



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

July 19, 2019

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

1200 New Jersey Avenue, SE  
Washington, DC 20590

[REDACTED]  
Irvine, CA [REDACTED]

NEF-109 ela  
Ref. No. 11140948

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2011 BMW X3 vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigations (ODI) received your correspondence. 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 roadways. 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 us. You indicate that your MY 2011 BMW X3 experienced the safety defect identified in NHTSA Safety Recall Campaign No. 17V-683 prior to receiving the recall notification. You state that you paid to have the vehicle diagnosed and repaired prior to receiving the recall notification and therefore request a reimbursement.

We entered your vehicle identification number (VIN) in our VIN Look-Up Tool, and it appears you have since received the repair—there are no open recalls on your vehicle (report enclosed). In any event, we understand your frustration with any delay you may have experienced, and appreciate your diligence in this matter. We suggest that you check NHTSA's website at least twice per year for new safety recalls by entering your VIN into our VIN Look-Up Tool.

Chapter 301 of Title 49 of the United States Code (U.S.C.) requires 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 reimbursement claim.

In addition, Federal regulations require a manufacturer of motor vehicles or motor vehicle equipment to remedy a safety-related defect or noncompliance without charge. However, our statute does not require manufacturers to reimburse owners for additional expenses associated with a safety recall, such as damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for additional expenses associated with

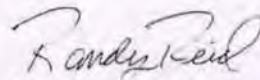
safety recalls or assist vehicle owners in obtaining reimbursements for expenses associated with an alleged defect. We recommend that you continue working with BMW and your dealer for assistance with your reimbursement claim and further repairs to your vehicle.

You may consider contacting your local Consumer Protection Agency or the California Attorney General's Office 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. In addition, 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](http://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](http://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](http://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

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.

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17/17



2011  
**BMW X3 XDRIVE**  
**28i US A**



VIN SUBRECALL

Recall data refreshed on Jul 16, 2019

### 0 Unrepaired 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 will show

- An unrepaired vehicle affected by a vehicle safety recall in the past 15 calendar years
- Vehicle safety recalls from major light auto automakers, including motorcycle manufacturers

#### What this VIN search tool will not show

- A vehicle with a repaired safety recall. If your vehicle has no unrepaired recalls, you will see the message: "0 Unrepaired recalls associated with this VIN"
- Manufacturer, customer service or other nonsafety recall campaign
- International vehicles
- There may be a delay with very recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage)
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications