

April 7, 2015

[REDACTED]
Cleveland, Ohio [REDACTED]

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

BMW of North America, LLC
Customer Relations Department
P. O. Box 1227

MAY -6 2015

Westwood, New Jersey 07657-1227

Dear BMW Customer Relations:

I am writing on my behalf and on the behalf of many BMW owners who may be unaware of the condition and problems with certain BMW cars; specifically, the 2007 BMW 750 LI series.

Today I am leaving the dealership at: **Ganley BMW, 6976 Pearl Rd, Middleburg Heights, OH 44130**, after previously taking my 750LI to BMW Westlake.

I am surprised and dismayed at the current information given to me today by Ganley BMW, after all of the many service visits, calls and letters; more visits over the years of ownership, discussion with service personnel (at Westlake BMW), BMW senior advisor, personnel and staff.

As I will describe in the comments to follow, I hope you keep in mind the commitment BMW has made to BMW owners via advertisements, handbooks and the BMW "driving machine" quote, so proudly and prominently shown on your website and almost every TV promotion regarding BMW!

"THE BMW ULTIMATE DRIVING EXPERIENCE.

DRIVING IS BELIEVING."

"Get behind the wheel of a BMW and you'll never want to drive anything else. From test tracks to skid pads to street drives, see why it's the Ultimate Driving Machine. Reserve your spot today to experience all of your favorite BMW's."

NM
5715
SMD

Well, I do not feel quite that way at this time! In fact I feel angry and disgusted. **Today I was told by Mike Lepre that my BMW needs a Transmission, Engine and something else I cannot recall at this time.** My total shock nearly put me on the floor. Which at the time, I was sitting at his desk being told this and I practically went into shock after hearing the words: engine, transmission etc.

Are you kidding me? How could this be?

When I purchased my car as certified used at Ganley BMW, I was told all service needs were made and everything was in excellent condition. I serviced my vehicle there as well. I paid attention to the vehicle notifications for service to the letter: Oil changes, brake fluid exhaust filter etc. If I had a question, I would call or visit. If the answer(s) weren't clear I would call again, look at the manual or write BMW if necessary. If no response was forthcoming a contact would be made again to the appropriate party.

Sometimes I felt I was getting brushed off with the concerns I posed. There were even times that I felt the service department, staff and personnel were not giving me the quality service any owner/customer should get.

Why?

This is why? My most recent issue, the one that initiated this letter, was the TRANS DEFAULT alert, CHANGE OIL alert & the ADD QUART OIL alert indicators. Each issue was brought to the attention of MY BMW advisors in the recent and previous months (in some form or another) and I was given no indication of a problem like the one I was given today!

My car was taken into Westlake BMW March 7, 2015 and serviced. After getting home, the TRANS DEFAULT indicator came on again and somewhere during the next call/visit to the service department the ADD QUART OIL light was on **again**.

You probably have records of this issue because I call you about it several times.

I was told by Westlake, wait the next morning to see if the vehicle transmission default light resets. Probably just needs to reset I was told. They also said the fluids were all topped off. Cannot say why the light keeps coming on. It may be the sensor I was told.

What? I asked myself.

No one could tell there was a problem yet. No one knew there was even an engine or transmission problem BEFORE THIS???? The manual indicates that service is NOT required for the Transmission and Engine for the 100,000 miles/right!?

I thought it was again time to call someone who might intervene. After going back and forth with a lady from BMW of North America, I was advised to schedule another appointment. However, before I had time to schedule that visit, I got an email to call Mr. Kenney. I called and an appointment was made with the agreement to take the car back in, but to the Middleburg location.

That visit resulted in being told that my battery was low. So they would recharge it. There were some leaks, but they were minimal and not critical at this time. Fluids were checked and at the appropriate level.

I went home again thinking I now had a good idea of where I was with my car; I had been properly advised. So I thought. Now “You” be the judge. I left the dealership and drove about a mile or two and the Lights were on again.

I immediately called Mr. Kenney and gave him the news (I say sadly). I’m told to drive the car a few days and see what happens. I say I don’t want to now risk further problems: my safety and the safety of others. We agree to bring it in again.

My next visit, they wanted to look at the car overnight. It had to sit now for the oil or something had to settle or cool off. They could then check levels and whatever else to see if they could figure out the problem. They would call me I’m told.

When I received the call that I could pick up the car, I was told that neither Mr. Kinney nor Mr. Lepre were in that day. I indicated to the lady that called me that I would not pick the car up until the next day because I wanted to talk to the two people that had handled this issue in the first place. I did not want someone who would tell me they didn’t know anything.

That brings me to the infamous visit of today. I asked why the engine and transmission was in this state and got no explanation that was feasible, considering my diligent care of following the service intervals etc. I asked for several pieces of information: such as the engine identification number and so on.

I would like to know this: Does my BMW have all BMW parts? Does my BMW have all of its original parts? Has my BMW engine, transmission or anything else been repaired prior to my ownership or after? Is the car fax current to all modification, repairs etc. to date? Please provide if possible. Please provide any recall data for this issue.

Finally, I understand that BMW has notable issues with their transmissions and engines. There may even be a recall in the making. But, has been stalled or delayed for whatever reason.

I beg you to take the honorable steps to avoid any more stress to your customers and loyal BMW owners. We don't want any more lives lost!

Sincerely,



Cc: **BMW of North America, LLC**

NHTSA

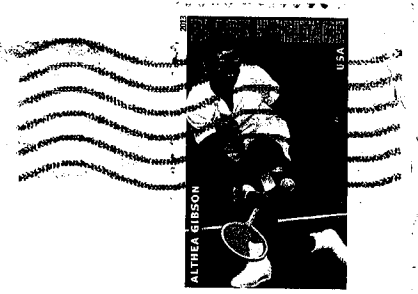
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