

MAY 16 2012

May 10, 2012

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Consumer Relations and Services Department
BMW of North America, LLC
PO Box 1227
Westwood, NJ 07675-1227

CL-10344935-6693

Dear Consumer Relations

I have been unable to get BMW's Consumer Relations or my local BMW dealer to facilitate the recall reimbursement related to the Recall Campaign No. 11V-438 - Tail Lamp recall on our 2003 BMW XI VIN WBAEW53423P [REDACTED]

I am closing the following documentation to support reimbursement of \$371.39 paid to Markel BMW for the repair of the recalled tail lamps:

- Repair invoice dated 07/09/2010
- December 2011 recall notice letter from BMW
- February 2012 recall advisory letter from BMW
- Invoice and related documents from repair inspection on 3/26/12 at Markel BMW

I believe I have been more than patient with BMW dating back to July 2010 when BMW refused to reimburse me for the obviously defective and dangerous over heating tail light assemblies. My local BMW dealer (Markel BMW) clearly does not understand nor did they take steps to facilitate the recall reimbursement process based on lack of follow through calls including one reportedly initiated by BMW of North America on April 23, 2012.

We bought our 2003 BMW brand new and it has only roughly 54K miles on it. It is unfortunate that a reimbursement of less than \$400 is going to result in my wife and I to strongly consider another brand other than BMW when we look to replace this vehicle in the next year or two.

I am asking that I receive my reimbursement of \$371.39 promptly. Failure to reimburse me within 60 days of the date of this letter will result in me taking whatever additional action is available to me to secure reimbursement from either Markel BMW and/or BMW of North America.

If you should have any questions or need any additional information, please call me at [REDACTED]

cc: Markel BMW

cc: National Highway Traffic Safety Administration Complaint/ODI Number: 10344935 (July 2010)

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DW

Omaha, NE

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US Dept NHTSA
1200 New Jersey Ave, SE
Washington, DC 20590

(Affn office of Defects)

