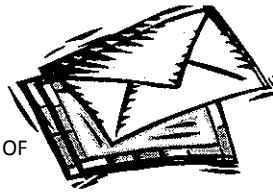


NHTSA ccmMercury Routing Slip

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



CI-10659588-6600

Printed: 11/19/2014

NHTSA #: ES14-005196

XREF #:

Delivery: EML

Rec'd Date: 11/19/2014

Doc Type: GEN

Address To:

Referred By: NPO-011

Doc Date: 11/17/2014

Due Date: 12/17/2014

S10 #:

DOT/I #:

RMP #:

Subject: EMAIL IN REGARDS TO HIS DISSATISFACTION WITH THE BMW AIRBAG RECALL; HE WAS INFORMED BY BMW THAT THEY STILL DO NOT HAVE THE REPLACEMENT AIRBAG AVAILABLE FOR HIS 2001 BMW 325I AND THEY ARE NOT GOING TO HONOR THEY ORIGINAL COMMITMENT TO REPLACE IT

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: SHARRIS x62534

Ack By:

Signature: NANCY L. LEWIS

Cleared By:

XREF File:

Modified By: SANDRA.HARRIS

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

[REDACTED]

NOV 19 2014

LAKE BLUFF, IL [REDACTED]

Tel: [REDACTED] Fax: E-mail: [REDACTED]

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	11/19/2014	12/17/2014	
NVS-010	INFORMATION	11/19/2014		11/19/2014

NOV 19 2014

NOV 19 2014

NOV 19 2014

NM
11/19/14
TW

Harris, Sandra (NHTSA)

From: Public.Affairs, Public.Affairs (NHTSA)
Sent: Monday, November 17, 2014 9:46 AM
To: LIST-NHTSA-NPO-011
Subject: FW: Dissatisfaction with BMW air bag recall

Good morning. Please see the email below written to Deputy Friedman. Please control it to NVS.

-----Original Message-----

From: [REDACTED]
Sent: Friday, November 14, 2014 11:18 PM
To: Public.Affairs, Public.Affairs (NHTSA)
Subject: Dissatisfaction with BMW air bag recall

Dear David Friedman:

I wanted to register my dissatisfaction with the DOT, the NHTSA and with BMW regarding the passenger air bag recall for my 2001 BMW 325i. I received a notice that my vehicle was subject to the recall this summer, but I was informed by BMW today that they still do not have the replacement air bag available; and that their original commitment to replace it in November will not be honored.

Since my vehicle spends part of the year in Chicago and part of the year at our condo in Sarasota, FL, I am particularly concerned to read that the NHTSA is prioritizing replacements based upon the registration geography of the vehicle. As my vehicle is parked outside at Lido Beach in Sarasota, it is and has been subject to a humid, salty sea breeze environment for much of the year since it was purchased new in the 2001 model year. Your policies are clearly at odds with my needs.

Neither the NHTSA nor BMW have made adequate arrangements to address a situation that is demonstrably unsafe for owners who must continue to operate vehicles that have been declared unsafe.

Best regards,

[REDACTED]
Lake Bluff, IL [REDACTED]
[REDACTED]

2014 NOV 19 A 9 55
SS 6 V 61 ACH MIDZ