INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

1200 New Jersey Avenue SE.
Washington, DC 20590

May 5, 2011

[redacted]
Santa Ana, CA [redacted]

NVS-216 mec
Ref. # 10394508

Dear [redacted]

Thank you for your correspondence concerning your model year (MY) 2004 BMW 645ci vehicle. The New Jersey Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA) for a response. It was received by NHTSA's Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate your report. Reports from motorists are a very important source of information for us. In your complaint, you indicated having stalling problems with your MY 2004 BMW 645ci vehicle. The vehicle was towed to a dealership. They diagnosed the problem and replaced the camshaft sensor and solenoids. The vehicle stalled again and was towed back to dealer. This time the dealer told you that the problem was with the idrive; however, when the dealer went to reprogram the idrive they said the CCC and DME were bad and needed to be replaced.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the stalling problem you encountered in your MY 2004 BMW 645ci vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. For your information, we have enclosed a brochure explaining the investigation process which can also be found on our web site at: www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

We sympathize with you concerning your requests for BMW to replace and reprogram the CCC and DME or to replace your vehicle; however, this type of request does not fall under our jurisdiction. We suggest you contact BMW Customer Relations at 1-800-831-1117 regarding your requests.

Additionally, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at http://www.ftc.gov/ftc/complaint.htm.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at http://www.nhtsa.dot.gov/ivoq. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at http://www.nhtsa.dot.gov/cars/problems.

Sincerely,

Randy Reid

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure