

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

CL-11023189-3375

MAY 30 2017

May 22, 2017

TO:

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

FROM:

[REDACTED]
Appleton, WI [REDACTED]

SUBJ:

Driver's Front Air Bag Module

Dear Administrator,

Back in March of 2016 I received a memo from the BMW Corporation re: Recall Campaign No. 16V-071 - Driver's Front Air Bag Module Recall. As of today I have not had any call from the local BMW dealer that parts are available for this replacement part to be installed. I have also visited the dealer relating to this recall and they continue to state that parts have not become available.

It has been over one year now that I've been driving with a possible defective air bag module that could put me at risk in case of the activation of this device. I own a 2011 BMW 3 Series - 328i X drive coupe which is part of this recall. I have attached that notice that I received from BMW in March of 2016.

I believe I have waited a "reasonable amount of time" to have this issue resolved. I would like your administration to put pressure on BMW/ Takata to take care of this issue in a most expedient manner so I may again drive with the confidence that I have a proper operating Air Bag Module. My email address is [REDACTED]

Sincerely,

[REDACTED]

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AM
9.12.17
WJ

BMW**IMPORTANT SAFETY RECALL****This notice applies to your vehicle, WBAKF3C5XBE [REDACTED]****March 2016****Recall Campaign No. 16V-071: Driver's Front Air Bag Module**

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2006-2015 BMW 1 Series, 3 Series and X1, X3, X5 and X6 Sports Activity Vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

IMPORTANT NOTICE

Please note that at the present time, we do not have parts available. BMW will notify you via another letter as soon as we can perform this recall on your vehicle.

DESCRIPTION OF PROBLEM

In the event of a crash necessitating deployment of the driver's front air bag, excessive internal pressure could cause rupturing of the air bag inflator, resulting in metal fragments striking the driver or other passengers potentially resulting in serious injury or death. **If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

Company
BMW of North America, LLC

BMW Group Company

Mailing Address
PO Box 1227
Westwood, NJ
07675-1227

Telephone
(800) 525-7417

Fax
(201) 930-8362

E-mail
CustomerRelations@
bmwusa.com

Website
bmwusa.com

At the present time, BMW is not aware of any ruptures in its vehicles equipped with the type of inflator subject to this recall.

DESCRIPTION OF REPAIR

The driver's front air bag module will be replaced free of charge when parts become available.

OTHER INFORMATION

If you are no longer the vehicle owner/lessee, we request that you provide us with the name and address of the new owner/lessee using the enclosed postage-paid card so that we can contact the new owner/lessee regarding this recall. If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee within ten days.

Should you have any questions about this recall, please contact your authorized BMW center. Should you need additional assistance, you may contact BMW Customer Relations and Services via Email at CustomerRelations@bmwusa.com or by calling 1-800-525-7417 from 9 AM to 9 PM Eastern Time, Monday through Friday.



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If your BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We sincerely apologize for any inconvenience this issue may cause; however be assured that BMW is concerned about your safety and security. BMW recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.

BMW OF NORTH AMERICA, LLC

Appleton, WI

MILWAUKEE WI 530

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

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