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

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

November 23, 2018

[redacted]
Brooklyn, NY [redacted]

NEF-109 nam
Ref. No. 11090708

Dear [redacted]

Thank you for your correspondence concerning your model year (MY) 2008 BMW 750i. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. Our office received an unprecedented increase in the number of correspondence this year. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. You provided a BMW notification dated February 2018 indicating that your MY 2008 750i is included in NHTSA Safety Recall Campaign No. 17V-32 (replacement for Recall 12V-504). Recall 17V-328 addresses a problem with the doors appearing to be closed and latched but may inadvertently open due to road or driving conditions or occupant contact with the door. The remedy involves an update to the door latch system. You also provided a repair order illustrating that you had a door latch problem on May 10, 2017 and you paid for the repair. You feel the repair you paid for is related to the recall and noted "reimbursement" on the repair order.

We know that Recall 17V-328 was initiated on May 18, 2017, which is after your door latch repair. In addition, BMW sent interim notifications to owners in July 2017 because the final remedy was not remedy. Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the

instructions in the recall notification letter to file a claim. Please note that recalls are very specific in regard the failed component and repair procedure. We recommend that you contact BMW or your dealer to determine if you are eligible for a reimbursement and further assistance regarding this matter.

We entered your vehicle identification number (VIN) into our VIN Look-Up Tool, which searches for open recalls through a direct link to the manufacturer's database. Our enclosed report shows there are no open recalls on your vehicle at this time.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

Randy Reid

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

## Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

wbahl83548[redacted] 17/17

2008

**BMW 750I US**

Recall data refreshed on Nov 20,2018

## 0 Recalls

associated with this VIN

**What if my car isn't recalled now? Could it be recalled later?**

Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.

Look for this distinct label to distinguish critical safety recall information from other marketing material.

**Where's my VIN?**

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

**What this VIN search tool covers**

- Vehicle safety recalls that are incomplete
- Vehicle safety recalls conducted over the past 15 calendar years
- Vehicle safety recalls conducted by major light auto automakers, including motorcycle manufacturers

**What this VIN search tool does not cover**

- Completed safety recall information
- Manufacturer customer service or other nonsafety recall campaign
- International vehicles