

Subject: FW: 362712 : A notice from the Washington State Attorney General's Office
Date: Monday, April 05, 2010 8:20:10 AM

-----Original Message-----

From: ATG MI Bellingham CRC [mailto:BelCRC@atg.wa.gov]
Sent: Friday, April 02, 2010 2:07 PM
To: Test, Crash (NHTSA)
Cc: BelCRC@atg.wa.gov
Subject: 362712 : A notice from the Washington State Attorney General's Office

ATTORNEY GENERAL OF WASHINGTON
Consumer Protection Division
103 East Holly Street, Suite 308 Bellingham, WA 98225-4310 (360) 738-6187

4/2/2010

National Highway and Traffic Safety Administration
400 7th
Washington, DC 20590

RE: BMW of North America and NW Mini
File #: 362712

Dear National Highway and Traffic Safety Administration:
Our office has received the enclosed information.
The nature of the information appears to involve a matter that is within the jurisdiction of your agency. We are forwarding this to you to process in accordance with your office's procedures. If the matter is not within your agency's authority, please inform me directly so that we can avoid referring similar matters to your office in the future. We will retain a copy of this information in our public files.
Please contact me if you have any questions.

TRAVIS B. ROBERTS
Complaint Analyst
Consumer Protection Division
(360) 738-6187

Enclosure(s)

COMPLAINT SUMMARY
Consumer Information

Name:
James [REDACTED]

A [REDACTED]
3 [REDACTED]
University Place, WA [REDACTED]

[REDACTED]
Evening Phone:

[REDACTED]
Age Group (optional):
59+

Do you want the Attorney General's Office to send this business a copy of

NM
040910
TGW

your complaint?

Yes

Names and addresses of any other complainants involved:

Business Information

Name of business that I am complaining about:
BMW of North America

Address:
1 BMW Plaza
Montvale, NJ

Phone:
(800) 831-1117

Toll-Free:

Fax:

E-mail:

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:
NW Mini
3901 20th St E
Tacoma, WA 98424

Item or service purchased:

Cost of item or service:

Did you sign a contract?
No

Date of transaction:

Salesperson's name:

Was an advertisement involved?
No

Date and source of advertisement:

About Your Complaint

Have you complained to the business?
No

If YES, to whom (include position)?

What response did you receive?

If you have not contacted the business, explain why:

Have you filed a complaint about this business with the Attorney General's
Office before?
No

If yes, list the file number assigned to that complaint:

Have you contacted a private attorney?

No

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending?

No

If YES, please explain:

Explain your complaint in detail:

I have a safety and customer service complaint about BMW and Mini Cooper. I have a 2004 Mini Cooper with 90,000 plus miles on it. While driving back from Eastern Washington several months ago, my power steering went out. This occurred at nearly the top of Snoqualmie Pass, in inclement weather, and took me by surprise. I was able, with great difficulty and caution, to get the car home. I contacted NW Mini, in Fife, about the problem, had a diagnosis done (which I paid more than 100 dollars for), and was told the repair would be approximately \$1500.00. After doing some research on the internet, I discovered that this is a known problem for Mini Coopers and the outage can occur at ANY mileage, thus the fact that I have 90,000 miles on the vehicle is of little consequence. In Great Britain, this problem resulted in a safety recall and repair. In the United States, BMW/Mini apparently issued a safety bulletin to dealers, but did not otherwise notify the general public. I contacted Mini North America about the problem, and the corporation declined to take any action, or otherwise assist in the repair of this obvious problem. I took the car to a very reputable repair shop in Tacoma, and they agreed to do the repair. However, when they began to collect the parts for the repair, lo and behold, the supply house, which was the NW Mini shop had six power steering units available -- an extraordinary number for a part that should never fail. Additionally, the parts were expensive. The total bill from my repair shop was approximately \$1200.00. It seems to me that BMW/Mini is feasting on a known safety and repair issue. That is, they know the part will fail at some point in the life of the car, when it does fail, it constitutes an extreme safety issue that MUST be repaired. If Mini does the repair, the cost will be about \$1500.00 or more. The parts are from BMW/Mini, so that if one chooses to have the repair done elsewhere, BMW/Mini still makes a small fortune on the parts. My complaint is tow-fold. One, the part should never fail, and when it does fail it could lead to potentially catastrophic results, and the consuming public has no idea of the problem and BMW/Mini has done nothing to alert the public as to the problem. Second, BMW/Mini is making a small (large) fortune on the backs of this safety issue. I would like to be reimbursed for the repair i should not have had to have done, and I would like BMW/Mini to come forward with some acknowledgement of the problem. What do you think the business should do to resolve your complaint? (circle one)

Dlvr

Explain if you have circled 'Other':

SIGNATURE

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I understand that my complaint and the related documents will become a 'public record' and under state law can be subject to a public records disclosure request and thus be seen by other people.

Signature

Date March 31, 2010

Received via t

City and State where signed

University Place, WA