



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

[Redacted]

[Redacted]  
La Crescenta, CA [Redacted]

T [Redacted]

[Redacted]

MAR 10 2013

March 12, 2013  
NHTSA  
1200 New Jersey Ave S.E.  
Washington, DC 20590

VIN WBAHL83556 D [Redacted]

Dear NHTSA,

I wrote to BMW about my suspicion that my car seemed to fit Recall Campaign No. 12V-504 but they said it did not affect my car. The fact that the Description of Problem seems to fit so well encourages me to ask you to review my situation. Please let me know if you feel that my car might be covered.

The *soft close automatic door function* of my 2006 7-Series started malfunctioning in early January 2013. Both the driver's door as well as rear-passenger door fail to latch properly, (intermittently and independently). Since this problem appeared suddenly on two doors I believe it is some sort of software problem.

In researching this I see that there is a recall campaign No. 12V-504 that covers my year vehicle with both *Comfort Access* and *Soft Close Automatic Options*. The Description of Problem describes EXACTLY my experience. Yet when I called Pacific BMW I was told by Olga that this campaign does not cover my VIN.

I suspect that my VIN has mistakenly not been included in the recall as it seems to describe exactly my problem. Please review this case and let me know if BMW will perform the recall or if I should next contact NHTSA.

Sincerely yours,

[Redacted signature block]

NM  
31913  
SMD



[REDACTED]

[REDACTED]  
La Crescenta, CA [REDACTED]

T [REDACTED]  
[REDACTED]

February 23, 2013  
BMW of North America, LLC  
PO Box 1227  
Westwood, NJ 07675-1227

VIN WBAHL83556 D [REDACTED]

Dear BMW,

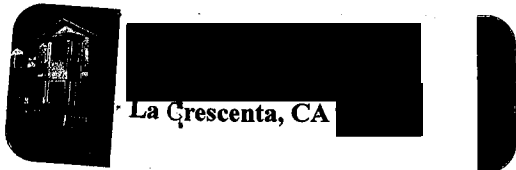
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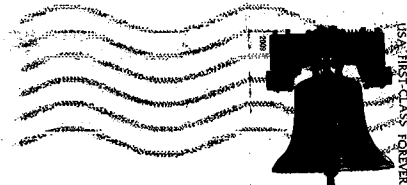
Sincerely yours,

[REDACTED]



LOS ANGELES CA 900

13 MAR 2013 PM 24 L



NHTSA  
1200 New Jersey Ave S.E.  
Washington, DC 20590

W41-323

20590

