

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

**Subject:** FW: Closed this complaint  
**Date:** Tuesday, July 19, 2011 11:36:22 AM  
**Attachments:** [10408807.pdf](#)

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Report Vehicle Safety Defects!

[www.safercar.gov](http://www.safercar.gov)

-----Original Message-----

From: Mattson, Ryan CTR (NHTSA) On Behalf Of DataQuality, DataQuality (NHTSA)  
Sent: Tuesday, July 19, 2011 11:23 AM  
Subject: FW: Closed this complaint

-----Original Message-----

From: [REDACTED]  
Sent: Tuesday, July 19, 2011 10:36 AM  
To: DataQuality, DataQuality (NHTSA)  
Subject: Closed this complaint

<<10408807.pdf>>

I do not see a place on this form to CLOSE IT OUT.  
But please update your system to say that BMW did finally agree to a cost-sharing with me, on the replacement of the "Detection Mat" that was preventing proper deployment of the air bag. Car is now fixed.

[REDACTED]  
Customer Support Manager  
GE Aviation  
Customer & Product Support Operations

T + [REDACTED]  
M [REDACTED]



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

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

24-JUN-2011

Repository Reference No.  
10408807

## OWNER INFORMATION (Type or Print)

Name   
Address   
City CINCINNATI State OH Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

## VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
WBAVD13556k

Make BMW Model 3-SERIES Model Year 2003

Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:

Original Owner  Dealer's City State Zip Code

Transmission Type  Antilock Brakes  Cruise Control Powertrain Multiple Failure: Incident Date(s)  
03-JUN-2011

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

Vehicle Component Code: 141000 AIR BAGS: FRONTAL Failure Mileage 81606 Failure Speed 0

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)

DOT No. (Example: DOTMAL9ABC036)  Original Equipment  Prior Repair Failure Location:

Tire Component Code Tire Failure Type:

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:

Seat Type: Installation System:

Child Seat Component Code: Failed Part:

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash  Yes  No Fire  Yes  No Number of Persons Injured Number of Deaths Reported to Police  
N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2006 BMW 3-SERIES. THE CONTACT STATED THAT THE AIR BAG WARNING LIGHT ILLUMINATED ON THE INSTRUMENT PANEL, INDICATING THAT THE FRONT PASSENGER SIDE AIR BAG WAS NOT FUNCTIONING. THE CONTACT NOTICED NHTSA CAMPAIGN I.D. NUMBER 08V384000 (AIR BAGS:FRONTAL) AND TOOK THE VEHICLE TO AN AUTHORIZED DEALER. THE CONTACT WAS INFORMED THAT THE FRONT PASSENGER AIR BAG DETECTION MATT NEEDED TO BE REPLACED, BUT THE VEHICLE WAS NOT INCLUDED IN THE RECALL. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE, BUT OFFERED NO ASSISTANCE. THE CONTACT EXPRESSED CONCERN IN REGARDS TO DRIVING A VEHICLE WITHOUT A FUNCTIONING AIR BAG. THE FAILURE MILEAGE WAS 81,606.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.