

COPY

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

CL-11073286-9921

ATLANTA, MS.

Vendor # WBAAV 33441F

Jan 12, 2018 (Fri)

BMW-325I

Recall NOB 14V-047 Drivers Air Bag

Module 13V-172/14V-428 Passengers Air Bag

Dear Sir, on Monday morning I
I hope you had a blessed holidays, and
I will get right to the point what I am
writing to you. Company when it is about
the recall on my BMW 325i, the Air Bag
on my Passengers side blew up on me
and it shook the inside of my car and
shook me up until my nerves put me in
a depression and stress me so bad
until I down sleep at night also blow
up in my Mother's face and hand her arm.
I have pictures of the inside of my
car. It was broken from the back to the
front broken the light fixture on the top
of my car dropped on my head, it
almost made me have an accident
when it blew up I hit my Brake so
hard until I would have been hurt
with a broke neck or back and it did
put some back pain.

P.S. I call you 1800 325-7417 The
Gentleman told me that I would need
to call the closest BMW company close
to me but I call you guys to get the
information that I need.
I call you 1800 and the guy I spoke
to told me, I need to call the BMW and

2-25-71

1000

He couldn't much help to me at all then
 I even explain to him that I had gotten a
 letter and also a card from your company
 I will be sending a copy to Administrator
 National Highway Traffic Safety Board
 Administrator 1000 New Jersey Ave.
 SE Washington D.C. 20590

Explaining to them that I was not treated
 with respect when I call about the
 problem I had trying to get my car fixed
 and I am afraid to drive it. But my brother
 will be taking it to the BMW Service
 Office in Jackson Heights (100-21-1100)
 Cracked a Rim from the my car when the Air
 Bags Blow up. Found it today Jan 4 1988
 had to go to New York on my Passbook Side
 Blow out Air Bags from front to back.
 Broken front Door Blow Day Inside Door Arm
 Rest Broken. Passengers Door Broken. Top of Light
 Compartment over Head. Black stuff from
 Air Bags went all over me and my car just shaken
 my nerve so bad until I was too afraid
 my brother had to get my car up and drive it
 on home where I have parked since the day
 Air Bags Blow out on me.

I taken Pictures of Front the Inside and
 Out Side of my car. WB 33441P [redacted]
 I am making Copies of [redacted]

Thank you
 Owner of BMW - Vent 100-21-1100

[redacted]

BMW

- 601 (888) 472-1347



IMPORTANT SAFETY RECALL – Final Remedy Available

This notice applies to your vehicle, WBAAV334X1F [REDACTED]
Recall No. 17V-047 Driver's Air Bag Module and 13V-172/14V-428 Passenger's Air Bag Module

March 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 2000-2002 BMW 3 Series vehicles. Our records indicate that you are the owner of a vehicle in this recall.

Why are we contacting you?

We are pleased to inform you that we have the necessary parts to complete this recall. **Please contact any authorized BMW center immediately to schedule an appointment to have this important free repair performed as soon as possible.** Visit www.bmwusa.com/dealers to locate your nearest BMW center.

If your vehicle is also affected by a passenger air bag recall, your BMW center will replace your passenger air bag module with an interim part during your appointment, if you have not already had the repair performed.

What is the issue?

In the event of a crash necessitating deployment of the driver's and/or passenger's air bag, excessive internal pressure could cause the air bag inflator to rupture, 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.**

What will BMW do?

Your vehicle may have received a Takata inflator if the air bag module was replaced during a prior repair. The driver air bag module will be checked and if a Takata inflator is found, it will be replaced with a final remedy part. The passenger air bag module will be replaced with an interim part, if necessary. The free repair will take approximately one hour for the driver air bag module and up to three hours if both the driver and passenger air bag modules are replaced. You may request alternative transportation from your BMW center while your repair is taking place.

If you already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

What if you are not the current owner of this vehicle?

You can update the vehicle ownership or your contact information by filling out 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?

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 by calling 1-800-525-7417 or via email at CustomerRelations@bmwusa.com. For the latest updates to this recall, please visit www.bmwusa.com/recall.

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 wearing your seat belt at all times.

Sincerely,

BMW of North America, LLC

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

Internet
bmwusa.com

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

TREAD ACT CUSTOMER REIMBURSEMENT PLAN
(BMW of North America, LLC)

If you have paid for the repair described in the attached letter, and you would like your expenses to be considered for reimbursement, please contact your authorized BMW center. Expenses paid to repair facilities outside of the BMW center network will be considered; however, the repair procedure must meet BMW standards.

Your authorized BMW center will request a copy of your owner notification letter, as well as your previously paid invoice. They will then inspect the vehicle (if it is still in your possession) prior to submitting a claim on your behalf to BMW of North America, LLC for reimbursement.

Please note the following:

- Only a repair that is the subject of this safety recall is reimbursable. Consequential expenses such as towing, rental, accommodations, damage repairs, etc. will not be reimbursed.
- The Manufacturer's Suggested Retail Price (MSRP) for BMW Genuine Parts will be considered as the guideline for reasonable part charges.
- Repair labor, taxes and hazardous waste disposal, when previously paid, are eligible for reimbursement.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by BMW are not eligible for reimbursement.

Your authorized BMW center should be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair. If you qualify for such a reimbursement, your BMW center will also be able to advise you of the manner in which you can expect to receive reimbursement.

Your authorized BMW center should be your primary contact on this issue; however, our Customer Relations and Services Department may be contacted at 1-800-525-7417 for any special assistance that you may require.

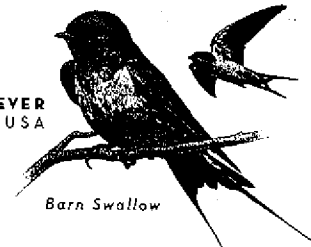
In special situations where your authorized BMW center cannot be of assistance, you may submit your written request for reimbursement to:

Customer Relations and Services Department
BMW of North America, LLC
P.O. Box 1227
Westwood, NJ 07675-1227

If you intend to submit a request for reimbursement to our Customer Relations and Services department, your vehicle (if it is still in your possession and was repaired at a facility outside of the BMW center network) will need to be inspected at an authorized BMW center before a claim can be accepted for consideration. This is to ensure that prior repairs at an outside facility meet BMW standards for recall completion.

Attn: [Redacted]
[Redacted]
[Redacted]

FOREVER
USA



BMW Administrator National,
Traffic Safety Administrator
1200 New Jersey Ave. S.E.
Washington, D.C. 20590
ATTN: Manager Highway (National Traffic)