

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

MAR -3 2015

February 9, 2015

US Department of Transportation  
1200 New Jersey Ave, SE  
Washington, DC 20590

Re: Lease of 2012 BMW 750LI, VIN# WBAKB8C53CC [REDACTED] **Complaint**  
against **BMW** and their dealer '**BMW of Bakersfield**, 5400 Gasoline Alley,  
Bakersfield'

Dear Department of Transportation Staff,

I apologize for bringing my complaint against BMW and their dealer to you, since the dealer and the manufacturer refuse to resolve the complaint.

BMW's record will show that I had bought a couple of BMW's and my wife drives a BMW 328 today. We had been very happy with the brand and therein lies the reason for leasing the 750LI.

We have written to Mr. Bafyirtash, CEO of the business regarding our problem with the leased 750IL and he ignored our letters of May 5, and December 5, 2013 (response to the letter was very inadequate).

When we leased the car in November 2011, for my business, **I was not informed** that the vehicle's oil consumption would be abnormally high and that I had to add oil frequently (**a clear manufacturing defect**). *If I had known about this at the time of the lease, I would have opted for a different vehicle.* When I took the car for servicing on January 29, 2012 I was told, **for the first time**, that the car consumes a lot of oil. However, it was too late for me, since I had already signed the lease.

I was unhappy as I became aware of this, since it required checking and filling oil at least two or three times each month. With my busy medical practice I have no time to make trips to the dealer and wait a while for them to check and add oil, or do the checking and adding oil myself.

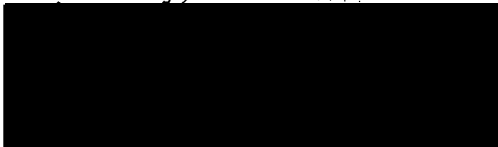
This left me with no choice, but to have somebody else handle the checking of the oil frequently and adding as required. Obviously, this **wasted my time** since I was at the mercy of that **paid** somebody who would do that and that is frustration for no reason. I had asked them to give me a listing of when the oil was checked and added and the attachment is such record.

Based on the above I had told the dealer that I be provided restitution for the trouble, cost and frustration I had under gone until I returned the car in *Sep, 2014*. In addition, I have no incentive to go for another BMW.

One way to help assuage my bad experience is for BMW to give me a small BMW at no cost to me.

Thank you so very much and looking forward to your positive response.

Sincerely,

A large black rectangular redaction box covering the signature area.

Attach

2012	Qty	2013	Qty	2014	Qty
4/17	1	2/15	2	4/24	2
1/24	2	3/7	2	4/31	1
2/5	1	3/11	2	<del>2/12</del>	2
3/14	2	4/10	2	3/11	2
3/31	2	4/30	2	4/13	2
7/17	2	5/31	3	4/22	2
5/3	1	6/15	2	5/5	1
5/20	2	7/1	1	5/9	2
6/5	1	7/18	1	6/13	1
6/20	2	8/2	1	6/30	2
7/6	1	9/18	2	7/16	2
7/31	2	10/8	2	8/01	2
8/14	2	10/20	1		
3/30	2	11/1	1		
1/15	2	11/20	2		
10/1	1	Deaver did it			
10/22	2	1/29			
11/2	1	5/15			
11/30	2	8/22			
12/10	1	12/15			
	2				

Bakersfield, CA

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