

[REDACTED]
[REDACTED] North Palm Beach, FL [REDACTED]

MAY 15 2013

May 7, 2013

certified mail

BMW of North America
P.O. Box 1227
Westwood, NJ, 07675-1227

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

Subject: Faulty Airbags, 2011 BMW 328xi

Dear Sir/Madam,

I, my wife, my son and daughter were traveling in our 2011 BMW 328xi (VIN# WBAPK5C50BA [REDACTED]) when it struck another vehicle at or around 40mph on April 18, 2013. To our shock and surprise, none of the airbags in the vehicle was deployed. I informed BMW by an e-mail on April 21, 2013 (a copy of said e-mail is attached) but I have not received a reply yet. There was considerable damage to the entire front bumper, passenger side door and panel, the hood (was bent significantly) and structural frame. The repair shop has determined that the frame on passenger side has received damage which needs to be replaced, which requires the motor to be removed and re-mounted. The cost of damage is estimated over \$15,000. Despite all this damage, the airbag system failed to deploy, thus adding to the injuries. I am asking that BMW of North America review this vehicle for faulty airbag system. I have a car dashboard recording of this accident that I could share with the interested parties should it help in their investigation. Please also be advised, that if no reply is received, I will post the video on the social media so that the viewers could judge for themselves.

By a copy of this letter, I am advising the Administrator of National Highway Traffic Safety to investigate 2011 BMW 328i vehicles for faulty airbag system.

If you have any questions, please contact me.

Thank you
[REDACTED]

Owner of 2011 BMW 328xi

 cc: Administrator, National Highway Traffic Safety Administration


NAM
5/17/13
SMD

JUNO Message Center**From:** [REDACTED]**To:** customer.relation@bmwusa.com**Sent:** Sun, Apr 21, 2013 09:01 AM**Subject:** Defective airbag system, 2011 328xi

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Dear BMWUSA,

I purchase a 2011 BMW 328xi on April 18, 2013 from Mercedes Benz of Palm Beach dealership. Two days later, on April 18, 2013 a car ran a stop sign and caused my wife to crash into it at or around 40 mph at right angle. The entire front bumper of my BMW struck the driver side and wheel of the other vehicle. However, none of the airbags in my 328xi BMW was deployed, adding to my injuries and my wife's. Failure to deploy the airbags was a shock to me, my wife, my 17 year old son and 13 year old daughter that were in said BMW.

I am hereby notifying BMW that my 2011 BMW 328 xi has a defective airbag system and request that you examine the vehicle to determine the cause and make necessary repairs. I am including a photo of the damaged car for your review to see why despite this much damage to the vehicle, the airbag system did not work. I can be reached via e-mail

[REDACTED], US Mail [REDACTED], north Palm Beach, Florida [REDACTED] or telephone at [REDACTED]

Please be advised that should BMW fail to respond in a timely manner, I will be compelled to contact NHTSA.

Thank you,

[REDACTED]
Owner of 2011 BMW 328xi

VIN # WBAPK5C50BA [REDACTED]

Total: 1 Image(s) | [View Slideshow](#) [Download Selected](#) [Download All](#)

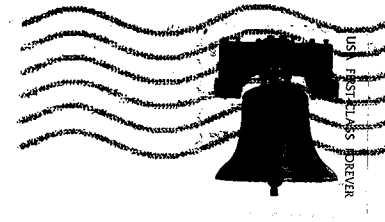
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copy attached to letter of May 7, 2013

WEST PALM BCH FL 334

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NPB, FL.

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington DC 20590

20590

