



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



June 10, 2022

NEF-109 ela
Ref. No. 11453535

[REDACTED]
[REDACTED]
Charleston, WV [REDACTED]
[REDACTED]

Thank you for the letter about your model year (MY) 2017 BMW 328d vehicle. The West Virginia Office of the Attorney General forwarded your letter to the National Highway Traffic Safety Administration's (NHTSA). I am pleased to respond.

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, such as in their design, construction, or performance. Among other activities, 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. Your MY 2017 BMW 328d is affected by NHTSA Safety Recall Campaign No. 21V-907. The Exhaust Gas Recirculation (EGR) cooler may develop a leak that can damage the engine intake manifold, which can increase the risk of a fire. The final remedy for this recall is currently under development. We understand your concerns with the delay for Recall 21V-907. Please note that it is not unusual for the remedy to be delayed after a recall is announced. Recall remedy availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. We encourage you to continue to follow up with BMW and your dealer on the status of the remedy availability for Recall 21V-907.

NHTSA does not provide consumer assistance with vehicle buy-back arbitration. We encourage you to continue to work with BMW and your dealer to explore the potential for an amicable resolution to your problem. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. 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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., 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