

**From:** [Ambrose, Ann-Marie L](#)  
**To:** [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)  
**Cc:** [NHTSA ODI CED](#); [Strasser-King, Marion C](#); [Rosales, Denise](#); [Rosales, Denise CTR \(NHTSA\)](#)  
**Subject:** ODI- 11191706  
**Date:** Thursday, March 14, 2024 3:09:46 PM

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**From:** [REDACTED] >  
**Sent:** Tuesday, March 12, 2024 8:25 PM  
**To:** nhtsa.webmaster@dot.gov  
**Subject:** [EXTERNAL] - NHTSA ID Number: 11191706 - Please Delete

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Good evening,

I'm writing to you because I would like to retract my complaint from March 26, 2019 (**NHTSA ID Number:** 11191706). I submitted the complaint with the hope that NHTSA would hold BMW accountable. I ended up paying for all repairs out-of-pocket, received no compensation whatsoever, and, worst of all, BMW has never acknowledged or accepted any responsibility for the substandard quality of their parts. To my knowledge, not even an investigation occurred. Therefore, my complaint was useless, and I'd rather have it removed since it also contains identifiable information.

Sincerely,

[REDACTED]

P.S. The above request was originally submitted July, 2023. The complaint was removed for a time, but it was restored for some reason. I did not request for it to be restored. On February 26, 2024, I again requested for the complaint to be removed completely. Twelve business days later and the complaint is still on line. Again, the original request was submitted July, 2023. Why is it taking this long to remove one complaint? Please delete the complaint as I know that it is possible because it was done once before.

Sincerely,



Thank you

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