



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



November 29, 2022

[REDACTED]
[REDACTED]
Hamden, CT [REDACTED]

NEF-109 ela
Ref. No. 11490924

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2018 BMW X1 vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. 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. We are aware of BMW Service Action Bulletin No. SIB 84-08-22, which addresses reprogramming the telematics control unit to be compatible with 4G network, as the 3G network has been shut down.

Please note that the Service Action at issue was initiated by BMW and is not a safety recall. The issuance of a service action, service campaign or extended warranty by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. NHTSA continuously monitors manufacturer warranty actions to identify any such campaigns and programs that may involve safety issues for which a recall is necessary. However, NHTSA does not otherwise regulate a manufacturer's warranty extension programs. Thus, the manufacturer remains responsible for all aspects of service actions, including the nature and scope of the repair and the vehicle make, model and years at issue.

We reviewed our database to identify whether a safety defect trend exists with a malfunction of the taillight indicator in MY 2018 BMW X1 vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, we entered your information into NHTSA's database, where 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 www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

We encourage you to continue working with BMW and your dealer to explore an amicable resolution to your problem. You could consider contacting your local Consumer Protection Agency or the Connecticut 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) regulates and investigates unfair, deceptive, or fraudulent practices in the marketplace. 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.

Finally, 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