

23 September 2022

BMW of North America, LLC  
BMW Recalls  
300 Chestnut Ridge Road  
Woodcliff Lake, NJ 07677-7731

Dear Sir/Madam:

This letter is in response to a defective repair of a safety recall performed on my BMW, and this is a formal request to fix this defective repair as soon as possible at no cost to me.

Specifically, on 14 September 2022, I had routine preventive maintenance (i.e., oil change, new tires) performed on my 2018 X1 BMW, VIN WBXHT3C3X [REDACTED] at my local BMW dealership. The dealership also performed a BMW Recall B840822 at the same time without my prior knowledge or approval. However, in the dealership's defense, they probably did not know that the BMW Recall Service was defective.

More specifically, upon arrival at the BMW dealership, my right rear tail light was operating correctly and there were no warning messages on my dashboard. Immediately after performing the BMW Recall B840822, a warning message on my dashboard indicates that the right rear tail light has failed, however, the right rear tail light is operating correctly. The dealership confirmed that there were no warning messages upon my arrival and that the warning message occurred after performing the BMW Recall Service. Unfortunately, the local BMW dealership did not know how to fix the faulty BMW Recall B840822.

This is a safety hazard.

With the dashboard warning continuously displaying that the tail light has failed, I will be unable to know when the tail light actually does fail, and that is certainly a critical safety hazard especially when driving at night.

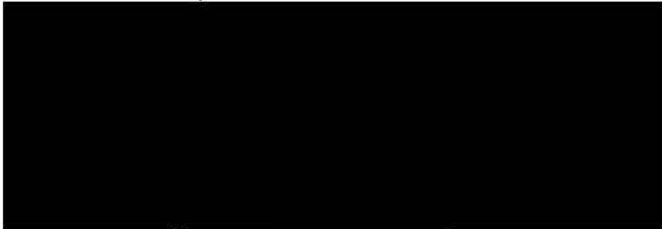
Therefore, I am contacting you to revise and update your BMW Recall B840822 to correct this faulty warning message at no cost to me.

In addition, since this faulty BMW recall is creating a potential safety hazard and to prevent you from ignoring this request, I am also copying Jack Danielson,

Executive Director, of the National Highway Traffic Safety Administration, which is the US Federal Government Agency with governmental oversight concerning automotive recalls.

I am looking forward to hearing from you concerning the prompt resolution of this safety issue.

Thank you,



Hamden, CT

cc: Jack Danielson  
Executive Director  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

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HAMDEN, CT [REDACTED]

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