

JUN 28 2011

Mr. Strickland

Please note. We may
not be the only owners
affected by this negligence.
Thank you 12 June 2011

BMW North America
Customer Relations
Post Office 122127
Westwood, NJ 07675-1227

Dear Sir/Madam:

We were zooming along at 68 mph last Saturday, heading up Route 95 North in Maine, surrounded and followed by a highway full of cars traveling equally fast or faster. Then suddenly, the engine lost all power. My adult daughter, who was driving, attempted to accelerate to no effect. As she steered the car to the breakdown lane the engine was nonresponsive. The gear shifted automatically into neutral and then into park from which we could not budge it. The tow truck driver who eventually rescued us had the same result, with an accompanying grinding of the lifeless engine.

We could easily have been killed or maimed. Others in the fast cars around us on that interstate could have been injured or killed. Imagine our surprise when we learned from the service department of Bill Dodge BMW (Westbrook, ME) that this terrifying incident was the result of the FAILURE OF THE FUEL DELIVERY SYSTEM, a system that was the subject of a NATIONWIDE RECALL in December 2010.

My car, a silver 2008 BMW X-5 was bought for me by my husband (redacted) at the Herb Chambers BMW dealership on Commonwealth Avenue in Boston, a dealership we have dealt with over many years.

I have been advised that automotive manufacturers, including BMW, must follow a strict procedure when it comes to recalls. According to what I understand, the manufacturer issues the first issue of recall by U.S. mail and the sales dealership must then follow up by phone with owners who do not bring in vehicles for repair of the recalled part. None of this happened in my case. We received no notice by mail although BMW has my correct name and address. We received no follow-up communication of any sort from Herb Chambers BMW. It has been six months since that recall!!

I am frankly appalled by the lack of responsibility shown by BMW corporate and by the Herb Chambers dealership. Only luck and my daughter's composure under duress prevented us from being rear-ended by the cars behind us or side-swiping and injuring those between us and the breakdown lane. We were badly shaken up and missed the friend's wedding ceremony we had traveled to attend.

Our family has driven BMWs for several decades because of their reputation for quality and service. In general, we have been pleased with the Herb Chambers dealership in this regard. This failure, however, is of a very serious nature and so you will see that I am copying the proper authorities on this letter.

God forbid that anyone else should lose life or limb because of similar negligence.

Boston, MA (redacted)

CC: Herb Chambers, Chambers BMW
MA Attorney General Martha Coakley
David L. Strickland, NHTSA Administrator

MC
071211
TGW

FROM:

[REDACTED]
Boston, MA

[REDACTED]

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

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