

C1-10658479-1801

November 4, 2014

NOV 12 2014

Ludwig Willisch
President and CEO
BMW of North America LLC
300 Chestnut Ridge Rd.
Woodcliff Lake, N.J. 07675

Re: Recall Campaign No. 14V-428: Front Passenger Air Bag

Dear Mr. Willisch,

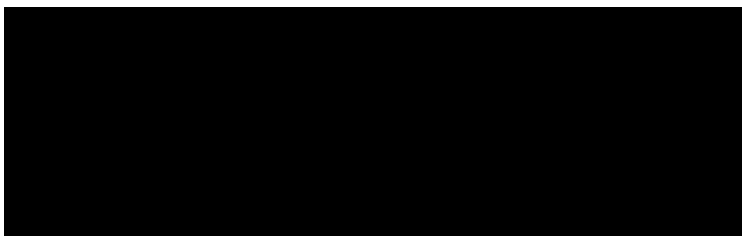
In September 2014 I received from BMW of North America LLC a recall notice for replacement of the front passenger air bag in my 2001 325i Sports Wagon. The notice stated that at that time BMW did not have the parts to conduct the recall; however, BMW would notify me as soon as the parts become available.

As of today's date, and after sending an inquiry to my local Authorized BMW dealer, I have not received any information from BMW regarding carrying out the recall repair on my vehicle.

Will you please advise me when you expect to have the necessary parts to replace the front passenger bag in my vehicle, and when Hansel BMW of Santa Rosa will be available to perform the recall work.

Until my passenger air bag is replaced, what is your recommendation regarding carrying a passenger in the front passenger seat of my vehicle?

Thank you for assisting me with this important matter.



Cc: Henry Hansel
General Manager
Hansel BMW of Santa Rosa

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

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TRW



Kenwood, CA



SAN FRANCISCO CA 94108

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NOA

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

