

NEF-010

CL-11031308-7064

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

LEITH BMW

5603 CAPITAL BOULEVARD
RALEIGH, NORTH CAROLINA 27616

SEP 15 2017

September 5, 2017

[REDACTED]

RALEIGH, NORTH CAROLINA [REDACTED]

DEAR SIR:

THIS LETTER IS AGAIN REQUESTING REIMBURSEMENT FOR THE REPAIRS ASSOCIATED WITH MY
BMW (VID- WBAHN835X8D [REDACTED] IDENTIFIED IN YOUR RECALL NOTICE DATED JULY 17, 2017.
MY PREVIOUS LETTER INCLUDED COPIES OF PAID INVOICE NUMBERS [REDACTED]
TOTALING \$2250.66.

ALTHOUGH THERE HAS BEEN SOME VERBAL COMMUNICATION REGARDING THIS SUBJECT
THERE HAS NOT BEEN ANY REIMBURSEMENT.

REGARDLESS TO THE FINAL RESOLUTION TO THE RECALL YOUR RECALL NOTICE SPECIFICALLY
STATES "THE DOOR LATCH SYSTEM WILL BE PERFORMED FREE OF CHARGE." DUE TO THE
FAILURES OF THE DOOR LATCH SYSTEM I WAS REQUIRED TO GET REPAIRS PERFORMED ON OR
ABOUT APRIL 2015 WHICH PREDATES YOUR RECALL NOTICE. OBVIOUSLY YOU WOULD BE
EXPECTED TO MAKE ADDITIONAL REPAIRS IF YOUR RESOLUTION REQUIRES REPAIRS NOT
PREVIOUSLY PERFORMED.

TO ENSURE ALL PARTIES ARE CLEAR ON THE RESOLUTION OF THIS MATTER WRITTEN
CCOMMUNICATION WOULD BE MOST APPROPRIATE. IF THERE HAS NOT BEEN WRITTEN
COMMUNICATION ADDRESSING THE RESOLUTION BEFORE SEPTEMBER 19, 2017, I AM SURE
YOU WOULD AGREE THAT OTHER PARTIES SHOULD BECOME INVOLVED TO RESOLVE THIS
MATTER.

THANK YOU IN ADVANCE,

[REDACTED]

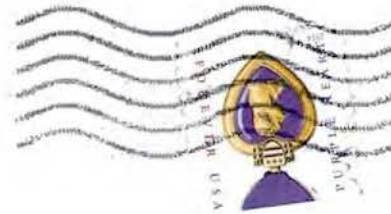
BMW GROUP COMPANY

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

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Research Triangle Region
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RALEIGH, NC.

ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN
1200 NEW JERSEY AVE., S.E.
WASHINGTON, D.C. 20590

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