

From: [4ME](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Marion Strasser-King](#); [AnnMarie Ambrose](#)
Subject: ODI-11530429
Date: Thursday, July 6, 2023 4:17:41 PM

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.

From: [REDACTED]
Sent: Wednesday, July 5, 2023 12:48 PM
To: sebastian.mackensen@bmwna.com <sebastian.mackensen@bmwna.com>
Cc: nhtsa.webmaster@dot.gov <nhtsa.webmaster@dot.gov>; mariella.kapsaskis@bmwna.com <mariella.kapsaskis@bmwna.com>; Nikolai.Glies@bmwgroup.com <Nikolai.Glies@bmwgroup.com>; Adam.Sykes@bmwgroup.com <Adam.Sykes@bmwgroup.com>; Jens.Lemon@bmwgroup.com <Jens.Lemon@bmwgroup.com>; Jay.Hanson@bmwna.com <Jay.Hanson@bmwna.com>
Subject: RE: 2019 Mini Clubman All4

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.

To keep you updated, based on a note from the NHTSA, I have logged a formal complaint with them as well - the reference # of the complaint is 11530429. I did receive an acknowledgment email from BMW a short while back that the case has been referred to a case management specialist.

Best,

From: [REDACTED]
Sent: Monday, July 3, 2023 6:22 PM
To: sebastian.mackensen@bmwna.com
Cc: nhtsa.webmaster@dot.gov; mariella.kapsaskis@bmwna.com; Nikolai.Glies@bmwgroup.com; Adam.Sykes@bmwgroup.com; Jens.Lemon@bmwgroup.com; Jay.Hanson@bmwna.com
Subject: 2019 Mini Clubman All4

Dear Sebastian,

I hope you are doing well.

I am writing to you as a dedicated customer of your brand since 2011. My history with BMW and Mini models includes current ownership of a BMW R1250RT and a 2019 Mini Clubman All4, VIN WMWLU1C5XK2[REDACTED]. Unfortunately, my most recent experience has left me deeply disappointed and frustrated with the service and product quality associated with your brand. My Mini Clubman All4, despite having clocked in a mere 33,000 miles in the past four years, has been plagued with issues concerning its air conditioning system. The severity of the problem has escalated beyond mere discomfort, becoming a health and safety concern given the extreme weather conditions.

Initially, I sought assistance from the Mini of Morristown dealership in Morristown, NJ, where my vehicle has been serviced over the years. However, their service proved to be unsatisfactory. Despite reassurances that they had recharged the system and that there were no inherent issues, the problem persisted. Upon contacting them again, I was informed that further diagnostics would be subject to additional charges. Disconcerted, I reached out to Mini's customer service team, only to be met with a reaffirmation that there was little they could do. As a loyal customer, it is disheartening to witness such disregard for my concerns and such a lack of support.

With no resolution in sight, I sought help from a local independent mechanic, who quickly identified the root cause - a compressor line rubbing against other components, leading to leakage – PART # F56 6453 9209722-04. This diagnosis and the ability to swiftly rectify it contrasts starkly with the inability of the authorized dealership to provide effective solutions. Because of this experience, I have no choice but to seek my vehicle servicing elsewhere. This decision comes with great disappointment, considering my long-standing relationship with your brand.

In light of the potential safety risks that this problem poses, I will be reporting this incident to the National Highway Traffic Safety Administration (NHTSA). This issue may be indicative of a design flaw requiring a recall to prevent further mishaps that could endanger Mini owners. This email is thus not only addressed to you but also copied to the NHTSA, your communications, press, and legal teams. If not copied, I request you share this communication with the right stakeholders. My intent is to ensure full transparency and convey the urgency of the matter at hand. For your reference, I have retained the damaged compressor line and can provide it upon request. I am also including a few images for your consideration.

As a small business owner, I understand the importance of customer satisfaction and standing behind our services. This ordeal has undermined my trust in your product quality and shaken my faith in your brand's commitment to its customers.

You are welcome to contact Mini of Morristown, NJ, for all service records associated with this issue. I urge you to take immediate action and rectify this situation, not just for my sake but for the sake of all Mini customers.

I wish you all a happy 4th of July!

Best,

[REDACTED]

[REDACTED], Edgewater, NJ [REDACTED]

Mobile: [REDACTED]

cc: NHTSA, BMW Communications, Press and Legal teams