



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



November 6, 2020

[REDACTED]
Baldwinsville, NY [REDACTED]

NEF-109 br
Ref. No. 11352630

Dear [REDACTED]

Thank you for the information about your model year (MY) 2015 BMW 328d. It was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation by the New York Attorney General's Office. I am pleased to respond.

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 us. We understand your concerns with the parts delay for NHTSA Safety Recall Campaign 20V-185. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. According to BMW the parts for Recall 20V-185 are now available.

We understand you are experiencing difficulty scheduling an appointment to complete the recall. Please note, NHTSA cannot assist owners with scheduling recall repairs. We recommend that you continue to contact BMW and your local dealer to resolve this scheduling matter and have the recall remedy performed as soon as possible. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

You may consider contacting the Federal Trade Commission (FTC). The FTC has jurisdiction over dealership scheduling problems 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.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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