

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

Subject: FW: Complaint about Manufacturer for Recall 11V438000
Date: Tuesday, February 21, 2012 9:14:32 AM
Attachments: [image001.png](#)

From: [REDACTED]
Sent: Thursday, February 16, 2012 3:13 PM
To:
Subject: Complaint about Recall 11V438000

My name is [REDACTED] and I was directed to you as the primary investigator for Recall 11V438 related to my BMW325i.

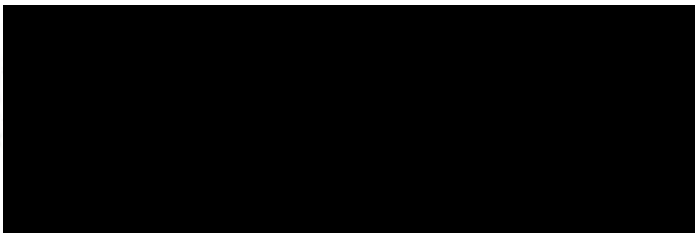
I have a reference number filed with your department as well if you need it: 10448203

As my filing should indicate, I have had the issue related to this recall for several years now and in the past month the issue led to a small burn-out of my tail light. This small electrical fire was luckily not too damaging, but the intermittent outage issue with my taillight was ignored and deflected by BMW's service department for many years.

As I was thankful that the recall was finally issued but I was not contacted by BMW, I called them and gave them my VIN number. At that time, they informed me that despite having a 2003 BMW 325i which fell into the range and criteria of the recall, they did not include me in it. Despite my attempts, they denied me a reason or cause for excluding me.

I found out about this recall from an owners forum online in which many, many other owners of this and other models of BMW were affected by the issue, but for some reason BMW, is greatly (but quietly) limiting the delivery of the recall messages and excluding many of the affected car owners. My next step aside from contacting you is to bring this to the attention of the FTC regarding BMW's unfair exclusion of affected cars from the recall, but I hope you are able to influence BMW to re-open the case and inquire as the reasons they have excluded so many of those affected.

I thank you for your attention and would gladly speak to you about this at your earliest convenience: [REDACTED]



NAM
022112
TGW