

RE: CASE: [REDACTED]

CL-10735231-5649

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

[REDACTED]
LAKE HAVASU CITY, AZ [REDACTED]
[REDACTED]

July 14, 2015

VIA FACSIMILE

No. [REDACTED]

BMW of Henderson
Attn: Director, Customer Relations
261 Auto Mall Drive
Henderson, NE 89014

AUG -7 2015

Re: Henderson BMW/Takata Airbag Recall

Dear BMW of Henderson:

In November 2014, I received a safety recall notice from BMW of North America, LLC urging me to contact my nearest BMW dealer because of a safety defect in the passenger airbags. I am writing about the airbag that your service department replaced in my vehicle with respect to the Takata airbag recall. Your service department replaced the airbag with an airbag that was not compatible with the sensors in my vehicle. Consequently, the passenger airbag light came on. I called your service department and was informed by Richard that if there was something wrong with the airbag, then they would fix it, but if it was a "sensor problem," then they were not going to be liable. Richard knew exactly that it was a sensor problem. He vehemently and arrogantly denied that BMW is responsible for this. Then, the service light appeared to go on and off for months and since it is a 300 mile trip for me, I attempted to have the problem corrected here in Lake Havasu. My mechanic told me that your service department likely caused the problem with the sensors and that unfortunately, they are the only ones that will be able to get the light off and, that I needed to take it back to Henderson BMW.

Then I took another trip so your service department so they could could fix the problem. That was 300 miles for me, round trip, twice. I was informed by your service department that I needed to have the sensors replaced and that this would cost \$1100.00 and that it was not a problem with the airbag you replaced. Then, your service department charged me \$170.00 to tell me that these sensors needed to be replaced and. This is something that they knew was going to occur. I have disputed this charge. You did not correct the problem I returned to have fixed. BMW placed this airbag in my vehicle knowing that it would create this "sensor" problem. This is both deceptive and fraudulent. Then, the fact that BMW has chosen their position, incidentally, against the very customers

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that purchase their products. I have been an owner of a BMW for over 30 years and never have I received the customer service that I got with respect to this airbag recall issue.

Further, when I visited the internet I found that if the airbag light is on, then neither airbag will deploy in the event of an accident. Now, you are placing your clients' lives at risk. Your company is knowingly risking the lives of your clients in order to "stand your ground?" I do not have \$1100 to correct a problem that your service department created. Neither did I have two full days that I spent traveling back and forth to have this problem remedied; nor did I have an extra \$80 to spend for gasoline that I used going back and forth, 600 miles. I am disabled and had to get a driver both times to bring me and return me for this Takata Airbag Recall. I was very disappointed with the treatment I received regarding this problem that your service department has created.

The service light for the passenger airbag is still on in my vehicle. You are responsible for the problem because you knowingly created it. Your installing the airbag created the problem and BMW and its staff knew that this problem would occur. They didn't care. I have received no assistance with this airbag problem from BMW and now I am being asked to pay to fix this problem that BMW knowingly created. I was informed by Randall Stone, Manager, Service Department, that there is nothing that they can do for me. I would be grateful if you would reconsider your position and agree to repair my vehicle as soon as possible.

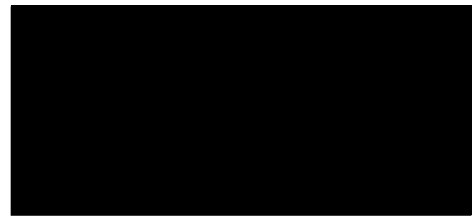
Respectfully submitted,



CC: Federal Trade Commission

BMW of North America, LLC

bcc: US DOT NHTSA RE



Lake Havasu City, AZ

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NHTSA, US DOT
1200 New Jersey Ave, SE
WASHINGTON, D.C. 20590

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