



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 436

Date Received

03-JAN-2000

Od_or _____
R_dt _____
od_rt _____
up_ltr _____

Reference No.

854652

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) (located at front of windshield or drivers side) WBADD6323VBW05421	Vehicle Make BMW	Vehicle Model 528	Vehicle Year 1997	Current Odometer Reading
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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 ☐ 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 03273000	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 30-NOV-1999 Mileage at Failure(s) _____ 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)

WHILE DRIVING BRAKE LIGHTS CAME ON. TOOK VEHICLE INTO THE DEALER, AND THEY ADVISED THE CONSUMER THAT FRONT AND BACK BRAKES AND ROTORS WERE BAD. VEHICLE ALSO DIDN'T PASS THE INSPECTION. DEALER WILL ONLY TAKE \$200.00 OFF FOR SERVICE. CONSUMER SAID THAT THERE WAS ONLY 10,000 MILES ON THE CAR WHEN TAKEN IT INTO THE DEALER. *AK

CONTINUED ON BACK (SEE)

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.

 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 436	
		Date Received: <u>03 JAN 22 AM 1:18</u> 03-JAN-2000 OFFICE INVESTIGATION	
U.S. Department of Transportation National Highway Traffic Safety Administration		Od_or _____ rt_dt _____ od_rt _____ up_tr _____ Reference No. 854662	
OWNER INFORMATION (Type or Print) 		Work Number _____ Home Number _____	
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 <u>1/11/00</u>	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) WBADD6323VBW05421	Vehicle Name BMW	Vehicle Model 528	Vehicle Year 1997
Purchase Date _____		Dealer's Name <u>BOB SMITH BMW</u> City <u>CARROLL PARK</u> State <u>CA</u> Zip Code <u>91307</u>	Engine Size (CID/CC/L) _____ No Cylinders <u>6</u>
☐ New ☒ Used		☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No
Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	Sport Utility ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 03273000	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures _____	Date(s) of Failure(s) <u>30-NOV-1999</u> Mileage at Failure(s) _____ 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	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE DRIVING BRAKE LIGHTS CAME ON. TOOK VEHICLE INTO THE DEALER, AND THEY ADVISED THE CONSUMER THAT FRONT AND BACK BRAKES AND ROTORS WERE BAD. VEHICLE ALSO DIDN'T PASS THE INSPECTION. DEALER WILL ONLY TAKE \$200.00 OFF FOR SERVICE. CINSUMER SAID THAT THERE WAS ONLY 10,000 MILES ON THE CAR WHEN TAKEN IT INTO THE DEALER. *AK I BOUGHT THE VEHICLE AS A CERTIFIED PREOWNED VEHICLE WITH APPROX. 23,000 MILES ON IT. I WAS ASSURED THAT THE BRAKES AND ROTORS WERE OF PROPER SPECS. APPROX. 9,000 MILES LATER, I WAS ADVISED THAT MY FRONT BRAKE PADS, REAR BRAKE PADS, AND FRONT ROTORS HAD TO BE REPLACED. ON REPLACEMENT, MY BRAKES CURRENTLY HAVE SQUEAKED FOR APPROX. 1,000 MILES			
CONTINUE ON BACK IF NEEDED			
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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT

SIZE

NARRATIVE DESCRIPTION (CONTINUED)

THE DEALER ADVISED ME THAT THIS WAS NORMAL. THIS CAR IS A BMW, NOT A REGULAR PIECE OF JUNK USED VEHICLE. NEEDLESS TO SAY, I'M APPALLED AT THIS COMPANY. I HOPE SOMETHING CAN BE DONE.

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

**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**