

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received 26-JUL-2017 AUG 30 2017		Repository ☐ Reference No. 11010715	
OWNER INFORMATION (Type or Print)							
Name		Address		Daytime Telephone Number		E-mail Address	
City		State		Zip Code		Evening Telephone Number	
OCEAN RIDGE		FL					
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	
WBSKG9C53CE				BMW		M3	
Date Purchased		Dealer's Name and Telephone Number				Engine:	
						No: Cylinders	
Original Owner		Dealer's City		State		Zip Code	
☐							
Transmission Type		☐ Antilock Brakes		Powertrain		Multiple Failure:	
		☐ Cruise Control				Incident Date(s)	
						09-MAR-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 140000 AIR BAGS						Failure Mileage	
						Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment		Failure Location:			
		☐ Prior Repair					
Tire Component Code					Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:			Model No./Name:		
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)							
Crash		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No				Reported to Police	
						N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).							
TL* TAKATA RECALL. THE CONTACT OWNS A 2012 BMW M3. THE CONTACT STATED THAT NHTSA CAMPAIGN NUMBER: 16V071000 (AIR BAGS) EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE REPAIR. THE CONTACT RECEIVED THE RECALL NOTIFICATION IN MARCH OF 2016. THE DEALER (BRAMAN MOTORCARS 2901 OKEECHOBEE BLVD, WEST PALM BEACH, FL, 33409) STATED THAT THE PARTS WERE UNAVAILABLE FOR THE REPAIR, AND RECOMMENDED THE CONTACT TO SPEAK TO THE MANUFACTURER. THE MANUFACTURER WAS CONTACTED AND CONFIRMED THAT PARTS WERE UNAVAILABLE FOR THE RECALL REPAIR, AND INFORMED THE CONTACT THAT HE WOULD BE NOTIFIED WHEN THE PARTS WERE AVAILABLE AND NO FURTHER ASSISTANCE WAS OFFERED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY							
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.							

Fw: Follow up to ODI Complaint: ----11010715-----

[REDACTED]
Thu 8/17/2017 3:45 PM

To: dataquality@dot.gov <dataquality@dot.gov>;

2 attachments (74 KB)

EVOQ Response Letter.pdf; 11010715.pdf;

My computer will not allow me to edit the attached complaint. Please do so on my behalf.

I need to add the fact that replacement airbags are available, BMW has them but is holding them for use on their lease return vehicles. That is, when a leased vehicle is returned to BMW's ownership its airbag is immediately replaced and the vehicle sold with the description "airbag recall complete", adding \$ value to the vehicle, contributing to increased profits for BMW's bottom line. Profits before customer safety. This deserves your attention.

[REDACTED]
YOU CAN REACH ME BY Phone
[REDACTED]

From: EVOQ (NHTSA) <EVOQ@dot.gov>

Sent: Thursday, August 17, 2017 1:41 PM

To: [REDACTED]

Subject: FW: Follow up to ODI Complaint: ----11010715-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation