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National Highway Traffic Safety Administration Headquarters
David L. Strickland, Administrator
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Mr. Strickland;

January 24, 2011

We chose BMW as it prides its success on product responsibility, vehicle reliability and customer service. The BMW website claims BMW provides a superior experience in all dealings within your company, to include competent customer support as a central element to implement premium in-service. This philosophy, along with user friendliness, equals maximum customer satisfaction.

However... this apparently is not always the case. We are currently driving our second new BMW within 6 months and our specific situation did not appear to be new to the Chapman BMW dealership or to their service technicians (but an outbreak of amnesia has recently occurred); and the consequences will be expensive to us.

If you will indulge me...

Timeline:

July 12, 2010-happily leased our dream car a 2011 BMW 128i CP
vin #WBAUP7C57BV [REDACTED] at Chapman BMW on Camelback.

November 23, 2010-returned vehicle to Chapman BMW due to 'Check Engine Light'
alert and was advised by service department the wires 'appeared to have been chewed'.
We released the car back to Chapman BMW and leased a different 2011 BMW 128i CP
vin# WBAUP7C54BV [REDACTED]...at added cost to ourselves.

December 24, 2010- returned to Chapman BMW due to 'Check Engine Light' again.
Same problem...same wires. The General Manager grudgingly agreed to repair for free.
We were advised their generosity would not be repeated. To prevent a recurrence,
every night we placed traps inside and outside the engine compartment and removed
them every morning.

January 3, 2011-forced to return to dealership with 'Check Engine Light' once again.
Same problem...same wires. Cost for repair: \$600.00. As these funds were not readily
available to us we were forced to bring the car home and haven't driven it since out of
fear for our safety.

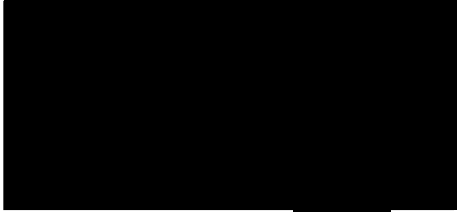
This situation has occurred three times to two separate vehicles of the same make and
model within a very short time span...it has become obvious that we can no longer
continue BMW ownership. Our solution is to return this vehicle to the Chapman BMW
dealership and have our down payment returned to us so we may purchase a different
vehicle at Chapman BMW more suited to our local environment. Or...

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Since the destructive activity appears to be encouraged by the very components utilized by BMW in its automotive production; the warranty should cover any reoccurring costs.

Mr. Dresp at Chapman BMW on Camelback feels otherwise and has advised us to go home and *kill the rodents*, which will involve traps and/ or poisonous substances. Since we have no idea what type of animal is causing this situation we have no plan of action to remove the culprit. This is troubling... as it is not rational to assume one can arbitrarily eliminate random wildlife within the immediate neighborhood without the possibly of wreaking havoc among the environment, pets and other indigenous creatures.

Thank you for your consideration in this matter.



Buckeye, Arizona





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NATIONAL HIGHWAY TRAFFIC SAFETY
ADMINISTRATION HEADQUARTERS
DAVID L. STRICKLAND, ADMINISTRATOR
1200 NEW JERSEY AVENUE, SE
WEST BUILDING
WASHINGTON, D.C. 20590

