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 252	
Date Received	Od_or ____ ____ rt_dt ____ ____ od_rt ____ ____ np_ltr ____ ____
08-JAN-2002	Reference No. 8001812

[redacted]

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 on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Readin
	BMW	318I	1998	

Purchase Dat		Engine Size	
☐ New ☒ Used	Dealer's Name_____ City_____ State_____ Zip Code_____	(CID/CC/L ____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio

Transmission Type	Antilock Brakes	Restraint System	Cruise Contro	Drive Trai	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	Part Name(s	Location	Failed Part(s
08510000	ELECTRICAL SYSTEM:IGNITION:SWITCH	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failure	Dates of Failure(s) 07-JAN-2001 Mileage at Failure(s 81000 Vehicle Speed at Failure(s)	Failed Part(s)	NHTSA Previously
		☐ Yes ☐ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalitie	Estimated Property Damag	Reported to Polic
☐ Yes ☐ No	☐ Yes ☐ No				☐ Yes ☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS INSIDE OF VEHICLE AND WENT TO PUT KEY INSIDE OF IGNITION TO START VEHICLE, SHE TOOK KEY OUT OF THE IGNITION TO TURN VEHICLE OFF, AND VEHICLE WAS RUNNING, SHE DROVE VEHICLE TO THE DEALERSHIP. MECHANIC TOLD HER THAT CYLINDER LOCK SWITCH NEEDED TO BE REPLACED.*AK

CONTINUE ON A SEPARATE SHEET

Form Approved O.M.B. No 2127-0005

U.S. Department of Transportation
National 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 252

Date Received FEB 25 PM
[?]-JAN-2002

Od_or
rt_dt
od_rt
up_ltr

Reference No. 8001812

OWNER INFORMATION (Type or Print)

[redacted] 732533

Work Number [redacted]
Home Number [redacted]

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 [redacted] Date 1/27/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WBACC0324WEK25743	BMW	318I	1998	81415

Purchase Date: ☐ New ☒ Used

Dealer's Name Aiello BMW
City Sacramento State CA Zip Code 95825

Engine Size (CID/CC/L) ____
No Cylinders 4
☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)
08510000	ELECTRICAL SYSTEM:IGNITION:SWITCH

Location: ☐ Left ☐ Front ☐ Right ☐ Rear
Failed Part(s): ☐ Original ☐ Replacement

No of Failures: 1
Date(s) of Failure(s) 07-JAN-2002
Mileage at Failure(s) 81000
Vehicle Speed at Failure(s) Car was parked
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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☐ No	☐ Yes ☐ No				☐ Yes ☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS INSIDE OF VEHICLE AND WENT TO PUT KEY INSIDE OF IGNITION TO START VEHICLE, SHE TOOK KEY OUT OF THE IGNITION TO TURN VEHICLE OFF, AND VEHICLE WAS RUNNING, SHE DROVE VEHICLE TO THE DEALERSHIP. MECHANIC TOLD HER THAT CYLINDER LOCK SWITCH NEEDED TO BE REPLACED.*AK

My biggest concern is that I could NOT turn off my vehicle. I could pull the keys out of the ignition but could not turn the ignition at all. If this would have happened on a weekend + the dealer wasn't open - I don't know what I would have done. This, in my opinion, could have been a major liability for me.

CONTINUE ON BACK IF NEEDED

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 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.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D	O	T													MANUFACTURER/TIRE NAME	SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

My vehicle is only four years old. I have owned several vehicles & never had this problem. I had no indication that there was a problem with the ignition. The dealership indicated that the issue may be related to the key being worn, but again it was purchased with the car. I missed time at work, several meetings as I could not leave my car in the work parking lot unattended. My only option was to drive it to a mechanic shop to have them manually turn off the vehicle

☆ U.S. G.P.O.: 1990 - 620-807/60098

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

PM JAN

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

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POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
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Washington, DC 20590

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