

CL-10585899-6428

[REDACTED]
Torrington, CT
[REDACTED]

August 21, 2014

Mr. Mark Pechko
Executive Customer Care
BMW of North America, LLC
P.O. 1227
Westwood, NJ 07675-1227

RE: 2007 BMW K1200R, VIN: Z [REDACTED]

AUG 28 2014

Dear Mr. Pechko:

Your letter of 8/15/14 is typically referred to in my trial law profession of over 40 years, as a "cover your @\$" letter" which only a fool would give credence to, and only if he was immune to lies. Your recitation of the relevant facts bears not a scintilla of truth.

By appointment, I brought my bike into Max's BMW Brookfield shop because the brake warning light was lit up and I wanted the brake fluid changed. They screwed around all afternoon, claiming that they were diagnosing the problem and at closing time, told me that the modulator was defective and had to be replaced and did not change the brake fluid claiming it would again have to be changed when the regulator came in for replacement. The charge for their diagnosis was \$90.

They also told me that they did not have the part in stock and that the part was backordered.

They quoted me the cost of the part to be \$2,500, and told me that they would call me when the part came in.

Moreover, and most importantly, I never declined to have the repairs done and could not have had the repairs done at closing time, since they did not have the part in stock, and told me that the bike was safe to ride. Are you telling me that they told you the bike was safe to ride or that it was not safe to ride?

Your two sentence letter is a sham, in avoidance of a known defect which has been chronicled on the internet *ad nauseum* by loyal customers.

All this expertise from a BMW representative who asked me whether the bike was available for inspection but did not take the opportunity to inspect the bike when told that it was available for inspection. I will thus assume that BMW waived its right of inspection and has no interest in doing so.

Yours truly,
[REDACTED]

[REDACTED]
Cc: Nat Highway Traffic Safety Admin. ✓

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9/18/14
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National Highway Traffic Safety
Administration
1200 New Jersey Avenue, SE
West Building
Washington, D.C. 20590

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