

OBIS Complaint

10732729

CL-10732729-5457

[REDACTED]  
Cortland, Ohio [REDACTED]

September 8, 2015

Dear Sirs,

OCT -6 2015

I currently own a 2006 Mini Cooper (vin # WMWRC33526 T [REDACTED]), that currently has a "recall" for passenger seat detection (campaign #15V-205).

Your company announced this in March 2015 and sent letters out in June 2015. I have contacted my local dealership in June and July 2015 and was told they do not know what to do with the car.

I also called your recall help desk in July, August, and today with no additional information other than they are trying to get parts and no direction from the company is forthcoming and no time frame was given.

My Mini has the AIR BAG WARNING LIGHT illuminated on the dash and per your safety recall letter, "NO ONE SHOULD SIT IN THE FRONT PASSENGER SEAT UNTIL THE REPAIR HAS BEEN COMPLETED."

I purchased this car to transport my son, who has cerebral palsy, back and forth to college daily as we live 30 miles from campus. Since he cannot drive and is unable to climb into the miniscule back seat, the car is unusable!

Six months into a recall and NOTHING has been set up! THAT IS INEXCUSABLE!

You should provide a loaner car as the car is not usable. One of my employees has a Chevy Cobalt that was recalled due to an ignition switch and she was given a loaner for 3 months until the car was fixed. Your company should do the same!

I am very disappointed with the handling of this matter and would be reluctant to purchase another Mini/BMW. I have many comments on this car from my patients and general public and this recall fiasco certainly colors my statements about how I like this automobile!

Regretfully,

[REDACTED]  
CC: National Highway Traffic Safety Administration

ET

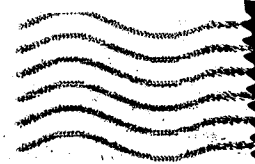
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Cortland, OH

CLEVELAND OH 440

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