

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: Update on 2011 BMW Z4
Date: Tuesday, January 24, 2023 8:06:05 AM

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

From: [REDACTED]
Sent: Tuesday, January 24, 2023 7:49 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Update on 2011 BMW Z4

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I received your letter. Apparently nothing is being done, thanks? Now smoke come out of the a/c vents daily and I have become scared to drive it. The BMW dealer (Hendrix BMW on Savannah Hwy) will not even look at it unless I agree to pay for services (if they do not agree the defect is from the recall)! If the car performs exactly as the recall claims it might, and the recall letter said to take it seriously if it does, and the dealer laughs at the problem, then there is no recourse. The dealer even gave me the wrong phone number to call BMW of America to ask if they would pay for the services. Then, the dealer would not return my call. It has been almost a year since I received the recall notice! The system does not work. Thanks for trying.