



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

May 11, 2017

[REDACTED]

Haiku, HI [REDACTED]

Dear [REDACTED]

NEF-109 nlm
Ref. No. 10871002

The National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation appreciates the report you provided concerning air bag deactivation in your model year 2013 BMW X1. Last year our office received an unprecedented increase in the number of correspondence due to the Takata air bag recalls. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

You can be assured that your complaint has been reviewed and will be considered along with other complaints for future defect investigations and to identify safety-related defect trends. If you feel the vehicle issue you experienced still poses a safety risk and has not been resolved by the manufacturer or dealer; we would appreciate an updated report of your problem. If you send another letter, please indicate that you sent your original complaint to NHTSA in 2016, to ensure we expedite our review and send an appropriate response if warranted.

The agency believes that the benefits of a working air bag in a crash vastly outweigh the risk of rupture. Therefore, the agency will not grant permission for a dealer or repair shop to disconnect or remove defective air bags in the absence of certain medical conditions (for which an operational air bag itself poses a risk of harm). In the vast majority of crashes, the defective air bag inflator will not rupture upon deployment and will provide much more protection than a vehicle having no air bag. Importantly, the agency has structured the prioritization of the remedy for the Takata recalls in a way that requires a vehicle manufacturer to have remedy parts available long before the inflator presents an actual risk of harm to the vehicle occupants.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 888 327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive style with a large, looping "R" and "D".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement