

ODI # 10430777 <sup>U-10430777-3382</sup> Page 1 of 1

**Subj:** Acknowledgement from NHTSA/ODI of your safety complaint  
**Date:** 10/19/11 11:46:35 A.M. Eastern Daylight Time  
**From:** donotreplyodi@dot.gov  
**To:** [REDACTED]

OCT 25 2011

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view.

The vehicle information you entered (the Make, Model, and Model Year) is not currently in our database. Accordingly additional time will be needed to review your complaint, so you should allow at least five business days for review, approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: 10430777

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 8:00AM to 10:00PM Monday-Friday  
TTY: 1-888-424-9153  
Have your ODI Number available.  
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>  
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)  
National Highway Traffic Safety Administration (NHTSA)  
U.S. Department of Transportation (DOT)

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Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

If you have questions regarding these emails, please go to our [Contact](#) Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.

Wednesday, October 19, 2011 [REDACTED]

ODI # 10430777

Benardo (FNU) 327

4236

Office Defect Investigation Report

10/17/11

TEA

ODI # 10430777

US Dept. of Transportation  
National Highway Traffic Safety Administration  
Office of Defect Investigations (NVS-210)  
1200 New Jersey Ave.  
West Building  
Washington, DC, 20590

Vestal, NY

9/13/2011

Gault BMW Service  
Chris O'Brien  
Tom Douda  
2507 North Street  
Endicott, NY 13760

Re: Three episodes of sudden accelerations.

2011 BMW 335 xi. VIN: WBAPL5C5XBA

Dear Chris or Tom,

Purpose of service: evaluation of vehicle due to experiences of unintended accelerations.

Description of incidents of sudden acceleration:

1.) 9/6/2011 9 PM, the car sharply accelerated forward while still in drive and at a complete stop in our driveway. We narrowly escaped plowing forward through our garage door. While in our paved level home driveway about one car length in front of the left attached garage overhead door; the car suddenly seemed to violently jump forward. There was loud engine noise and the car seemed to shake as continued to brake harder-- then as quick as it happened, it was over. denied hitting the accelerator pedal, never moved position of her foot, when the car surged forward, she pressed the brakes even harder and only they held us back, stopping us within feet of the door. The incident was over within a "split second." I was a passenger in the car and did not know what to think. The following morning and I examined the brake and accelerator pedals together and I remained unable to explain the events of the unintended acceleration. It simply made no sense to me, in light of my experience with the other vehicles. I was too busy to give it further thought and suggested

ODI # 10430 777

that [REDACTED] contact BMW when she had time. She didn't use that car again until Saturday 9/10/2011, when we traveled to the Syracuse area.

2.) 9/10/2011 8:45 PM [REDACTED] had driven us to Syracuse and at 8:45 PM, while traveling uphill on East Adams, she brought our vehicle to a complete stop, about one car length, behind a Syracuse Patrol car. The police car was stopped at the intersection of Irving Avenue, and [REDACTED] had her signal on to make a right hand turn at that intersection. Her car revved up and felt like it wanted to surge forward uphill. [REDACTED] applied the brakes even harder and said that she thought that we were going to rear end that patrol car. The officer(s) in the patrol car took no notice of the incident. [REDACTED] **wore sneakers and was absolutely positive that she did NOT have her foot on the accelerator.** It was over in a second and the car behaved okay until we left the facility. We were then accompanied by our daughter, who was in the rear passenger seat behind [REDACTED] the driver. I was in the front passenger seat when the third episode of unintended acceleration occurred.

3.) 9/10/2011 9 PM. The third episode of unintended acceleration occurred while we were headed north on South Crouse Ave at the intersection of Erie Blvd East. [REDACTED] was stopped at a light at the intersection with the car in drive and her foot on the brake. The car surge ahead and again she braked even harder and she was narrowly able to avoid an accident (excellent BMW handling). [REDACTED] was visibly shaken and pulled car off road and refused to drive car any further, stating either I drive or we leave the car there for BMW to retrieve it. Our daughter referred to the car as the "death trap waiting to happen." We switched positions, terminated our time in Syracuse and I returned the car to our Vestal home garage without further incident.

[REDACTED] is afraid of this 2011 BMW. I agree with all of her concerns. So far, we were all very lucky.

Sincerely,

[REDACTED]

ODI # 10430 777 Direct Fax Linda Vitale  
1(866)487-4042

from [redacted]  
per phone conversation of  
9/22/11 5pm ->

[redacted]

Vestal, NY

[redacted]

9/21/2011

Linda Vitale  
BMW of North America, LLC  
300 Chestnut Ridge Road  
Woodcliff Lake, NJ 07677-7731  
1(201) 263-8213  
Customer Relations: 1-800-831-1117  
Fax. 1-614-789-1992

Re: 2011 BMW 335 xi. VIN: WBAPL5C5XBA [redacted]  
-- sudden accelerations.

Dear Linda,

Attached three fax pages:  
.Assistance and Follow up Letter to New Motors  
Dealership where we vehicle purchased  
. Title we received from them via postal  
service.

Sincerely,

[redacted]

Result:  
OK - black and white fax  
Okay color - color fax

Last Fax			
Date	Time	Type	Identification
Sep 21	6:06pm	Sent	16147891992
		OK	4
		Pages	2:36
		Result	OK

Sep 21 2011 6:09pm

Fax-History Report for

HP OfficeJet G Series G85xi  
Personal Printer/Fax/Copier/Scanner

ODI # 104 30 777

[REDACTED]  
Vestal, NY  
[REDACTED]

9/21/2011

Mr. Gabe Puvino  
Mr. Larry New  
New Motors  
8670 Peach Street  
Erie, PA 16509  
1-877-226-2008  
Fax. 814-864-0001

Re: 2011 BMW 335 xi. VIN: WBAPL5C5XBA [REDACTED] -- sudden accelerations.

Dear Gabe,

Please be aware the vehicle's still being evaluated for those episodes of unintended accelerations we discussed in detail with you by telephone on your day off. They were outlined in previous emails and they are again presented below.

Please ask anyone who has driven that particular vehicle about any problems they might have experienced whatsoever and please report them to our BMW North America contact person, Linda Vitale at 1(201) 263-8213. As you know from speaking [REDACTED] yourself, she has become fearful of the car. We all need to share her concerns as do I. Obviously; no one would want this to happen again to anyone else.

As previously reported and description of incidents of sudden acceleration provided to BMW specialists:

1.) 9/6/2011 9 PM, the car sharply accelerated forward while still in drive and at a complete stop in our driveway. We narrowly escaped plowing forward through our garage door. While in our paved level home driveway about one car length in front of the left attached garage overhead door; the car suddenly seemed to violently jump forward. There was loud engine noise and the car seemed to shake as [REDACTED] continued to brake harder--then as quick as it happened, it was over. [REDACTED] denied hitting the accelerator pedal, never moved position of her foot, when the car surged forward, she pressed

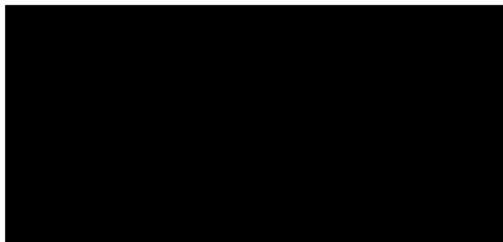
ODI # 10430777

the brakes even harder and only they held us back, stopping us within feet of the door. The incident was over within a "split second." I was a passenger in the car and did not know what to think. The following morning [REDACTED] and I examined the brake and accelerator pedals together and I remained unable to explain the events of the unintended acceleration. It simply made no sense to me, in light of my experience with the other vehicles. I was too busy to give it further thought and suggested that [REDACTED] contact BMW when she had time. She didn't use that car again until Saturday 9/10/2011, when we traveled to the Syracuse area.

2.) 9/10/2011 8:45 PM [REDACTED] had driven us to Syracuse and at 8:45 PM, while traveling uphill on East Adams, she brought our vehicle to a complete stop, about one car length, behind a Syracuse Patrol car. The police car was stopped at the intersection of Irving Avenue, and [REDACTED] had her signal on to make a right hand turn at that intersection. Her car revved up and felt like it wanted to surge forward uphill. [REDACTED] applied the brakes even harder and said that she thought that we were going to rear ended that patrol car. The officer(s) in the patrol car took no notice of the incident. [REDACTED] **wore sneakers and was absolutely positive that she did NOT have her foot on the accelerator.** It was over in a second and the car behaved okay until we left the facility. We were then accompanied by our daughter, who was in the rear passenger seat behind [REDACTED] the driver. I was in the front passenger seat when the third episode of unintended acceleration occurred.

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So far, we were all very lucky.



ODT #

104 30 777

46021

# COMMONWEALTH OF PENNSYLVANIA CERTIFICATE OF TITLE FOR A VEHICLE

1.320

WBAPL5C5XBA [REDACTED] 2011 BMW [REDACTED] NE  
 VEHICLE IDENTIFICATION NUMBER YEAR MAKE OF VEHICLE TITLE NUMBER

SDN [REDACTED] DUP [REDACTED] SEAT CAP [REDACTED] PRIOR TITLE STATE [REDACTED] 1/07/11 000010 [REDACTED]  
 BODY TYPE [REDACTED] ODOM. PROCD. DATE ODOM. MILES ODOM. STATUS

1/07/11 1/07/11 [REDACTED] [REDACTED] [REDACTED] [REDACTED]  
 DATE PA TITLED DATE OF ISSUE UNLADEN WEIGHT GVWR GVWR TITLE BRANDS

ODOMETER STATUS  
 0 = ACTUAL MILEAGE  
 1 = MILEAGE EXCEEDS THE MECHANICAL UNITS  
 2 = NOT THE ACTUAL MILEAGE  
 3 = NOT THE ACTUAL MILEAGE-ODOMETER TAMPERING VERIFIED  
 4 = EXEMPT FROM ODOMETER DISCLOSURE

TITLE BRANDS  
 A = ANTIQUE VEHICLE  
 C = CLASSIC VEHICLE  
 F = OUT OF COUNTRY  
 G = ORIGINALLY EQ'D. FOR NON-U.S. DISTRIBUTION  
 H = AGRICULTURAL VEHICLE  
 L = LOGGING VEHICLE  
 P = IS/WAS A POLICE VEHICLE  
 R = RECONSTRUCTED  
 S = STREET ROD  
 T = RECOVERED THEFT VEHICLE  
 V = VEHICLE CONTAINS REISSUED VIN  
 W = FLOOD VEHICLE  
 X = IS/WAS A TAXI

REGISTERED OWNER(S)  
**NEW MOTORS INC**  
**8670 PEACH ST**  
**ERIE PA 16509**

FIRST LIEN FAVOR OF: \_\_\_\_\_ SECOND LIEN FAVOR OF: \_\_\_\_\_  
 DATE \_\_\_\_\_ DATE \_\_\_\_\_

BY: \_\_\_\_\_ AUTHORIZED REPRESENTATIVE BY: \_\_\_\_\_ AUTHORIZED REPRESENTATIVE

MAILING ADDRESS: \_\_\_\_\_ BY: \_\_\_\_\_ AUTHORIZED REPRESENTATIVE

If a second lienholder is listed upon satisfaction of the first lien, the first lienholder must forward this Title to the Bureau of Motor Vehicles with the appropriate form and fee.

031250  
**NEW MOTORS INC**  
**8670 PEACH ST**  
**ERIE PA 16509**



**ALLEN D. BIEHLER**  
 Secretary of Transportation

County of the state of issue, the official records of the Pennsylvania Department of Transportation reflect that the person(s) or company named herein is the lawful owner of this vehicle.

### D. APPLICATION FOR TITLE AND LIEN INFORMATION

SUBSCRIBED AND SWORN TO BEFORE ME: 8.20.11 YEAR

*Allen D. Biehler*  
 NEW MOTORS INC.  
 8670 PEACH STREET  
 ERIE, PA 16509  
 85-2420NE

TO BE COMPLETED BY PURCHASER WHEN VEHICLE IS SOLD AND THE APPROPRIATE SECTIONS ON THE REVERSE SIDE OF THIS DOCUMENT ARE COMPLETED.

If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner) CHECK HERE . Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate).

IF NO LIEN, CHECK  IS THIS AN ELT? (IF YES, FIN REQUIRED) - YES  NO

1ST LIENHOLDER FINANCIAL INSTITUTION NUMBER: \_\_\_\_\_  
 1ST LIENHOLDER NAME: \_\_\_\_\_  
 STREET: \_\_\_\_\_  
 CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

IF NO 2ND LIEN, CHECK  IS THIS AN ELT? (IF YES, FIN REQUIRED) YES  NO

2ND LIENHOLDER FINANCIAL INSTITUTION NUMBER: \_\_\_\_\_  
 2ND LIENHOLDER NAME: \_\_\_\_\_  
 STREET: \_\_\_\_\_  
 CITY: \_\_\_\_\_

08/26/2011  
 08/26/2011  
 46021  
 51388  
**MINDY LEE MOSE**

PE  
 FIN  
 TRADE-IN OWED TO  
 S. CO. & AGENT  
**LAY INS CO**  
**IN AGCY**  
**CHANGE ST**  
**WTON NY 13902**  
 HICLE BEING PURCHASED

1274  
 OF WARRANTIES  
 THAT YOU (THE DEALER) FROM ALL WARRANTIES EITHER IMPLIED INCLUDING ANY IMPLIED MERCHANTABILITY OR FITNESS FOR PURPOSE, AND THAT YOU WE NOW AUTHORIZE ANY OTHER PURSE FOR YOU ANY LIABILITY IN WITH THE SALE OF THE VEHICLE. OTHERWISE PROVIDED IN WRITING BY AGREEMENT TO THIS CONTRACT ON F. DELIVERED TO ME WHEN THE VEHICLE IS DELIVERED.

ARRANTY - Used car is covered by a added in a separate document.  
 Max vehicle is sold "AS IS" without any wares or implied. There is NO service is sale. The purchaser will bear the eparing or correcting any defects that at may occur in the vehicle.

BUYER'S SIGNATURE  
 the vehicle ordered, except as  
 sum of \$

STATEMENT  
 OR THIS VEHICLE IS PART  
 FORM OVERRIDES ANY

HER THE DEALER OR THE PUT  
 DEALER REPRESENTATIVE, YOU  
 AND PARTIES, SHALL BE BOUND  
 THIS CONTRACT SIGNED BY  
 Y GIVING WRITTEN NOTICE

DO NOT ACCEPT DOCUMENT WITHOUT VERIFYING THE PRESENCE OF THE LIBERTY BELL WATERMARK

STAMP OR SEAL

ODI # 10430777

LOCAL  
607-748-8244

# GAULT

CHEVROLET • BMW • TOYOTA  
2507 NORTH STREET  
ENDICOTT, NEW YORK 13760-0360

Linda  
Vital  
9/10/11 BMW mileage  
was 9323

CUSTOMER NO. <b>71985</b>	ADVISOR <b>TOM</b>	TAX NO. <b>864 7449</b>	INVOICE DATE <b>10/06/11</b>	INVOICE NO. <b>BMCS407047</b>
LABOR RATE [REDACTED]	MILEAGE <b>9,330</b>	COLOR <b>GRAY/</b>	STOCK NO.	
YEAR/MAKE/MODEL <b>11/BMW/3 SERIES/4DR SDN</b>	DELIVERY DATE <b>10/30/10</b>	DELIVERY MILES		PRODUCTION DATE <b>05/20/10</b>
VEHICLE I.D. NO. <b>W B A P L 5 C 5 X B A</b>	SELLER DEALER NO. <b>16672</b>	R.O. DATE <b>10/06/11</b>		
BUSINESS PHONE			COMMENTS	

MO: 9331

JOB# 1 CHARGES

LABOR  
 J# 1 02BM2003 NYS INSPECT TECH(S): 431 10.00  
 Owner Requests New York State Safety Inspection.  
 NYSI STICKER # 11846710

N.Y. STATE  
REPAIR SHOP #  
4040074

JOB# 1 TOTALS

LABOR	10.00
JOB# 1 JOURNAL PREFIX BMCS JOB# 1 TOTAL	10.00

DISCLAIMER  
OF WARRANTIES

TOTALS

*****	TOTAL LABOR....	10.00
* [ ] CASH [ ] CHECK CK NO. [ ]	TOTAL PARTS....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL SUBLET....	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>10.00</b>

THE SELLER HEREBY EXPRESSLY  
DISCLAIMS ALL WARRANTIES EITHER  
EXPRESS OR IMPLIED, INCLUDING  
ANY IMPLIED WARRANTY OF MER-  
CHANTABILITY OR FITNESS FOR A  
PARTICULAR PURPOSE, AND SELLER  
NEITHER ASSUMES NOR AUTHORIZES  
ANY OTHER PERSON TO ASSUME  
FOR IT ANY LIABILITY IN CONNECTION  
WITH THE SALE OF SAID PRODUCTS.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

LIMITED EXPRESS WARRANTY

Labor and parts are warranted for 12  
months or 12,000 miles whichever  
occurs first. The dealer hereby limits  
any implied warranties of merchant-  
ability and fitness to the same period.

ALL PARTS INSTALLED ARE NEW UN-  
LESS OTHERWISE SPECIFIED.

www.gault.com



October 7, 2011

[REDACTED]  
Vestal, NY [REDACTED]

2011 BMW 335Xi VIN: A [REDACTED]

Dear [REDACTED]

As discussed, BMW of North America, LLC (BMW NA) inspected the above referenced vehicle on September 22, 2011 at Gault Auto Sport BMW. The results of our inspection reveal no faults or defects that could have contributed to your complaint of unintended engine speed or brake failure.

The inspection was performed by a BMW NA Technical Service Engineer and the results were reviewed by our National Engineering Department. The inspection involved a detailed diagnosis of the brake system and engine management system. Based upon the results of our inspection, we are technically confident that no faults or defects were present in the vehicle at the time of our inspection that could have contributed to your complaint.

Visual inspection revealed no brake fluid leaks at the brake master cylinder, DSC hydraulic unit, or brake assemblies. The brake and accelerator pedals were checked, appeared to be in good working condition, and operated as designed. A small indentation was noted on the back side of the accelerator pedal plate which may indicate that the pedal was applied with force. The driver's floor mat was found not to be properly anchored.

The vehicle was dynamically tested which included stop and go scenarios, in an effort to duplicate your complaint. The brake pedal felt normal when depressed and remained normal during consistent braking applications.

Inasmuch as your complaint indicated that the car's brake system could have failed, particular attention was given during the inspection by performing a stall test, in which the brake system held the vehicle in place with the engine running, the gear selector in Drive, and with the accelerator pushed towards the floor. The vehicle performed without incident as it remained stationary.

Thank you for providing us the opportunity to inspect the vehicle and share our findings with you. Your patience and cooperation in this matter have been greatly appreciated. Should you request further clarification regarding this matter, feel free to contact me directly at (201)263-8213.

Sincerely,

Linda Vitale  
Customer Relations and Services  
Consultant

Company  
BMW of North America, LLC

BMW Group Company

**Mailing address**

PO Box 1227  
Westwood, NJ  
07675-1227

**Office address**

300 Chestnut Ridge Road  
Woodcliff Lake, NJ  
07677-7731

**Telephone**

(201) 263-8213

**Fax**

(866) 487-4042

**Website**

bmwusa.com

ODI # 10430777

Subj: Re: [redacted] VIN A [redacted] device that could be attached to the on board vehicle?  
Date: 10/12/11 6:29:25 P.M. Eastern Daylight Time  
From: [redacted]  
To: [Linda.Vitale@bmwnaext.com](mailto:Linda.Vitale@bmwnaext.com)

To: Linda Vitale Special Product Investigations Consultant for BMW of North America, LLC, Customer Relations and Services, Telephone (201) 263-8213, (800) 831-1117 ext. 8213, Fax (866)487-4042, Mailing Address: P.O. Box 1227, Westwood, NJ 07675-1227

October 12, 2011

2011 BMW 335Xi / A [redacted]

Good Evening Linda,

As you know from our phone conversation this morning, we are in receipt of your letter, of October 7, 2011, informing us that your inspection of our automobile revealed nothing of consequence. You know that I appreciate your attention to our complaint, however disappointed I am in the results. Taking a moment to analyze events up to now, I am particularly disappointed that the systems on board the vehicle are apparently incapable of recording the events we experienced.

We are now left with a luxury automobile built by one of the world's leading automotive companies which only one of us is willing to risk driving. We cannot risk allowing either of our adult children to drive the automobile until this problem has been resolved. We are therefore seeking your advice and assistance with a suitable device that could be attached to the on board vehicle systems to record the next unintended acceleration event in sufficient detail to allow your technicians to diagnose and resolve the problem. We have experienced three of these events in the short time we have owned the automobile and are certain that it is only a matter of time until the next one. It certainly seems prudent to us to treat this problem proactively and expect that you will agree.

Thank you for your very capable assistance.  
Regards,

[redacted signature]

Vestal, NY [redacted]

Wednesday, October 12, 2011 [redacted]

ODI # 104 30 777

Subj: RE: [REDACTED] VIN A [REDACTED] device that could be attached to the on board vehicle?  
 Date: 10/13/11 10:37:32 A.M. Eastern Daylight Time  
 From: Linda.Vitale@bmwnaext.com  
 To: [REDACTED]

October 13, 2011

2011 BMW 335Xi / A917449

Good morning [REDACTED]

Your 2011 BMW 335Xi vehicle has been designed for the brake to always override the throttle. Our BMW engineer inspected your vehicle and could not reproduce or duplicate your wife's complaint of unintended acceleration. Driver error, interference from a floor mat or another object is the most likely possibility or perhaps both brake and accelerator pedals were depressed at the same time. There is no device that can be attached to your vehicle. Please contact your BMW center if you experience any drivability concerns, and you may contact me as well. I am here to help.

Thank you.

Regards,

Linda Vitale  
**Special Product Investigations Consultant**  
**BMW of North America, LLC**  
 Customer Relations and Services

**Telephone**

(201) 263-8213

(800) 831-1117 ext. 8213

Fax (866)487-4042

**Mailing Address**

P.O. Box 1227

Westwood, NJ 07675-1227

---

**From:** [REDACTED]

**Sent:** Wednesday, October 12, 2011 6:29 PM

**To:** Vitale Linda, V2-US-A-50

**Subject:** Re: [REDACTED] VIN A [REDACTED] device that could be attached to the on board vehicle?

To: Linda Vitale Special Product Investigations Consultant for BMW of North America, LLC, Customer Relations and Services, Telephone (201) 263-8213, (800) 831-1117 ext. 8213, Fax (866)487-4042, Mailing Address: P.O. Box 1227, Westwood, NJ 07675-1227

October 12, 2011

2011 BMW 335Xi / A [REDACTED]

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Wednesday, October 19, 2011 AOL: [REDACTED]

ODI # 10430777 ..

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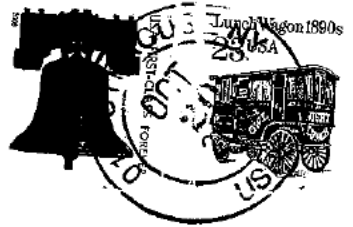
Thank you for your very capable assistance.

Regards,

[REDACTED]  
[REDACTED]  
Vestal, NY [REDACTED]

=

Wednesday, October 19, 2011 AOL: [REDACTED]



US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defect Investigations (NVS-210)  
1200 New Jersey Ave.  
West Building,  
Washington DC, 20590

West Building