BOTH SIDES AROUND WINDOWS.

BMW ORDERED PARTS

7.) FOG LIGHT PROBLEM (LIGHTS WILL NOT TURN OFF)

BMW COULD NOT FIND OR FIX THE PROBLEM.

8.) DRIVER'S SEAT HAS ROCKING MOTION.

THE BMW TECHNICIAN SAID HE WAS GOING TO PULL THE SEAT OUT ON THE NEXT APPOINTMENT SINCE HE WAS GOING TO HAVE TO WORK ON THE PASSENGER'S SEAT.

NOTE:

THIS WAS NOT WHAT TAYLOR BMW WROTE UP IN THEIR REPORT.*****

10/23/2000 TAYLOR BMW INVOICE BMCS88002

1.) REPLACED SEALS AROUND WINDOW.

I AM STILL HAVING PROBLEMS WITH LEAKS AROUND WINDOWS.

2.) DOOR LOCK PROBLEMS

BMW COULD NOT FIND OR FLX THIS PROBLEM

3.) RATTLE IN DASHBOARD

BMW COULD NOT FIND OR FIX THIS PROBLEM

4.) SOUND SYSTEM LEFT BACK CHANNEL CUTTING IN & OUT

BMW COULD NOT FIND OR FIX THIS PROBLEM

5.) DRIVER SEAT ROCKING MOTION

NOTE THAT THIS BMW TECHNICIAN DID NOT PULL THIS SEAT OUT TO FIND THE PROBLEM

AS HE PROMISED TO DO IN MY LAST SERVICE CALL*****. YOU WILL SEE HE NOW CLAIMS

A ROCKING SEAT IS NORMAL. THIS SEAT DID NOT ROCK FOR 12 MONTHS AND THE PASSENGER'S SEAT STILL DOES NOT ROCK TO THIS DAY.

6.) REPLACED PASSENGER'S SEAT COVER.

SEEMS TO BE OK, BUT NOT AS GOOD AS THE ORIGINAL COVER (A FEW WRINKLES).

7.) BELLS RINGING AFTER LIGHTS ARE OFF & KEY OUT OF THE IGNITION

THIS IS THE SAME SERVICE INVOICE WHERE A TAYLOR EMPLOYEE RAN MY 2000 Z-3 INTO

A CONCRETE BARRIER SCRATCHING THE SPOILER AND THEN HE ACTING LIKE NOTHING

HAD

HAPPENED. ALSO FOUND THE DRIVER'S SEAT BELT HOLDER TORN WHICH WAS NOT TORN

THE

DAY BEFORE. TAYLOR BMW SAID THEY NOTICED THE TORN SEAT BELT HOLDER AS WELL,

BUT THEY DID NOT TAKE ANY ACTION TO FIX IT.

06/12/01 TAYLOR BMW INVOICE BMCS94823 BMW REP & TEC

1.) BRAKE LIGHTS REPLACE BLOWN LIGHTS

2.) SOUND SYSTEMS CD



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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 254

Date Received

21-NOV-2002

Ord. or
rt. dt
pd. rt
up. ltr

Reference No.

763483

Work Number

Home Number

OWNER INFORMATION (Type or Print)

DAVID HENDRIX 790359
UNKNOWN
UNKNOWN 00 00000

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) (Location at bottom of windshield and driver's side door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4USCH9349YLF86018	BMW	Z3	2000	

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

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02000000	Part Name(s) SUSPENSION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) 01-AUG-2000 Mileage at Failure(s) Vehicle Speed at Failure(s)	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE CONSUMER STATES THAT THERE IS VIBRATION IN THE BACK WHEELS. *SCC

CONTINUE ON REVERSE

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STILL HAVING PROBLEMS

3.) WATER LEAKS

STILL LEAKING

4.) RATTLING DASHBOARD AND ROOF

BOTH WERE RATTLING EVEN BEFORE I GOT HOME

5.) BACK UP LIGHTS REPLACED BLOWN RELAY

6.) ENGINE HEATING PROBLEM REPLACED THERMOSTAT

7.) SOUND SYSTEM LEFT CHANNEL

STILL HAVING PROBLEMS

8.) POWER DOOR LOCKS

TRAPPED ME INSIDE THE CAR FOR 3 DAYS STARTING ON THE N.J. TURNPIKE

9.) DRIVER SEAT ROCKING

STILL ROCKS

10.) SEAT BELT RETAINER REPLACED

11.) CLUTCH PEDAL

12.) BUZZING NOISE WHEN PULLING KEY OUT

STILL HAPPENS ON OCCATION

13.) ABS/ASC LIGHT COME ON

HAS HAPPENED SEVERAL TIMES SINCE.

14.) FOG LIGHT PROBLEMS

BOTH BLEW OUT AGAIN IN NOVA SCOTIA

15.) STEERING NOISE

16.) AC BUTTON WILL NOT LIGHT UP BLOWN BULB

17.) REPAINT DAMAGED SPOILER CAUSED BY TAYLOE EMPLOYEE

02/06/2002 CRITZ INVOICE BMCS200708 BMW REP DOWN

1.) ENGINE SPUTTERING AND DSL LIGHT ON AGAIN REPLACE PARTS

2.) RATTLING DASHBOARD BMW REP. HEARD IT.

STILL RATTLES

3.) LEAKING ROOF

????????? STILL LEAKS

4.) DOOR LOCKS

NOT FOUND NOT FIXED

5.) RADIO

NOT FOUND NOT FIXED ANTENNA FELL OFF YESTERDAY

THERE WERE OTHER PROBLEMS MENTIONED ROCKING SEAT, INTERIOR PROBLEMS WITH

LEATHER AND PAINT PEELING OFF AND BAD FIT WHICH WERE NOT WRITTEN UP.

LOCKS TRAPPED ME IN THE CAR IN AUGUSTA JUNE 2002

LOCKS TRAPPED ME IN THIS CAR AT SAINT SIMMONS AT THE SKA TOURNAMENT JUNE 2002

From NHTSA Web Site.



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OWNER INFORMATION (Type or Print)

DAVID HENDRIX 790359
UNKNOWN
UNKNOWN 00 00000

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) (Location at bottom of windshield and driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4USCH9349YLF86018	BMW	Z3	2000	

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

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Sport Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15600000	Part Name(s) EQUIPMENT:ELECTRIC EQUIPMENT:RADIO:TAPE DECK ETC.	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 13	Date(s) of Failure(s) 04-MAY-2000 Mileage at Failure(s) Vehicle Speed at Failure(s)	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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE CONSUMER STATES THAT THE RADIO IS CUTTING IN AND OUT ON THE BACK LEFT CHANNEL-
REPLACED THE RADIO, BUT REMAINS IN AND OUT, THE POWER LOCKS HAVE TRAPPED THE CONSUMER
ON NUMEROUS OCCASSIONS/SAFETY HAZARD, AND THE ANTENNA HAS FALLEN OFF. *SCC

CONTINUE ON REVERSE

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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) (Location at bottom of windshield and driver's side) 4USCH9349YLF86018		Vehicle Make BMW	Vehicle Model Z3	Vehicle Year 2000	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
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 _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06351000	Part Name(s) FUEL:FUEL INJECTION:IDLE SPEED CONTROL UNIT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 2	Date(s) of Failure(s) 04-MAY-2000 Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE CONSUMER STATES THAT THERE IS A PROBLEM WITH THE VEHICLE BUCKING, RUNNING ROUGH, STABILITY/CONTROL. *SCC

COPIES OF THIS FORM ARE:

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DAVID HENDRIX 790359
UNKNOWN
UNKNOWN 00 00000

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) 4USCH9349YLF86018	Vehicle Make BMW	Vehicle Model Z3	Vehicle Year 2000	Current Odometer Reading
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Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio
--	--	---	---

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 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 05230000	Part Name(s) ENGINE COOLING SYSTEM:PUMP:WATER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 6	Date(s) of Failure(s) 04-MAY-2000 Mileage at Failure(s) Vehicle Speed at Failure(s)	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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE CONSUMER STATES THAT THE ENGINE HAS BEEN TRYING TO STALL, SOUNDS ROUGH (IF STANDING OUTSIDE), ALONG WITH THE A/C/WATER PUMP/(POSSIBLY THE COMPRESSOR). THE ENGINE HAS A HEATING PROBLEM-REPLACED THE THERMOSTAT. *SCC

CONTINUE ON REVERSE

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DAVID HENDRIX 790359
UNKNOWN
UNKNOWN 00 00000

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
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Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location at bottom of and/or above driver's side) 4USCH9349YLF86018	Vehicle Make BMW	Vehicle Model Z3	Vehicle Year 2000	Current Odometer Reading
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Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
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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 Utl ☐ 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 12300000 12400000 12410000	Part Name(s) INTERIOR SYSTEMS:SEAT TRACK ANCHORS AND SEATS INTERIOR SYSTEMS:INSTRUMENTS AND INSTRUMENT PANEL INTERIOR SYSTEMS:INSTRUMENT PANEL:MATERIAL AND PADDI	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part's ☐ Original ☐ Replacement
No of Failure 17	Date(s) of Failure(s) 04-MAY-2000 Mileage at Failure(s) Vehicle Speed at Failure(s)	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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE CONSUMER STATES PER INVOICE THE ENGINE(NON SPECIFIC), ABS(NON SPECIFIC), AND SERVICE LIGHTS(POPPED ON). ALSO THE DASHBOARD IS LOUD AND RATTLES WHEN TEMPETURES ARE BELOW 70 DEGREES FROM BOTH SIDES NEAR THE OUTSIDE VENTS. THERE IS AN UNSPECIFIED STRING ON TOP COMING UNDONE ON BOTH SIDE-REPAIRED, THE PASSENGER'S SEAT COVER IS TORN FROM THE SEAT BELT/PROBLEMS WITH THE LEATHER, AND THE DRIVER SEAT ROCKS BACK/FORTH. *SCC

CONTINUE ON REVERSE

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