

OL-10946775-7011

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

National Highway Traffic Safety Administration
1200 New Jersey Avenue, Southeast
Washington, D.C. 20590

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

Schomp BMW
1190 Plum Valley Lane
Highlands Ranch, CO 80129

MAR 29 2017

2/27/17

To whom it may concern;

I am addressing multiple parties concerning this matter because of the absolute lack of concrete answers or apparent concern I have received thus far in my endeavors to seek a resolution to this potentially life-threatening situation.

In March of 2016 I received a Safety Recall Notice concerning my vehicle's "driver's front airbag module." This recall states that, should I or a member of my family be driving my vehicle and become involved in a crash "pressure could cause rupturing of the airbag inflator, resulting in metal fragments striking the driver or other passengers potentially resulting in serious injury or death." It goes on to state "...the module will be replaced free of charge when parts become available."

As of this writing, this matter has been unresolved for almost exactly one (1) year. Numerous calls to the Schomp dealership have yielded identical and unsatisfactory results - "No, we don't have the part yet. Call this 1-800 number (1-800-831-1117)", where I sit interminably "on hold", only to be given the same answer.

How long does it take to produce a part that does not potentially kill or injure myself or my family members? How many other people are dealing with this same issue? Is this BMW's idea of customer service, much less an example of its vaunted quality?

Since this defect has not been corrected in a manner that even approximates the definition of a "reasonable amount of time", I have included the NHTSA in this correspondence, and ask their intercession in resolving this issue before I am forced to escalate this issue even further, since the safety of my family is of paramount importance to me, but it is apparently not a prime concern of BMW. This certainly has the capacity to cause me to regret my choice of automobile brand loyalty, and I will certainly take this into account in future purchase decisions.

Sincerely,

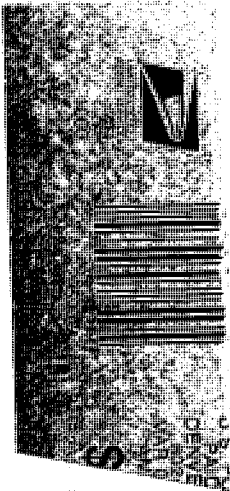
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Denver, CO [Redacted]
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CO.

Well 306
National Highway
1200 New Jersey A
Washington, D.C.



Company Name

To: W41- 306

Mailstop: 4 West
Department: NEC, NOA, NIA
Phone:

Purchase Order (ItemVarName4) PRIORITY

Route 

70153010000023383530

