

CL-10629787-6972

August 13, 2014

[REDACTED]
Saint Louis Park, MN [REDACTED]

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Building
Washington, DC 20590

AUG 19 2014

RE: BMW 3 Series Sub-frame issue

To Whom It May Concern:

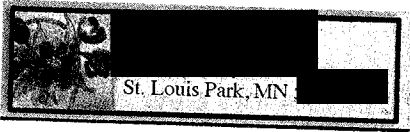
My name is [REDACTED]. It was suggested by the state of Minnesota's Attorney General's office to contact you about an issue I have with BMW of North America. In December of 2012 a 2000 323i BMW was purchased, for me, from Automotion Car Sales and Services in Saint Louis Park, Minnesota. During a regular maintenance service, the service manager at Automotion, with much concern, stated that I needed to take my car to a BMW dealership and have them check my car. I did as suggested and on July 2, 2014 had my car examined by BMW of Minnetonka, in Minnetonka, Minnesota. I was told by the service bay representative that I had a sub-frame issue that could not be repaired by them and I needed to go to a repair shop that did. The service representative recommended Sears Auto in Plymouth, Minnesota. I also decided to investigate the issue on the Internet to find that the 3 series BMW was built with a defect that included every location, world wide, in which these cars were sold covering the years of 1999 to 2006. In order to get BMW to take responsibility for this, a class action lawsuit came about that compensated the owners that found out about it, but ended in 2010. I contacted BMWNA about this by email and was contacted in return by Mr. William Stuart. He said I needed to take the car to the repair place recommended by BMW of Minnetonka to get an estimate, and once I had that estimate to send it to him. I did. His response was to pay 25% of the bill. I asked for a payment of 50%. Mr. Stuart would only agree to 25% and that the 25% would be paid directly to Sears. The estimated repair is \$6300.00.

I would truly appreciate your input and advise. [REDACTED]

Respectfully,
[REDACTED]

CC: Attorney General State of Minnesota

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