



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

200 New Jersey Avenue, NE
Washington, DC 20002

June 19, 2019

[REDACTED]
Kernersville, NC, [REDACTED]

NEF-109 ela
Ref. No. 11138690

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2015 BMW 750LI vehicle. The New Jersey Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA) and asked that we respond directly to you. We regret any inconvenience our delay in responding 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. Please note that recalls are very specific with regard to the affected vehicle identification numbers, production dates, assembly plants, defective components, and repair procedures. In the case of NHTSA Safety Recall Campaign No. 17V-328, the repair is limited to replacing all four door locks in certain BMW 7-Series vehicles. Some affected vehicles will require reprogramming of the Comfort Access System (CAS) based on the production dates. The CAS module and key FOBs are not identified as defective components requiring replacement under the recall. While we cannot guarantee the success of a recall remedy performed by a dealer, we do not have any reason to believe that the corrective action submitted by the manufacturer does not work. Furthermore, under our authorizing statute we cannot not require manufacturers to pay for additional expenses associated with a safety recall, such as damage caused by the defect.

We reviewed our database in an effort to identify whether a safety defect trend exists with regard to key FOB and CAS communication problems in MY 2006 BMW 7-Series vehicles shortly after the completion of Recall 17V-328. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation. We recommend that you continue to work with your BMW and your dealer to resolve your problem. The information you provided has been entered into our database. It will be considered with future reports to identify

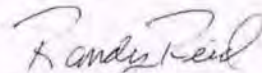
any safety defect trends that may require our attention. For your information, an explanation of NHTSA's investigation and recall process, which is also on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf

You may consider contacting your local Consumer Protection Agency or the North Carolina Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a BMW district manager regarding your problem. The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair-trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

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, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement