

Ann E. Carlson, Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, D.C. 20590

March 13, 2024

[REDACTED]
Pearland, Tx. [REDACTED]

Re: Recall Campaign No. 23V-707: Vanos Assembly (Engine)
Bolts/ ODI # 1487482

Administrator Carlson,

I'm writing to give notice of recall from BMW of North America, P.O. Box 1227, Westwood, New Jersey 07675, concerning my personal vehicle, a 2011 BMW 3 Series.

BMW has issued "Remedy is Unavailable", as of December 2023.

In their Safety Recall letter, dated, (Dec 2023), BMW states as follows, "Also, the engine could stall which could increase the risk of a crash."

I'm in fear I may suffer serious bodily injury or even death, due to this issue.

BMW knows, there is a serious issue with safety concerning its defective product, i.e. "my vehicle" _however, for BMW its business as usual.

BMW request, I pursue repairs at whatever costs. BMW states, it will reimburse me at a later date. BMW's remedy__ "Oh, by the way, be sure you wear your seat belts whenever operating the vehicle because the engine could stall and cause a crash"!

What is disturbing to me, is how BMW has so little regard for my safety in this matter because, BMW's only interested in making sure its patrons wear seat belts when driving their vehicles.

BMW fails to understand_ that such a crash could possibly cause death!

BMW should repair my vehicle, as soon as possible because:

- 1) I diligently paid for the cost of my vehicle, (my note), on time, every month. I also sought routine oil changes, licensing, tire maintenances, etc. Repossession was never an issue with BMW.
- 2) I cannot drive my vehicle on the highway, for fear the engine may disassemble from the vehicle frame while driving and cause serious bodily injury.

On Monday, (11 Mar 24), I drove my vehicle to BMW of Clear Lake, 15943 Gulf Freeway, Webster, TX 77598. After speaking with a Service Manager, I was instructed to leave my vehicle at that location for 24 hrs, for a diagnostic check.

At that time, my vehicle had been displaying a yellow icon/with a vehicle on a lift, on my dash. BMW stated, they wanted to check my vehicle to determine whether the yellow icon had a connection to the VANOS recall, that was pending on the vehicle.

On Wednesday, (13 Mar 24), I contacted BMW/Clear Lake about the status of my vehicle. I was told, there was no dash indication, of any issue with my vehicle. However, BMW recommended to remove/install valve cover assembly to check VANOS bolts.

The inspection of the valve cover assembly would cost me \$2300.00.

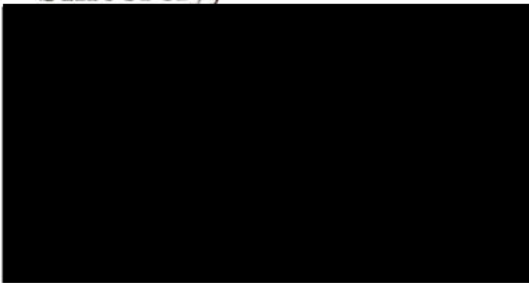
I instructed BMW, I was not going to pay \$2300.00 for an inspection, when there was an issue with the replacement of the VANOS bolts, under a recall by the BMW company.

BMW/Clear Lake declined to replace/repair the VANOS bolts.

Because of BMW's defective production of my vehicle, I now have no transportation. I'm requesting your Agency to issue remedy in this matter, because BMW has no remedy, at this time and has not given any definitive explanation or time it will correct this matter?

Would you please return a written response to this complaint?
Thank you for your time and assistance in this matter it is greatly appreciated.

Sincerely,



CC: Sabastian Mackensen
BMW of North America

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Building: DOT
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