

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

1200 NEW JERSEY AVENUE S. E.

WASHINGTON, DC 20590

CL-11031300-9415

NOV 09 2017

OCTOBER 16, 2017

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

RALEIGH, NC

DEAR SIR/MADAM:

THE PURPOSE OF THIS LETTER IS TO REQUEST YOUR ASSISTANCE IN OBTAINING IMMEDIATE REIMBURSEMENT FOR THE REPAIRS ASSOCIATED WITH MY VEHICLE (VID-WBAHN835X8D) IDENTIFIED BY BMW RECALL NOTICE 17V-328.

RECENTLY RECEIVED A LETTER FROM BMW, VERONICA SANTILLO, REJECTING IMMEDIATE REIMBURSEMENT FOR REPAIRS. UNFORTUNATELY I HAVE PAID FOR REPAIRS IN JUNE 2015 AT A LICENSED AND REPUTABLE BMW DEALERSHIP. THE LETTER FROM BMW REFERENCES THE TREAT ACT WHICH IS USED TO IDENTIFY A HOST OF REMEDIES, VEHICLES, PROCEDURES, ETC.... SPECIFICALLY THE TREAT ACT REQUIRES REPAIRS BE PERFORMED AT AN AUTHORIZED LOCATION AND USAGE OF AUTHORIZED PARTS.

THE RECALL NOTICE 17V-328 STATES THAT IMMEDIATE PROBLEMS WILL BE FIXED IMMEDIATELY FREE OF CHARGE. OBVIOUSLY THE LOCATION, REPAIRS AND PARTS USED IN THE REPAIR OF MY VEHICLE SATISFY THE STANDARDS FOR THE TREAT ACT OTHERWISE MY VEHICLE WOULD BE SERVICED IMMEDIATELY. ADDITIONAL REPAIRS SHOULD COME UNDER THE CURRENT RECALL.

ENCLOSED PLEASE FIND THE LATEST CORRESPONDENCE FROM BMW AND PREVIOUS CORRESPONDENCE PREVIOUSLY FORWARDED TO NHTSA.

THANK YOU IN ADVANCE.

LEITH BMW

5603 CAPITAL BOULEVARD

RALEIGH, NORTH CAROLINA 27616

29 JULY 2017



RALEIGH, NORTH CAROLINA



DEAR SIR:

THIS LETTER IS IN REFERENCE TO RECALL NOTICE 17V-328 AND VEHICLE IDENTIFICATION
NUMBER WBAHN835X8D



ON OR ABOUT 24 APRIL 2015 MY VEHICLE WAS PRESENTED TO YOUR LOCATION FOR SAFETY
REPAIRS ASSOCIATED WITH PASSANGER SIDE DOOR THAT WOULD NOT CLOSE AND THEREFORE
NOT LOCK. AS STATED IN THE RECALL NOTICE DOOR LATCH SYSTEM UPDATE WILL BE
PERFORMED FREE OF CHARGE.

ON OR ABOUT 3 JUNE 2015 MY VEHILE WAS RETURNED. THE SERVICE COST FOR THE REPAIR (S)
CAME TO A GRAND TOTAL OF \$2250.66 AS EVIDENCED BY THE PAID INVOICES ENCLOSED.

PLEASE TAKE THE STEPS NECESSARY TO MAKE AN IMMEDIATE REFUND OF \$2250.66.

IN ADDITION THE DRIVER SIDE DOOR DOES NOT CLOSE PROPERLY AND I AWAIT THE RESULTS
OF THE REMEDY FOR THE RECALL NOTICE.

PLEASE SEND ANY CORRESPONDENCE IN WRITING,

THANK YOU IN ADVANCE



BMW GROUP COMPANY

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

CUSTOMER #:

LEITH BMW

5603 Capital Boulevard · Raleigh, NC 27616

www.leithbmw.com

(919) 876-5432

(919) 876-5444

EXT. 312, 289, 417

FAX (919) 876-1611

E-MAIL: service@leithbmw.com

INVOICE



PAGE 1

RALEIGH, NC

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 6250 JERMAINE BRODIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
475/SAPPHI	08	BMW 750LI	WBAHN835X8D		78725/78744		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13FEB08 IS		13FEB2012	17:00 24APR15			CASH	28APR15
R.O. OPENED		READY	OPTIONS:	DLR:	ENG:N62T		

09:30 24APR15 11:34 28APR15

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUST STATES THE FRONT DRIVERS DOOR WILL NOT SOFT CLOSE

33 NO CHARGE

8120 C1

0.00 0.00

1 51-21-7-202-136 LOCK, COMPLETE, FRONT

RIGHT:512011

511.85 511.85 511.85

,,,,,78725 N/C NOTE ONLY.

B CUST STATES THE PASS FRONT DOOR WILL NOT CLOSE

B-51000 BODY EQUIPMENT REPAIR/DIAG

8120 C1

65.00 65.00

B-51000 BODY EQUIPMENT REPAIR/DIAG

8120 C1

325.00 325.00

,,,,,78725 ADDITIONAL RLT 2.5 (3.0 TOTAL) REPLACED R/F DOOR

,,,,, LATCH/ACTUATOR ASSEMBLY. INTERIOR DOOR RELEASE BOWDEN CABLE MOUNT

,,,,, PREVIOUSLY DAMAGED, SOP.*****RLT .5 CHECK OUT, FOUND DOOR LATCH NOT

,,,,, HOLDING CLOSED POSITION.

CUSTOMER PAY SUPPLIES FOR REPAIR ORDER

20.00

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	390.00
PARTS AMOUNT	511.85
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	921.85
LESS INSURANCE	0.00
SALES TAX	34.55
PLEASE PAY THIS AMOUNT	956.40

I HEREBY AUTHORIZE ANY ADDITIONAL NEEDED ADD ON WARRANTY REPAIRS

CUSTOMER COPY

CUSTOMER #:

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BUS:

CELL:

SERVICE ADVISOR: 6250 JERMAINE BRODIE

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
475/SAPPHI		08	BMW 750LI		WBAHN835X8D		79401/79404		
DEL DATE		PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
13FEB08 IS			13FEB2012	17:00 28MAY15			CASH	03JUN15	
R.O. OPENED		READY		OPTIONS:	DLR:	ENG:N62T			

09:44 20MAY15 13:39 03JUN15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A	E	B-51000 BODY EQUIPMENT REPAIR/DIAG					
		8120 C2				224.88	224.88
		1 51-21-7-194-838 OUTER DOOR OPENER PAINTED					
		TO:512012			836.40	836.40	836.40
		1 51-21-7-191-574 CARRIER, OUTSIDE DOOR					
		HANDLE:512013			160.68	160.68	160.68
		MISC OVERNIGHT FREIGHT CHARGE					
		C1				5.00	5.00
		79401 RLT 2.5 REPLACED R/F OUTSIDE DOOR HANDLE ASSEMBLY AND					
		CARRIER.					

B RENTAL CAR

RENTAL RENTAL CAR

8120ILOAN

(N/C)

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X

DESCRIPTION	TOTALS
LABOR AMOUNT	224.88
PARTS AMOUNT	997.08
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	5.00
TOTAL CHARGES	1226.96
LESS INSURANCE	0.00
SALES TAX	67.30
PLEASE PAY THIS AMOUNT	1294.26

I HEREBY AUTHORIZE ANY ADDITIONAL NEEDED ADD ON WARRANTY REPAIRS

CUSTOMER COPY

RAL. NC.

RALEIGH NC 275
Research Triangle Region
02 NOV 2017 PM 3 L



NATIONAL Highway Traffic Safety Admin
1200 New Jersey Ave. S.E.
Washington, D C 20590

20590-

