

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

Administrator, National Highway Traffic Safety Administration

OCT 1 1 2017

1200 New Jersey Ave. S.E.

Washington, D. C. 20590

From: [redacted] Houston, Miss. [redacted]

Dear sir:

I purchased my BMW from Carlock Toyota in Tupelo, Ms. It is a 2007 , 7 series. I have been very pleased with this vehicle until I went to Destin, Florida in it. The doors came open while driving and I almost fell out. I had to drive holding the door. I had to drive back to Mississippi in it. It actually closed the next day. This only happened one other time since then. I had no idea that the car had been recalled.

Please tell me what I need to. I need to get this fixed. I bought another car because I was afraid to drive this one a long distance. I will not be able to sell car until it is fixed. Please let me hear from you as to where I can get this car fixed.

Thanking you for your attention to this matter, I am

[redacted signature block]

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BMW



IMPORTANT SAFETY RECALL – Remedy Unavailable

This notice applies to your vehicle, WBAHN83527D [REDACTED]
Recall Campaign No. 17V-328: Door Latches

July 2017

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 2005-2008 BMW 7 Series vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

At the present time, we are not ready to perform this recall on your vehicle. We will notify you with a follow-up letter as soon as we can perform this recall. **Please note that your vehicle may have been previously affected by recall 12V-504. This new recall, 17V-328, replaces 12V-504.**

What could happen?

This recall involves the door latch system. The door can appear to be closed, although it may have stopped in a position close to the vehicle body and not be completely closed. Therefore, an irregular road surface, or inadvertent contact with the door interior, could cause the door to unexpectedly open while driving. If the door unexpectedly opens while driving, this could result in a crash or increase the risk of injury.

If the door does not close or stay latched, do not attempt to drive while trying to hold the door closed. If the door unexpectedly opens while driving, carefully move away from traffic and pull over to a safe location as soon as possible. Do not continue to drive the vehicle. Please contact an authorized BMW center to have your vehicle inspected and, if necessary, repaired.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

What will BMW do?

The door latch system update will be performed **free of charge**. You will receive a follow-up letter from us which will include the repair time when the specific details about the repair is finalized.

What if the current vehicle ownership information is incorrect?

You can update the vehicle ownership or your contact information by completing the enclosed postage-paid card or by registering at <http://www.bmwusa.com/myBMW>. **If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.**

What if you have questions or experience problems?

For the latest updates to this recall, please visit www.bmwusa.com/recall. Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, contact BMW Customer Relations and Services at 1-800-525-7417 or at CustomerRelations@bmwusa.com.

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>.

Please be assured that your safety is important to us and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your safety belt at all times.

Sincerely,

BMW of North America, LLC

Spanish translation on back side
Traducción en español en el lado inverso



0015048
0017728

Company
BMW
of North America, LLC
BMW Group Company

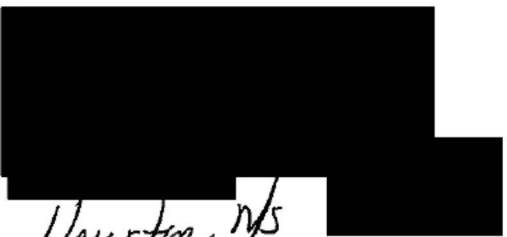
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1227

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bmwusa.com

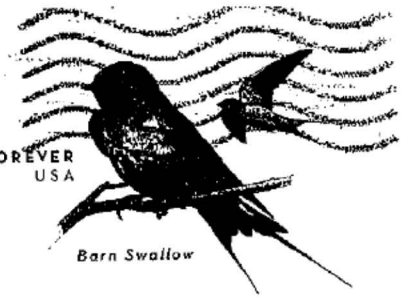


Houston, TX

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USA



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

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