



Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6684

January 11, 2019

CL-11175591-8959

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Bldg
Washington, DC 20590

RE: Seattle Mini
File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. We are processing it through our Informal Complaint Resolution (ICR) service. We are forwarding you a copy for your information because it may include information of interest to your agency.

If you have questions about this complaint, please contact the Consumer Resource Center by email at CRCComplaints@ATG.WA.GOV. Please include the complaint number given above on any correspondence to our office.

Sincerely,

CHRISTOPHER F. KIEFER
Consumer Services Coordinator
Consumer Protection Division
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

Enclosure(s)

EA
2-6-19
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COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]

Mukilteo, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

E-mail Address:

[REDACTED]

Age Group (optional):

[REDACTED]

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional):

No

If English is not your first language, what is your first language?

Do you want the Attorney General's Office to send this business a copy of your complaint?

Yes

Names and addresses of any other complainants involved:

Business Information

Name of business that I am complaining about:

Seattle Mini

Address:

11550 Lake City Wy NE
Seattle, WA 98125

Phone:

(206) 588-4250

Toll-Free:

(877) 401-6464

Fax:

(877) 569-6464

E-mail:
robin@bmwnorthwest.com

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:

Item or service purchased:

Cost of item or service:
?

Did you sign a contract?

Date of transaction:
12/28/2018

Salesperson's name:

Was an advertisement involved?

Date and source of advertisement:

About Your Complaint

Have you complained to the business?

If YES, to whom (include position)?

What response did you receive?

If you have not contacted the business, explain why:

Have you filed a complaint about this business with the Attorney General's Office before?

If yes, list the file number assigned to that complaint:

Have you contacted a private attorney?

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending?

If YES, please explain:

Explain your complaint in detail:

To: Washington State Attorney General
2015 Mini Cooper Warranty / Safety Issue

I shared a safety complaint via E-Mail to Mini Cooper USA corporate headquarters addressed to Ms. Mariella Kapsaskis, President, MINI COOPER USA and cc: Mr. Ludwig Willisch, President, BMW North America. The letter was sent on December 29th 2018. So far I have had no response.

I normally would not escalate such a case but I believe that our safety and possibly the safety of others has been compromised. I also believe Seattle Mini Cooper should have investigated the problem while the car was under warranty instead of insisting that it is normal for the tread to be

completely worn on one edge of the rear tires after 10,000 miles of conservative use.

We purchased the brand new 2015 Mini Cooper a few years ago and have been taking it to the same place we purchased it: "Seattle Mini" (11550 Lake City Way NE, Seattle, WA 98125) for scheduled maintenance and service.

In about a year with approximately 15K-20K miles on the car, it started handling unpredictably. We found that both back tires were worn all the way down on the outboard edge while the front tires still looked fairly new. We had to change the tires.

Those tires lasted till approximately 35K and so we changed the tires a second time.

Those tires lasted till approximately 45K and so we changed the tires for the third time.

We are on our 4th set of tires at 50K.

Every time we contacted the service department about the issue we were questioned about our driving skills and our knowledge of keeping proper air pressure in our tires. The tire condition was ignored during regular maintenance leaving the car dangerous to drive. We were told that the tires needed changed due to normal wear.

We always keep our tire pressures at the recommended level and we are conservative drivers. A low inflated tire would show wear on both inboard and outboard edges not just the outboard side. Even if the car were to be driven aggressively with low air pressure, why would the front tires have no wear at all and the back tires wear on the outer edge?

According to the professionals I interviewed and the research I've completed, all agree that the problem is in the rear alignment (particularly the camber setting) because it is unusual for rear tires to wear out every 10,000 miles while the front tires have very little noticeable wear especially on a front wheel drive car.

The employees my wife talked to at Seattle Mini disagree; They told her it is perfectly normal. On December 28 my wife brought up the issue one more time to someone working in the service department before the 50,000 mile warranty expired. They said it is a European setting and it is the nature of owning a Mini. My wife then addressed a Service Representative whose name was Eric and he repeated the same line.

The associates at Seattle Mini Cooper claim that being on your 4th set of tires at 50,000 miles is just the nature of owning a Mini Cooper and should be expected. What really matters is what the public and potential customers think. It's my civil responsibility to escalate this case because the consumers safety is in jeopardy.

We are not asking for a settlement. We just want the adjustments or part replacement necessary to keep us from having to change the rear tires every ten thousand miles. It should be free of charge since the problem already existed on the vehicle when it was bought.

The picture attached shows the rear tires worn compared to the front tire after 10,000 miles of use.



What do you think the business should do to resolve your complaint?

Explain if you have circled 'Other':

SIGNATURE

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the

party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

Signature [REDACTED] **Date** 01/09/2019

Received via the Internet

City and State where signed Mukilteo, WA

