

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 119

Date Received

10-JAN-2001

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Reference No.

877884

Work Number

Home Number

## OWNER INFORMATION (Type or Print)

666033

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 bottom of  
windshield on driver's side)

WBAAAZ309K4259846

Vehicle Mak

BMW

Vehicle Mode

325

Vehicle Year

1989

Current Odometer Reading

Purchase Date

Dealer's Name

Engine Siz  
(CID/CC/L
☐ Turbo  
☐ Diesel  
☐ Gas  
☐ Fuel Injectio
☐ 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☐ Van☐ Minivan☐ Other☐ Sport Util☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up☐ Truck

## FAILED COMPONENT(S)/PART(S) INFORMATION

Component  
11110000

Part Name(s)

HEATER:WATER:DEFROSTER:DEFOGGER:HEATER CORE:WATER

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☐ Original☐ Replacement

No of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

123

Vehicle Speed at Failure(s)

Failed

Part(s)

☐ Yes ☐ NoNHTSA  
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

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

CONSUMER CONTACTED DEALER IN REFERENCE TO RECALL 93V015000/HEATER CORE. DEALER REFUSED TO CORRECT RECALL PROBLEM. CONSUMER'S VEHICLE HAS ALREADY EXPERIENCED PROBLEM WITH A CRACKED HEATER CORE WHICH CAUSED HOT FLUIDS TO ENTER PASSENGER'S COMPARTMENT, RESULTING IN TOTAL LOSS OF DRIVER'S VISIBILITY. PLEASE PROVIDE ANY FURTHER DETAILS. \*AK

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 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.