

Complaint Regarding Unresolved Recall #24V-104

[REDACTED]
[REDACTED]
El Paso Texas [REDACTED]
[REDACTED]
[REDACTED]@ [REDACTED]

January 14th 2025
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue, SE
West Building
Washington, D.C. 20590

Subject: Complaint Regarding Unresolved Recall #24V-104 for Brake Safety Issue

Dear NHTSA,

I am writing to formally report an unresolved recall for my vehicle that poses a significant safety hazard. The recall involves the brake system, which is critical to the safe operation of the vehicle.

Vehicle Information:

- Make and Model: 2023 BMW X7 xDrive40i
- VIN: 5UX23EM00P9 [REDACTED]
- Recall Number: NHTSA #24V-104 / Recall #24V-104:457 (Integrated Brake)
- Date Reported: February 12, 2024

Despite the recall being issued almost a year ago, the remedy is still unavailable. The dealership and manufacturer have confirmed that the vehicle is unsafe to drive, yet no alternative solution, such as a loaner vehicle or rental car, has been offered.

I have contacted both [BMW] and the dealership multiple times, but their responses have been unsatisfactory. This extended delay and lack of resolution create an ongoing safety risk.

I request that NHTSA investigate this matter and take action to ensure the manufacturer fulfills its obligation to provide a remedy for this critical recall promptly. Please let me know if additional information is required.

Thank you for your attention to this matter. I look forward to hearing from you soon.

Sincerely,
[REDACTED]





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