

[Redacted]
Kirkland, WA
[Redacted]

BMW of North America, Inc.
BMW Plaza
Montvale, NJ 07645-1866

10136707

2005 SEP -3 AM 2:08

August 20, 2005

Re: Safety Recall 98V-178; 1995 BMW M3, VIN# WBSBF9321SE [Redacted]

Sirs:

I have been the owner of the above-mentioned 1995 M3 since it was purchased new from BMW of Bellevue in December, 1994. I recently became aware of the above referenced safety recall that was issued due to a design flaw that could lead to the possibility of cooling system overheating. I never received a notice related to this recall.

My vehicle has always been serviced by a BMW dealer, and it has been in for cooling system related repairs and maintenance a total of eleven times (see Appendix A). Despite all of the attention to the cooling system, on June 11, 2003 I experienced a sudden and explosive coolant system failure (overheating) while driving uphill at a moderate speed (30 mph) just a few miles from my home.

When this system failure happened, boiling hot coolant was expelled onto the windshield and into the passenger cabin through the open windows and sunroof. Fortunately, no more than a few drops of hot coolant made contact with my skin, producing only minor burns and irritation.

After the incident, I immediately had my vehicle towed to BMW of Bellevue where the vehicle was repaired by replacing the radiator, water pump, thermostat and housing, related gaskets, connectors and fluids. I was charged \$1,254.81 for the repairs (including sales tax and disposal fees). At no time was the cooling system recall related defect mentioned as a possible cause of this incident, despite the warnings issued in the recall notice affecting my vehicle.

It is my belief that I was charged for this repair in error. Despite the earlier (dealer performed) maintenance done to the cooling system, the failure that occurred was exactly as described in your recall bulletin issued in October, 1998.

This leads me to believe that the failure was due to a design defect related to the recall. Accordingly I would like to be reimbursed \$1,254.81 for the out of pocket repair costs I incurred to remedy the failure.

As stated in the letter from Jonathan D. White of the NHTSA (dated September 4, 1998), "BMW is responsible for the remedy of these vehicles from this date forward, regardless of vehicle age, mileage or ownership". Please live up to your responsibility.

NAC
GAD
9/14/05

[REDACTED]
Kirkland, WA
[REDACTED]

I would like a response to this letter, in writing, as quickly as possible. If you have additional questions, I can be reached by telephone, fax or email as listed above.

Sincerely, 

[REDACTED]
[REDACTED]
encl.
cc: NHTSA

[REDACTED]
Kirkland, WA [REDACTED]
[REDACTED]

APPENDIX A
Cooling system maintenance/repair dates**

Date	Item Repaired/Maintained	Mileage	Place of Repair
3/2/1995	Coolant smell in vehicle	1,845	BMW Bellevue
8/23/1995	Coolant warning light on	9,252	BMW Bellevue
8/21/1996	Coolant warning light on	24,181	BMW Bellevue
11/11/1997	Coolant warning light on	36,948	BMW Bellevue
3/30/1998	Coolant warning light on	40,339	BMW Bellevue
5/14/1998	Coolant warning light on	41,323	BMW Bellevue
8/25/1998	Coolant warning light on	43,808	BMW Bellevue
11/19/1998	Coolant warning light on	45,903	BMW Bellevue
8/13/1999	Coolant system service	51,564	BMW Bellevue
2/28/02	Coolant system service/drain and fill	64,123	BMW Bellevue
6/12/03	Overheat – replace radiator, etc.	69,428	BMW Bellevue

**receipt copies are available upon request

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