

A-11462454-1600

Jacksonville, FL

February 10, 2021

**NHTSA Headquarters
1200 New Jersey Avenue SE.
West Building
Washington, DC 20590**

RE: BMW Airbag Recall

Dear Sir,

In January 2020, I purchased a beautiful 2002 BMW 325Ci, WBABS33402, [REDACTED] with approximately 71,500 miles on the odometer. It was in superb condition. After basic maintenance servicing, there was only one significant item left remaining; the airbag warning light which always remained on. After checking with my local BMW dealer and the NHTSA I learned that there was a mandated recall and so I made an appointment with FIELDS BMW in Winter Park, Florida to have it addressed.

After having the air bag serviced, and on my way home, I discovered that the airbag warning light did not go dark. I contacted Fields and was advised by Mr. Gaston Kincaid that the warning light was NOT covered in the recall. My concern was that after having the airbag replaced, the dash warning light still reads red; as if the airbag is still in distress.

I discussed this with BMW USA and BMW Munich and they explained that the recall instruction do not include anything relating to eliminating the warning light danger alert; which therefore means that the airbag is not functioning correctly. If I wanted the warning light to perform correctly, I would need to open a repair order and pay the approximately \$1,500.00 cost myself; as this corrective service was not covered by the recall or the warranty. Obviously I questioned that logic as the 2 items are completely and firmly intertwined. They cannot be separated. If the light is on something in the airbag is not working. When the light is off, everything is functioning properly.

I wrote to BMW and stated that I would appreciate answers to the following technical and practical questions:

- Is there any harm in disconnecting the warning light so it does not stay lit all the time?

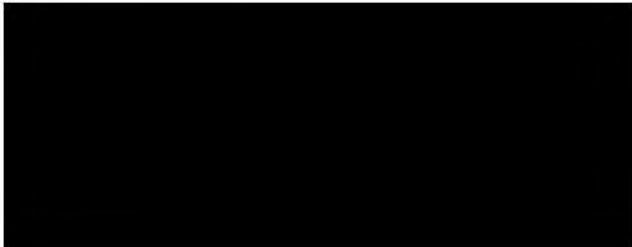
DR

- If the warning light is there to tell the driver that there is a fault in the airbag system, shouldn't it always be a failsafe item and cleared up when the airbag was returned to its proper design function?
- Are there any other life threatening situations that are denied because the "warranty expired"?
- If there is absolutely no possibility that something could be wrong, why can't BMW officially just put it in a letter, have it signed it and mail it to me? After all, isn't BMW one of the preeminent engineering firms in the world? Upon receipt of such a letter, I will have all the assurances I need that BMW is aware of my concern, reviewed it and I and my family can go about our business safe and happy.

Over a period of many months, BMW USA and Munich have both refused to answer these simple questions. For one of the top engineering firms in the world, and the creator of the Ultimate Driving Machine I find this most disappointing.

Is there any possibility that the NHTA has any position on this matter? I am attaching various pieces of correspondence relating to this subject and hope to hear from you shortly.

Kind regards,





Your BMW Correspondence

1 message

CustomerRelations@bmwusa.com <CustomerRelations@bmwusa.com>

Thu, Feb 27, 2020 at 6:19 PM

Dear [REDACTED]

Thanks for writing to BMW of North America, LLC regarding your 2002 BMW 325CI. I appreciate your inquiry and understand your concerns.

Recalls are specific to a Vehicle's Identification Number (VIN), and our records show that WBABS33402 [REDACTED] has the following open recall: 20V-018 for the passenger's front air bag module. This recall has a remedy and can be completed by scheduling a service appointment at your local BMW center. A list of authorized BMW centers in your area can be found by visiting www.BMWUSA.com; just select "Choose your local BMW Center" at the top of the page and enter your ZIP code.

You can access the most up-to-date recall information for your 2002 BMW 325CI on our website: www.bmwusa.com/recall. After entering your VIN, any open recalls will be listed. Please note, we require up to 30 days after the completion of a recall for this data to be updated and recalls issued prior to 1997 are not included in the results.

Our Customer Relations and Services team is here for you. You can reach us at 1-800-831-1117 Monday through Thursday from 9:00 a.m. to 9:00 p.m. ET and Friday from 9:00 a.m. to 6:00 p.m. ET.

Thanks for writing to us. Have a nice day!

Kind regards,

Abigail Brokaw
Customer Relations and Services
Representative

BUILD YOUR OWN ULTIMATE DRIVING MACHINE.
Design the BMW of your dreams at www.bmwusa.com.

-----Original Message-----

From: [REDACTED]
Sent: 2/27/2020 12:00:00 AM
To: CustomerRelations@bmwusa.com
Cc: [REDACTED]
Subject: [REDACTED] Open Safety Recall

Good morning,

My name is [REDACTED] and I am the owner of a 2002 BMW 325ci, VIN # is WBABS33402 [REDACTED] and according to the BMW website there is an open recall for the front airbag.

1 open recall for your vehicle

Safety Recalls:

JAN 15, 2020 | Recall Campaign No.20V-018 Passenger's Front Air Bag*Status:
Remedy Available*

Can you please advise me how to get this taken care of ASAP? I live in Groveland, which is a suburb of Orlando Fla.

Kind regards,

[REDACTED]



2013860_BMW_Service

2 messages

BMW Customer Service <ifm-support@bmwgroup.com>
Reply-To: BMW Customer Service <ifm-support@bmwgroup.com>
To

Wed, Nov 18, 2020 at 8:59 AM

**BMW
GROUP**



WILLKOMMEN.

Dear

Thank you for taking the time to reach out to us.

You will be contacted soon.

Should you have any questions or require additional information with regard to your request, feel free to reply to us.

Kind regards,

Your BMW Group Customer Service Team
BMW Group

Postal address:
80788 Munich

Bayerische Motoren Werke Aktiengesellschaft
Vorstand/Board of Management: Oliver Zipse (Vorsitzender/Chairman), Ilka Horstmeier, Milan Nedeljković,
Pieter Nota,
Nicolas Peter, Frank Weber, Andreas Wendt.
Vorsitzender des Aufsichtsrats/Chairman of the Supervisory Board: Norbert Reithofer
Sitz und Registergericht/Registered in Germany: München HRB 42243

Information Privacy Policy

The Bayerische Motoren Werke Aktiengesellschaft ([Petuelring 130, 80809 Munich](#), "BMW AG") only processes the personal data you provide in order to answer your enquiry and for purpose-based service. When required, the BMW AG transfers the data you provided to BMW sales companies to your local market. Further details about the processing of your personal data by the BMW AG is available in the data-protection policy*.

Wed, Nov 18, 2020 at 2:10 PM

To: BMW Customer Service <ifm-support@bmwgroup.com>

Cc: [REDACTED]

Dear Sir or Madam,

Thank you so much for responding to my email regarding the problem that I am experiencing with the airbag alarm light.

To assist you in your investigation I am attaching a few additional items of communication with BMWUSA and myself.

I look forward to hearing from you shortly.

Kind regards,

2 attachments



2020 BMW Corporate Airbag Light.docx
18K



2020 7 30 BMW Corporate Airbag Light to CEO.docx
19K



BMW NA Executive office contact information

3 messages

Carlos.Castillo@bmwna.com <Carlos.Castillo@bmwna.com>

Mon, Apr 13, 2020 at 2:13 PM

To [REDACTED]

Hello [REDACTED]

2002 BMW 325ci Convertible, VIN: J [REDACTED]

Thank you for contacting BMW of North America, LLC. Per our conversation, please follow up with your Service Advisor at your convenience.

Your satisfaction is our most important priority, and it would be my pleasure to speak with you if you have any additional questions or concerns after your appointment. I can be reached Monday through Friday at 1-800-831-1117 ext. 5824 from 8:30am to 4:30pm Eastern Time.

Kind regards,

Carlos

BMW Group

Carlos Castillo

Executive Customer Care

Customer Relations and Services

BMW of North America, LLC

P.O. Box 1227 - Westwood, NJ 07675-1227

Tel: 1-800-831-1117 ext. 5838

Fax: 201-930-8484

Mail: Carlos.Castillo@bmwna.com

Web: bmwusa.com

***** IMPORTANT--PLEASE READ *****

It is unauthorized and strictly prohibited. If you have received this message in error, please immediately notify the sender by reply email and permanently delete this message and its attachments, along with any copies thereof. Thank you.

Tue, Apr 21, 2020 at 12:03 PM

To: Carlos.Castillo@bmwna.com

Cc: [REDACTED]

Dear Mr. Castillo,

Just a short note to thank you for your follow up conversation last week to my question about the airbag warning light that keeps staying on all the time.

Last week I made an appointment at Fields BMW of Winter Park and yesterday I met with Mr. Gaston Kincaid and he set up a courtesy scan of the airbag system and to see what the problem might be. Approximately an hour or so later Gaston returned with the results of the inspection. Apparently the airbag control module is defective and even though the airbags are armed and safe to function as designed, the light will just not go out. Additionally, according to the technician, should there be an accident it is quite probable that all the airbags in the vehicle will activate upon impact; not just the airbag that is designed to protect passengers in the affected area. Gaston again assured me that although the warning light was on, in an emergency the safety system will function perfectly. Obviously we discussed the cost of replacing the defective module and at a cost of over \$1,500.00 I am in no position financially to have that work proceed although I'd feel a lot better if the light were not on. Whilst I didn't ask him when we were together, is there any harm in disconnecting the warning light so it does not stay lit all the time?

I'd like to thank you for the time and effort that you have spent in trying to help me out. It's reassuring to know that BMW of North America is responsive to the needs of their customers.

Kind regards,

Carlos.Castillo@bmwna.com <Carlos.Castillo@bmwna.com>

Tue, Apr 21, 2020 at 12:19 PM

To: [REDACTED]

Hi [REDACTED]

Thank you for your follow up email. I'm glad you were able to speak with Gaston at Fields BMW.

Unfortunately, I am not technically trained and would not be able to confirm whether disconnecting the warning light would affect it's functionality. I would suggest a very brief follow up call to Gaston. He should be able to provide a

We recognize you have a choice of vehicle and thank you for choosing BMW.

Kind regards,

Carlos

BMW Group

Carlos Castillo

Executive Customer Care

Customer Relations and Services

BMW of North America, LLC

P.O. Box 1227 - Westwood, NJ 07675-1227

Tel: 1-800-831-1117 ext. 5838

Fax: 201-930-8484

Mail: Carlos.Castillo@bmwna.com

Web: bmwusa.com

***** IMPORTANT-PLEASE READ *****

This electronic message, including its attachments, is COMPANY CONFIDENTIAL and may contain PROPRIETARY or LEGALLY PRIVILEGED information. If you are not the intended recipient, you are hereby notified that any use, disclosure, copying, or distribution of this message or any of the information included in it is unauthorized and strictly prohibited. If you have received this message in error, please immediately notify the sender by reply email and permanently delete this message and its attachments, along with any copies thereof. Thank you.

[Quoted text hidden]

[REDACTED]
[REDACTED]
Jacksonville, FL
[REDACTED]

July 30, 2020

BMW of North America, LLC
Attn: Mr. Bernhard Kuhnt
P.O. Box 1227
Westwood, NJ 07675-1227

Re: Air Bag Recall

Dear Mr. Kuhnt,

For the past few months I have been having a series of communications with Mr. Carlos Castillio over BMW's corporate position on the extent of coverage that your airbag recall gave to your customers.

Firstly, I have no issues with the service that I received from Fields BMW in Orlando and their explanation of my frustration with what I considered an incomplete resolution of a serious problem.

Secondly, Mr. Castillio clearly and efficiently transmitted the corporate response to my query; however as I asked for a more technical response he was unable to assist me further. There are a few letters going back and forth between us and I would appreciate an update to what I believe is a serious flaw in your decision. Perhaps the issue is financial but I'd appreciate the logic behind the decision.

Essentially, here is my issue:

April 21, 2020

Dear Mr. Castillo,

Just a short note to thank you for your follow up conversation last week to my question about the airbag warning light that keeps staying on all the time.

Last week I made an appointment at Fields BMW of Winter Park and yesterday I met with Mr. Gaston Kincaid and he set up a courtesy scan of the airbag system and to see what the problem might be. Approximately an hour or so later Gaston returned with the results of the inspection. Apparently the airbag control module is defective and even though the airbags are armed and safe to function as designed, the light will just not go out. Additionally, according to the technician, should there be an accident it is quite probable that all the airbags in the vehicle will activate upon impact; not just the

airbag that is designed to protect passengers in the affected area. Gaston again assured me that although the warning light was on, in an emergency the safety system will function perfectly. Obviously we discussed the cost of replacing the defective module and at a cost of over \$1,500.00 I am in no position financially to have that work proceed although I'd feel a lot better if the light were not on. Whilst I didn't ask him when we were together, is there any harm in disconnecting the warning light so it does not stay lit all the time?

I'd like to thank you for the time and effort that you have spent in trying to help me out. It's reassuring to know that BMW of North America is responsive to the needs of their customers.

Kind regards,



I understand your concern and your request to further address the problem.

As per our first conversation, you stated "Whilst I didn't ask him when we were together, is there any harm in disconnecting the warning light so it does not stay lit all the time?". I advised I did not have the answer to that question and referred you to the dealership's service department, specifically Gaston, who you had worked with before.

Further, you were provided a resolution by the service department, although at a cost, which you declined. **The unfortunate fact is that the vehicle is currently out of warranty by 15 years and any additional vehicle repairs will be owner responsibility.**

I recognize this may not be the outcome you anticipated; although we are closing our file on this matter, please know that we value your relationship with us.

Should you have any further questions, our authorized BMW centers are always available to assist our customers.

May 28, 2020

Carlos,

You are correct, in my opinion, to a point. And I am aware that you personally may not be technically aware of the resolution but please consider what I am about to question.

I did speak to Gaston and he explained to me that Fields did correct the problem with the airbag. But if the warning light still comes on how can I be assured that the airbag is operating correctly? Isn't that the purpose of the airbag warning light?

Does it seem reasonable to you that the airbag is operating correctly but the warning light tells me otherwise? These 2 devices are interconnected and cannot be separated.

Is there anyone in your group that I can discuss this issue further with and hopefully get BMW not to rest on the warranty but on the dangerous situation my family might be in?

Kind regards,



I have recently moved to Jacksonville and continue to drive my car around town. However whenever I see the airbag warning light on I get a bit apprehensive about the safety of myself and my family.

A week or so ago I visited one of the premier independent BMW repair facilities in Jacksonville for their opinion of this problem. The very first thing that was done was a computer check of any faults that are related to the air bag system. After running the diagnostics I was told that there are actually 5 faults in the system; not all of them being of the significant issues I am concerned about. I am providing you with a print out for you use in determining if you believe that BMW has been lax in addressing my particular issue.

If BMW does not feel any responsibility towards having the airbag light issue taken care of because it is out of warranty then I'd appreciate a letter from your office at BMW stating that the airbag warning light is not a concern and that that should there be an accident the airbag will deploy as designed and required.

I look forward to hearing from BMW at your soonest opportunity.

Kind regards,



[REDACTED]
[REDACTED]
Jacksonville, FL
[REDACTED]

July 9, 2020

BMW of North America, LLC
P.O. Box 1227
Westwood, NJ 07675-1227

Re: Air Bag Recall

Good morning,

For the past few months I have been having a series of communications with Mr. Carlos Castillio over BMW's corporate position on the extent of coverage that your airbag recall gave to your customers.

Firstly, I have no issues with the service that I received from Fields BMW in Orlando and their explanation of my frustration with what I considered an incomplete resolution of a serious problem.

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I'd like to thank you for the time and effort that you have spent in trying to help me out. It's reassuring to know that BMW of North America is responsive to the needs of their customers.

Kind regards,

[REDACTED]

[REDACTED]

I understand your concern and your request to further address the problem.

As per our first conversation, you stated "Whilst I didn't ask him when we were together, is there any harm in disconnecting the warning light so it does not stay lit all the time?". I advised I did not have the answer to that question and referred you to the dealership's service department, specifically Gaston, who you had worked with before.

Further, you were provided a resolution by the service department, although at a cost, which you declined. **The unfortunate fact is that the vehicle is currently out of warranty by 15 years and any additional vehicle repairs will be owner responsibility.**

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May 28, 2020

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Kind regards,

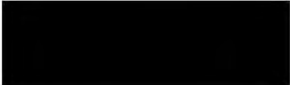


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I look forward to hearing from BMW at your soonest opportunity.

Kind regards,





Your BMW Correspondence

2 messages

CustomerRelations@bmwusa.com <CustomerRelations@bmwusa.com>

Thu, Nov 19, 2020 at 9:03 AM

To [REDACTED]

Dear [REDACTED]

Thanks for writing to BMW of North America, LLC regarding the airbag light in your 2002 BMW 325Ci Convertible. I'm sorry to learn of your disappointment.

While my records indicate that your vehicle has no open recalls, I can't provide any additional information you're requesting. I do understand your frustration, however, there is nothing I can advise, other than receiving a diagnosis from an authorized BMW center. I recommend contacting the service manager at Fields BMW of Winter Park to discuss your concerns further. They would be your best point of contact to address the airbag indicator in your vehicle. I apologize again for any frustration this may cause.

Our Customer Relations and Services team is here for you. You can reach us at 1-800-831-1117 Monday through Thursday from 9:00 a.m. to 9:00 p.m. ET and Friday from 9:00 a.m. to 6:00 p.m. ET.

Stay safe and healthy.

Kind regards,

Matthew McClellan
Customer Relations and Services
Representative

BUILD YOUR OWN ULTIMATE DRIVING MACHINE.
Design the BMW of your dreams at www.bmwusa.com.

-----Original Message-----



Good morning,

*By way of introduction, my name [REDACTED] and in January 2020 I purchased a beautiful 2002 BMW 325Ci, WBABS33402, [REDACTED] with approximately

71,500 miles on the odometer. It was in superb condition and after proper servicing and replacing a few items such as struts, fluids and standard maintenance items the car was ready to go. There was only one significant item left, the airbag warning light which always remained on. After checking with my local BMW dealer and the NHTSA I learned that there was an older recall and so I made an appointment with FIELDS BMW in Winter Park, Florida. My service advisor, Mt. Gaston Kincaid was exceptionally professional and quite knowledgeable so it was a pleasure to deal with him.

After having my car serviced and on my way home, I discovered that the airbag warning light did not go dark. I contacted Mr. Kincaid and he advised me that the warning light was NOT covered in the recall. I asked him "Why?" and he did not know. After many months of unproductive and useless back and forth communication with BMWUSA in New Jersey, USA on the same subject and receiving an absolutely lame excuse, on September 9, 2020 I sent the attached letter to BMW in Munich. To date I have not heard from Munich and I am curious as to why my issue has not received any word from the headquarters of Bayerische Motoren Werke AG?

I truly hope that this message receives a response.

Fri, Nov 20, 2020 at 9:28 PM

To: CustomerRelations@bmwusa.com

Cc: BMW Customer Service <ifm-support@bmwgroup.com>

Dear Mr. McClellan,

I am responding to you with mixed emotions of frustration and disappointment. I'm frustrated because of months of no real answer to my safety concerns from your office, and disappointed that Munich turned my problem back to one of my main sources of disappointment without any response. It's back to BMWUSA once again.

I feel that I am on a hamster wheel where it is easier to just say "The warranty has expired and you need to spend \$1,500.00 to get the light fixed". No one, BMW nor myself wants to spend money on a problem if it's not of their making or not reasonable. But I believe that I am entitled to a direct response to my issues.

I have been in communication with Fields BMW of Winter Park a number of times and they clearly have said that they have no answers to my query. And neither does Mr. Castillo or Mr. Kuhnt of BMW/USA. And that is why I sent my last set of communications to BMW Munich.

Basically I would appreciate answers to the following technical and practical questions:

- Is there any harm in disconnecting the warning light so it does not stay lit all the time?
- If the warning light is there to tell the driver that there is a fault in the airbag system, should it always be a failsafe item and cleared up when the airbag was returned to its proper design function?
- Why wasn't the entire life safety system made failsafe when BMW decided on an airbag recall?
- Are there any other life threatening situations that are denied because the "warranty expired" answer?
- If there is absolutely no possibility that something could be wrong, why can't BMW officially just put it in a letter, have it signed it and mail it to me?

After all, isn't BMW one of the preeminent engineering firms in the world? Upon receipt of that type of letter I will have all the assurances I need that BMW is aware of my concern, reviewed it and I and my family can go about our business safely and happily.

If you are the senior manager of this department I might suggest that you and I talk over the phone and you can explain to me exactly what is the problem with getting a straightforward answer from BMW?

I look forward to hearing from you at your earliest availability.

Kind regards,



Re: [REDACTED] 2002 BMW 325ci AirBag Issues

1 message

Gaston Kincaid <gaston.kincaid@fieldsauto.com>

Fri, Sep 11, 2020 at 3:08 PM

To: [REDACTED]

Wishing you and yours well also [REDACTED] appreciate the kind words sir. Sorry for the delays, your email got a little lost in the shuffle. Attached are your recall repairs but it looks like these are 2 new recalls possibly. Please check in with your local dealer when able. Do recall, the last page of the file named taxson1 is for the control unit we found faulty as well.

Best regards,

Gaston Kincaid
407-478-3533
SERIVCE ADVISOR ///M
Fields BMW Winter Park

From: [REDACTED]

Sent: Tuesday, September 8, 2020 4:35 PM

To: Gaston Kincaid <gaston.kincaid@fieldsauto.com>

Cc: [REDACTED]

Subject: [REDACTED] 2002 BMW 325ci AirBag Issues

Dear Gaston,

I hope that you and your family are safe and well under this medical emergency. You haven't heard from me recently as I have moved to Jacksonville, purchased a home and I'm getting married this Sunday. I'm kinda busy. However, the airbag issue is still on my mind but I will not go into the details of my continued communications with BMWUSA.

According to my research here are the pertinent details regarding the NHTSA recalls for my 2002 BMW:

Detailed Vehicle History

Historical events for this vehicle listed in chronological order. International records are not available.

DateMileageSourceDetails

2002Original ManufacturerManufactured in BMW AG

05-03-2013NHTSA RecallsAir Bags

05-28-2015NHTSA RecallsAir Bags:frontal:driver Side:inflator Module

01-15-2020NHTSA RecallsAir Bags:frontal:passenger Side:inflator Module

NHTSA Recalls

AIR BAGS

Report Receipt Date

05-03-2013

NHTSA Campaign:

13V172000

convertibles; 325iT and 325xiT Sports Wagons; and M3 coupes and convertibles to address a safety defect in the passenger side frontal air bag which may produce excessive internal pressure causing the inflator to rupture upon deployment of the air bag.

Consequence:

In the event of a crash necessitating deployment of the passenger's frontal air bag, the inflator could rupture with metal fragments striking and potentially seriously injuring the passenger seat occupant or other occupants.

Remedy:

BMW intends to issue initial notifications to owners informing them of the safety defect in June 2013. Once replacement parts are available, estimated for July, BMW will notify owners again to contact their dealers and schedule a replacement of the passenger air bag, free of charge. Owners may contact BMW customer service at 1-800-525-7417 or email BMW at CustomerRelations@bmwusa.com.

AIR BAGS:FRONTAL:DRIVER SIDE:INFLATOR MODULE

Report Receipt Date

05-28-2015

NHTSA Campaign:

15V318000

Summary:

BMW of North America, LLC (BMW) is recalling certain model year 2002-2005 325i, 325xi, 330i, and 330xi Sedans, and 325xi and 325i Sportswagons, 2002-2006 330Ci, 325Ci, and M3 Convertibles and 325i, 330i, and M3 Coupes, 2002-2003 M5, 540i, 525i Sedan, and 530i Sedans, and 540i and 525i Sportswagons, and 2003 X5 3.0i and 4.4i Sports Activity Vehicles. Please note that the 5-series and X5 vehicles are only included if they are equipped with the optional sports steering wheel. The affected vehicles are equipped with a dual-stage driver frontal air bag that may be susceptible to moisture intrusion which, over time, could cause the inflator to rupture.

Consequence:

In the event of a crash necessitating deployment of the driver's frontal air bag, the inflator could rupture with metal fragments striking the driver or other occupants resulting in serious injury or death.

Remedy:

BMW will notify owners, and dealers will replace the front driver air bag module, free of charge. The recall began Aug 2016. Owners may contact BMW customer service at 1-800-525-7417. Note: This recall supersedes recall 14V-348 in its entirety. Additionally, vehicles that have had their driver side frontal air bag replaced previously as part of a recall remedy need to have their air bag replaced under this recall as well. Note: On December 17, 2015 BMW removed the model year 2004 X5 3.0i and 4.4i Sports Activity vehicle from this recall. Those vehicles were mistakenly identified as including the air bags that are subject to this recall.

AIR BAGS:FRONTAL:PASSENGER SIDE:INFLATOR MODULE

Report Receipt Date

01-15-2020

NHTSA Campaign:

20V018000

Summary:

BMW of North America, LLC (BMW) is recalling certain 2000-2005 323iT, 325iT, 325xiT, 320i, 323i, 325i, 325xi, 328i, 330i and 330xi and 2000-2006 323Ci, 325Ci, 328Ci, 330Ci, M3 Coupe, 323CiC, 325CiC, 330CiC, and M3 Convertible vehicles equipped with non-desiccated frontal Takata PSAN inflators and PSPI passenger frontal air bag inflators containing phase stabilized ammonium nitrate (PSAN) propellant that were used as interim remedy parts for previous Takata recalls. These inflators may explode due to propellant degradation occurring after long-term exposure to high absolute humidity, high temperatures, and high temperature cycling.

Consequence:

An inflator explosion may result in sharp metal fragments striking the driver or other occupants resulting in serious injury or death.

Remedy:

BMW will notify owners, and dealers will replace the passenger's front air bag, free of charge. The recall is expected to begin March 6, 2020. Owners may contact BMW customer service at 1-800-525-7417.

I'm trying to confirm that when I brought my vehicle in for servicing BOTH Air Bag modules were replaced. As I am not yet fully unpacked and my paperwork is still in a moving box, would you please send me a copy of the work order.

Kind regards,



[REDACTED]
[REDACTED]
Jacksonville, FL.
[REDACTED]

September 29, 2020

BMW HOCHHAUS
Attn: Customer Service
Petuelring 130
Munich, 80809, Germany

Good morning,

By way of introduction, my name is [REDACTED] and in January 2020 I purchased a beautiful 2002 BMW 325Ci, WBABS33402J [REDACTED] with approximately 71,500 miles on the odometer. It was in superb condition and after proper servicing and replacing a few items such as struts, fluids and standard maintenance items the car was ready to go. There was only one significant item left, the airbag warning light which always remained on. After checking with my local BMW dealer and the NTHSA I learned that there was an older recall and so I made an appointment with FIELDS BMW in Winter Park, Florida. My service advisor, Mt. Gaston Kincaid was exceptionally professional and quite knowledgeable so it was a pleasure to deal with him.

After having my car serviced and on my way home, I discovered that the airbag warning light did not go dark. I contacted Mr. Kincaid and he advised me that the warning light was NOT covered in the recall.

My concern was that after having the airbag replaced the dash warning light still reads red; as if the airbag is still in distress. I discussed this with Mr. Kincaid and he explained that the recall instruction do not include anything relating to eliminating the warning light; which therefore means that the airbag is not functioning correctly. If I wanted the warning light to perform correctly I would need to open a repair order and pay the approximately \$1,500.00 cost myself as he believed that this service would not be covered by the recall or the warranty. Obviously I questioned that logic as the 2 items seem completely and firmly intertwined. They cannot be separated. If the light is on something in the airbag is not working.

Over the ensuing months I had various communications with Mr. Carlos Castillo and Mr. Bernhard Kuhnt about this very serious matter, and I am still waiting for a satisfactory resolution to my concerns.

Basically, I would appreciate answers to the following technical and practical questions:

- *is there any harm in disconnecting the warning light so it does not stay lit all the time?".*

- If the warning light is there to tell the driver that there is a fault in the airbag system, should it always be a failsafe item and cleared up when the airbag was returned to its proper design function?
- Are there any other life threatening situations that are denied because the "warranty expired"?
- If there is absolutely no possibility that something could be wrong, why can't BMW officially just put it in a letter, have it signed it and mail it to me? After all, isn't BMW one of the preeminent engineering firms in the world? I will have all the assurances I need that BMW is aware of my concern, reviewed it and I and my family can go about our business safe and happy.

I have enclosed a few pieces of our correspondence for your information and a determination of my concerns.

I look forward to hearing from you with intelligent and honest answers to my questions and not more corporate packaged responses like "The warranty has expired".

Kind regards,



Jacksonville, Florida

1176

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NHTSA Headquarters
1200 New Jersey Avenue SE.
West Building
Washington, DC 20590

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