

This letter goes in order to request help. I have a BMW 2004, 525I, Vin# WBANA53534B [REDACTED]. On March 20, 2008, we went to BMW South Motors, 16215 South Dixie Highway, Miami Fla, 33157, because the airbag light was on, they fixed and they charged me \$ 1238.00. Like seven or eight months later, the light went on again, and days later I received a letter from BMW, recall campaign No. 08V-384, front passenger seat occupant detection mat, recall and warranty coverage extension. And then we went again to South Motor BMW, to check the airbag warning lamp and the passenger airbag on - off, and they change the sensor again, and they said that everything was OK, and they supposed to return me the money that I paid for repair the same problem on March 2008, was \$ 1238.00. The dealer South Motor did not want to give me my money back, after so many calls, I called to BMW of North America, the dealer finally just gave me back \$500.00. And, now the air bag warning lamp and the passenger air bag on -off lamp are illuminate. Now is three time, with the same problem. I need your help, because I think that is right, that I will have to pay again for this problem.

I will appreciate your attention to my problem.

Sincerely,

Miami,Fl

SOUTH MOTORS
16215 south dixie highway
Miami ,Fl 33157
305-256 2350
manager Carlos Drake

E. THOMPSON
3/11/2010
CW

cc. www.safecar.gov

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