

CL-10577655-2729

[REDACTED]
[REDACTED], Oxon Hill MD [REDACTED]

March 24, 2014

National Highway Traffic Safety Administration/Consumer Protection Section

APR -1 2014

1200 New Jersey Ave. S.E.

ODOMETER FRAUD

Washington, DC 20590

RE: 2006 BMW 750LI VIN:WBAHN83516D [REDACTED] SEDAN 4DR 4.8L V8 FI DOHC 32V REAR WHEEL DRIVE

Dear Sir/Madam

On August 15, 2012, Plaintiff [REDACTED] purchased a motor vehicle from **(PRIME AUTO GROUP, 3217 10TH N ST., ARLINGTON, VA 22201)** 2006 BMW 750LI VIN: WBAHN83516D [REDACTED] This vehicle was advertised to Plaintiff [REDACTED] as having 108,303 miles, this mileage was also reported on the bill of sale Plaintiff [REDACTED] signed and the title paperwork filed with the state of Virginia.

Unfortunately, the vehicle has not been satisfactory because it is leaking oil from the engine. Three days after the purchase, Plaintiff [REDACTED] started having major mechanical problems with the car and took it to your mechanic for an inspection. Your mechanic agreed to fix the oil leak, however, when Plaintiff [REDACTED] collected the vehicle and started using it again, the problem was still there.

On March 08, 2014, Plaintiff [REDACTED] had serviced her car at BMW of Arlington-Alexandria Dealership due to a massive oil leak. After, visually inspecting the car, the BMW mechanic told Plaintiff [REDACTED] the car had multiple leaks (Alternator Mount Bracket Seal Leaking, Valve Guide Seals, Upper Timing Case Cover Seals Leaking, Valley Pan Leaking Coolant and Vacuum Pump Leaking) and appeared to him to have substantially more miles on it than indicated on the odometer.

The mechanic deposed that, although the car had a good appearance, he observe sign of wear on visible engine parts and road grime and stains on other engine parts that indicated there was substantially more than 137,890 miles on the car.

Further investigating the matter discovered that the Carfax Vehicle History Report on WBAHN83516D [REDACTED] had indicated that the odometer reading on August 15, 2011 was 178,423 miles on the vehicle. So in retrospect, the vehicle has accrued 216,313 miles as of date. That is flagrant false advertising!

NM
4214
SMD

The Plaintiff [REDACTED] would appreciate it if you could organize to give her a full refund. She is also rejecting the car as it is unsatisfactory.

Prime Auto Group knowingly sold Plaintiff [REDACTED] the car with the altered odometer, all with the intent to defraud her in violation of 49 U.S.C. § 32705(a)(2). Knowingly tampered with and set back the odometer with and set back to reflect lower than actual mileage.

Plaintiff [REDACTED] now has to face the prospect of shorter longevity and increased maintenance costs due to a false mileage on her vehicle.

Plaintiff [REDACTED] looks forward to settling this matter amicably. If, however the matter is not satisfactorily resolved Plaintiff [REDACTED] will consider taking further action to resolve the complaint either through the Department of Commerce or pursue legal action against your company **Prime Auto Group** in Arlington County, where your business is registered.

Plaintiff [REDACTED] will be available to discuss this at your convenience or via email.

Daytime: Monday - Friday Home [REDACTED]

Anytime Cell [REDACTED]

Anytime Email [REDACTED]

Sincerely,
[REDACTED]

NOTE:

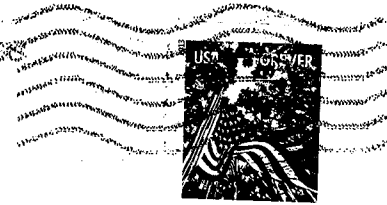
This letter is to put you on notice that NONE of the documents, materials, emails, faxes, photographs, computer entries or logs, or any other item of any nature whatsoever relevant to this incident are altered, changed, destroyed, or disappear. It is our hope that you will comply, as you are aware of the civil and criminal penalties that can be assessed/imposed for the spoliation of evidence.



Oxon Hill, MD [Redacted]

CAPITAL DISTRICT 200/208

24 MAR 2014 PM 4 L



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[Redacted]