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El Sobrante, Ca. [redacted]

[redacted]

2023 BMW X7

VIN# 5UX33EM0XP[redacted]

Purchase Date 11/14/22

Dealer Weatherford BMW 735 Ashby Ave. Berkeley, Ca

[redacted]

El Sobrante, Ca. [redacted]

[redacted]

2013 BMW X7

Vin# 5UX33EM0X[redacted]

I am writing this letter to you because I feel there are some very serious safety issues with my 2023 BMW X7. I have tried to get some of these issues fixed at the dealership, but sadly, they don't seem to have any interest at all in my safety, the safety of my passengers or the safety of those on the road with me. They simply REFUSE to even look at my concerns or attempt any repairs.

I realize my issues with the dealership and their service department AREN'T your concern. I will take care of those things myself. The safety of the vehicles on the road is. Below, I am listing what I believe these safety issues are. I will also include the letter I am sending to BMW (just for reference) along with a USB drive with pictures and videos these issues.

I have 3 major complaints. The dealer is aware of 2 of the first two. The third is a new problem I have yet to bring to their attention.

1. The first issue is the safety sensors. Sometimes these sensors work, and sometimes they don't. The real issue is they warn me of an impending impact while I am driving down the freeway with no other cars or other objects anywhere near me. Imagine driving down the freeway when all of a sudden, the impact sensors are going off tell you something is about to hit you. It is scary as heck!! Sometimes they activate and begin to look for parking spaces while I am driving down the freeway at 60 mph. Sometimes they shut off and don't allow the cruise control to be activated. Sometimes I get close to an object and they don't sense it. And then there are times when they seem to be working just fine, but the problem is I never know if they are working or not!! I can't use things like the Adaptive Cruise Control. I never know if when I turn on the cruise control it is going to work and prevent me from plowing into the car in front of me. There are so many errors that I just can't trust that the sensors are working properly. I can be driving along and all of a sudden, the sensors start to beep (Like something is closing in on me), I have to suddenly hit the brakes and brace for an impact that doesn't come. There will come a time when the sensors will go off and I will just ignore them. That will be the time somebody actually closing in and I will just ignore it. I realize you should never totally depend on the sensor systems, but the sensors are supposed to be there for my safety.

I have complained to the dealer about this twice, but as I said before, they refuse to do anything about it. Their excuse is" Well it doesn't do it here so obviously there isn't any problem with your safety systems, so we aren't going to spend any time looking for any problems!"

2. The second issue are the seats. They have a tendency not to return to the proper up right position after being lowered or moved forward. This last time (when I parked and turned the car off) the front and middle row seats moved forward all by themselves! All 4 of them! Right now, there is probably an inch of room between the back of the front seat and the middle seat. I can't get them to return to the normal seat position. It is almost as if there were 4 people pressing the forward button on the seat controls all at the same time. If somebody had been in the middle row, there legs would have been trapped and certainly hurt. I would like to think there is some sort of safety mechanism in place to prevent that from happening (there is when the seats go back). Now, all 4 seats are stuck in a forward position and won't move back at all. While this last event is a first, the final result is the same. The seats are stuck and won't move. I am constantly getting messages telling me the rear seats are unlocked when in fact they are perfectly okay. Sometimes I can't get the seats to move forward so the third-row passengers can get out. They are so unreliable I can't carry passengers. As I stated in the attached letter, my wife took some of her friends out to lunch. When they tried to get back into the car to leave, they couldn't get the middle seats to return to normal position. In this car, when you push the middle seat forward to allow access to the back row, the seats automatically move forward and up. When they don't return it is impossible to get into the middle row. So, you either have to leave your passengers on the side of the road, call an UBER, or have people sit on each other's laps. No matter which way you look at this, this is incredibly dangerous.

   And once again even though I provided the dealership with videos and images of the problem, they have absolutely no interest in EVEN ATTEMPTING to fix it. Once again, they just say "It doesn't do it here, so good luck with that!!"

3. The third problem is a new issue that I have just recently noticed and haven't had the dealer look at it yet. Until recently I haven't had to drive the car after dark. But lately I have had to begin driving at night. The road I drive on (as seen in the videos) is a dark, unlit backroad. When you turn on the high beams, the headlights throw out a huge, jagged "grey bar" sort of thing onto the road. This is hugely distracting. You are driving along and all of a sudden it looks like something is darting out of the bushes into the roadway. Sometimes it seems to be in the bushes. Sometimes it seems to be in the other lane and sometimes it seems to be right in front of you. It is crazy distracting. In a millisecond I have to decide if it is actually something in the roadway or is it this "shadow". Once again, there will come a time when I will make the wrong choice and it will end badly for someone(or something).

In closing I would like to say that these problems seem to be getting worse. It is to the point now where the front and middle seats are stuck in the forward position. It is virtually undriveable for anything more

than 20 minutes or so. If this had happened when I was out of town, I would have had to park it and have it towed to a dealer to be fixed. Because I (unlike MY dealer), I value the safety of my friends. I can only drive this car alone, without any passengers. I can't take the chance of putting my friends in danger

It is impossible to use any of the designed safety systems related to the parking sensors. I can't use the park assist, I can't use the cruise control (the hands-free portion of the system doesn't work at all now anyway) and I can't trust them to keep me safe. There are so many false errors the system is not useable.

I am not at all comfortable driving at night. The grey bar is so incredibly distracting and dangerous. At some point I will make the wrong decision and what I think is a shadow will end up being an animal or more seriously a human. I would hate to think what the outcome of that encounter might be.

As I stated earlier, I understand there is nothing you can do about the non-existing service this dealership is providing. The bigger purpose of this letter is to just make you aware of these problems.

Thank you for reading my complaints.

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[redacted]

2023 BMW X7

Vin #5UX33EM0X[redacted]

Purchase Date 11/14/22

As sit down to write this letter it occurs to me this type of correspondence isn't something you, as a company, likes to receive. If it is any consolation to you at all, there are an almost infinite number of things I would rather be doing than having to spend the time writing it. But, there comes a time when the problems and frustrations becomes so severe, help is needed from higher up the chain.

In November of 2022, I bought a new 2023 X7 from Weatherford BMW in Berkeley. While the salesperson himself was excellent, the buying process was by far the worst process I have ever experienced. I went in on a Saturday to buy it, but they wouldn't let me purchase it and take it home until the following Tuesday. I had to make an appointment to talk with somebody on the phone and that person weren't going to be available until the following Tuesday. They wouldn't let me take it home until that interview took place. After I spoke with their phone representative (I still have no understanding why I had to do that and why it couldn't have been done 3 days earlier at the dealership) and driven back to the dealer to pick up the car, they have some ridiculous system where me as a customer has to DocuSign everything on my cell phone. Have you ever tried to read through all of the car buying information on a tiny phone screen? Its crazy hard. Then of course after 4 days of trying to get the car home, they didn't have enough time to have someone sit with me and go over the features of the car. They were more concerned about closing up and going home than helping their customer with their purchase. They wanted me to call someone BMW Genius the following day and set up an appointment with them for me to back again so he could go over the features of the car with me. Now, If I owned a car dealership, and somebody had just spent nearly $130,000 for a car, I am absolutely certain I would have found some way to find someone who could spend an extra 15 minutes at the end of the day to explain some of the features to my customer or answer their questions. Even if I had to do it myself. Anyway, I am not writing this letter to complain about my car buying experience.

I am writing to complain about the incredibly poor build quality of your car and the horrible level of service I have received from Weatherford BMW's service department. In my more than 45 years of buying cars, I have never experienced such a level of incompetence, laziness and total lack of service and customer service skills. Along with this letter, I will be including some of the correspondence I have had with their service department. I will also repeat some of the things I have written to them in this letter.

Also, I have included a USB chip so you can see for yourself some of the problems with the car that I have been trying to get resolved.

The first complaints I have is the length of time they have had my car in service. With the first service they had it for about 8 weeks. 8 WEEKS!! The second time it was in for service, they had it almost 3 weeks!! That means they had it close to 3 months out of the first 9 or 10 months I owned it. That alone is a huge red flag and is totally unacceptable.

Obviously, I wouldn't have had to be without it for 3 months if there weren't issues with the car. They were able to fix some of the easy issues, but with most of the more complicated and harder issues, they just blew me off and ignored them. Before I get into those, I wanted to touch on the most common things I hear about new cars. The comment I hear most often is that new cars are very complicated and can be hard to fix. That argument is valid, but totally irrelevant. Let me explain why.

I didn't design this car, source the parts for this car, or build this car, YOU did. We have a contract. I buy your product and you will repair the things that goes wrong within the first 3 years. If it is difficult to fix, and your service people have a hard time fixing it, then that is YOUR problem to solve, not mine. If you have to spend a 100 hours tearing the car apart to find the problem and fix it, then that is what you have to do. A brief example (I will get into more detail later) are my power seats. Sometimes they refuse go back into position. I provided the service department with at least 6-8 videos of the problem. The response from the technician was (paraphrasing) "It didn't do it while it was here so obviously there is no problem". That is not acceptable. I will say this again. This is YOUR problem to fix, not mine.

The second thing is that if the problem is difficult to fix, then YOU, as a company, still have to fix it. If that means working harder and longer to find the problem, then that is what you do. YOU MUST exhaust every possibility. And if you still can't fix it, then you escalate the problem to higher ups. Get a specialist involved or replace parts and test. Do something!! Anything!! To blame the customer for your inability and lack of effort to find the problem is just sad and pathetic.

Let me get into some of the issues.

1. The transmission jerks while leaving a stop and in commute traffic. This is a huge thing. After an hour or so in commute traffic (a daily occurrence for me), you are exhausted from all of the jerking. It is so bad I literally went and bought another truck just so I don't have to drive this car every day. I gave the BMW to my wife to drive. After about 2 weeks of driving it, she comes to me and asks me why does it "pound" so much in traffic (Her words). She told me she doesn't want to drive it anymore. She can't take the jerking. So now she has gone back to driving her car and the BMW just sits in the driveway. Your technician says it has a "slight lurch" and it is "normal". Then he says just drive it in Sport or Comfort mode and that will lessen the sensation. I ALWAYS drive in the Comfort setting. ALWAYS!! I can't stand the noise of the exhaust in Sport and I hate the dash display in ECO. This means that the technician doesn't even know what he is

talking about. He is admitting there is an issue, but doesn't have the ability to fix it. So just tell the customer to live with it so he doesn't have to put in the effort to fix it? Also, this is how you train your technicians? If they don't have the skill to fix the problem, they just come up with a work around and put the onus on the customer! Tell them "Yes, we noticed the problem, but we aren't going to spend the time and energy to try and fix it so just live with it". That attitude is very sad. I have complained about this transmission issue twice and nothing has been done to fix it.

2. The seats have a tendency to stick in the forward (Drivers, passengers and 2nd row) or down (3rd row). I have provided this service department with at least 6-8 videos of this problem. Usually after turning the car on and off a couple of times they will start working again. But not this last time. I had to move the car out of the driveway so I could take a delivery. I pulled the car out into the street, turned it off and the front seats and the second-row seats began moving forward all by themselves!! Now, they are stuck in an advanced forward position and now won't return. Even if I use the power seat switch!! You can see this in one of the videos. I can't recline either front seat back far enough back to be comfortable (It is stuck in a position a few degrees forward of center) and the second row is stuck in the advanced forward position. The second row is now useless. Now your service technicians think this issue is no big deal, but it is just the opposite. It is EXTREMELY dangerous and unsafe. EXTREMELY! Let me tell you why. When my wife was driving it, she went out to lunch with some of her friends. She took the BMW. Everything went fine until they stopped for lunch. They finished eating and went to load everyone back into their seats. They got the 3rd row of people in, but then they couldn't get the middle row to return. Both seats were stuck in the forward/up position. My wife calls me in a panic and I told her to turn the car on and off a few times and see if it resets the seats. Luckily that fixed it (as usual). You are probably thinking what's the problem? A little bit of hassle? A little bit of embarrassment in front of your friends? No, that is not it. What would have happened if the seats didn't go back (like now)? What would she have done with her friends? Called them an Uber? Left them there to fend for themselves? Her only option would have been to have her friends sit on someone's lap. Can you even imagine how dangerous that would have been? You service technician thinks this is a trivial problem and doesn't deserve the effort to fix it? Because of your laziness, you are putting people's safety at risk. And look at the location the seats are in now. What would have happened if there were people in the second-row seats? Hopefully you have some sort of safety system in place or there is a good chance their legs would have been pinched between the front seats and the second row. Can you even imagine how bad that would for or you? Especially after I have asked you to fix them and you REFUSED!!! And what does your technician say? Operation of seats is normal. He did NOTHING to try and find the problem. This is a SERIOUS safety issue and he did NOTHING to fix it. Even worse is, he didn't even try or care.
3. Headlights. Another epic failure in your design. When I bought it last year, I really had no need to drive at night. It is different this year. I have had to consistently drive at night. I live in a fairly remote area and have to drive on unlit, country backroads. A few months ago, I was driving along with the high beams on, I go up a little rise and when I crest it and start down, I notice something in the road just ahead of me. I hit the brakes hard to avoid whatever it was. As the nose of the car dives down, whatever I saw moved down with the car. When the car stopped, the image rose back up with the car!! I sat there for a moment looking at it and I realized it

wasn't something in the road, it was the headlights themselves!! I started driving again and noticed that when the high beams are on, they project a huge grey bar sort of thing all the way across my line of vision. It appears to be a where the low beams end and the high beams begin. This is extremely dangerous and distracting. After finishing a long day at work and driving home on a road without streetlights, I see something in the road. Now, I have to decide in an instant if what I am seeing is just the "headlight shadow" or if it is in fact a real object. That is crazy!! It is so dangerous I am going to video it and send it (along with the seat and parking sensor problem) to the NTSB. This is an accident just waiting to happen. How could you possibly allow this sort of defect to get through to production?

4. HVAC system. I don't even know where to start with this. I guess the simplest thing to say would be that it just doesn't work well. I complained about this during my first visit. They came back with a "HVAC system works as designed" sort of diagnosis. So, I figured (because no one showed me how to use it) maybe I just needed to figure it out. But that does not seem to be the case. On a 38-degree morning and with the auto temperature setting at 72, the AC is on. That doesn't change no matter how warm the engine is. My original complaint was that I just can't get warm inside the car on cold days. That fact the Air Conditioner is on explains it. Why is the AC on when the temperature is 38 degrees outside? So let me tell you what I have to do. I turn on the car and start off. Then I have to go into the system screen (1 press) and turn the fan down as low as possible (4 presses). Then I have to go to the passenger screen and lower that fan speed also (4 presses). Why do I have to do this? Because your system blows out cold air before the car has a chance to warm up and the fan speed is still on high from the day before. Then I have to drive for as long as it takes for the engine to get warm. Once the car is warm, I have to go back into the HVAC screen (1 push), press the driver's side fan speed (4 presses) then do the same for the passenger (4 presses), then go to the temperature button and increase the drivers temp to MAX (12 presses and then do the passenger's side (12 presses). I have to do this all the while driving and trying not to hit other cars. You are probably saying just SYNC up the systems. Can't do that. Once I SYNC the drivers and passenger side up it turns on the second and third row systems. The noise form those fans is unbearable. It comes on right above my head and it is so loud. So, then I have to go into the system and turn down all the fans (something like 3 different menus and 15 presses). So that is even more difficult. Well then, use the voice commands. I can't do that either. I hate how slow the response it provides and If I am listening to something on the audio system, I have to wait for a break or for a commercial. If someone is in the car with me, I have to tell them to be quiet while I talk to the system and allow it to do its thing. How about the rotary knob? Well, that is just as time consuming (and eyes off the road) as pressing the buttons by hand! Also, you can't change the temperature with the control knob. I also have to take my eyes off of the road so I can work my way through the menus. Did you guys create a "Let's make it as difficult and dangerous as possible for our customers department to change the HVAC settings department"? It is insane how complex and dangerous this system is. I can promise you that if someone pulls out or stops in front of me and I hit them because my eyes ore off the road while I am pressing the HVAC controls 30+ times, the first thing I will tell anybody who will listen is(I had to take my eyes off of the road for so long because the service department at Weatherford BMW refused to fix my HVAC system). In all of my other cars, I have the temperature set to 72 degrees. I get in the car, turn on the ignition and then never touch the HVAC buttons. They increase the temperature; they increase and reduce

the speed of the fan as needed AUTOMATICALY. That is how it is supposed to work. That is why they call it auto. Your company knows this system is dangerous. I will prove it to you later in this letter. On the USB drive I have included a video of how the system in my Lexus works. This is the way your system should work'

5. The parking sensor system errors. Several dozen times the Parking Sensor system fails. Again, I showed at least a half a dozen pics and videos of this problem to the service department. Again, I get from the technician "It didn't do it here so no problem found." Now the "self-driving" system doesn't work at all. The car has begun to look for a parking spot while I am driving down the freeway. It starts beeping as if something is blocking the sensor when there is nothing around. It's crazy. Let's not ignore how dangerous this is as well. How do I know if they really are working? How do I know if I can trust the accuracy of the sensors? If they beep, how do I know if something really is there? How do I know if there is actually someone behind me? At this point there is no way to trust this system. And again, the service department has no concern for my safety or the safety of others. Just, well it didn't do it here so good luck with that.
6. Power Supply. The error states" Stop carefully. Do not continue driving. Continued driving will lead to malfunction of safety relevant functions. Battery cannot be recharged. Call Roadside Assistance. How can I have any confidence at all with your service people to fix this? If it doesn't do it there then they are just going to ignore it again and tell me I am on my own? Let us hope it has produced an error code that your technicians understand.
7. Bluetooth issues. The cars Bluetooth system keeps dropping my phone. I have to go back in and reinstall it. This has happened so many times I have lost count. This last time I synched my phone up the Android Auto system stopped loading and no longer works at all. I mentioned this as a complaint to my service advisor. He said that this problem was known to BMW and they were working on a fix for it. Okay. Great!! AND?? It has been 3 months and I haven't heard anything from them or your company. Are you at BMW going to contact me with the fix? Is the dealer going to call me and set up an appointment to fix it? You know just as well as I do that nobody is going to contact me. Am I supposed to call every week to see if the update has arrived? Truly pathetic customer service.

We can revisit how I know you know your system is dangerous.

When that last fatal safety issue occurred, I was very close to home (maybe a mile or so). I pulled over and thought about what to do. I figured I was so close and I was the only car on the road I would put the flashers on and drive the rest of the way home. As there was no traffic and I was only driving about 15mph, I thought I would go into the owner's manual app and see if I could figure out what was wrong. I started to go into the screen by using the rotary knob. I began entering the letters for access to the manual and as soon as I started to move the screen shut off and told me I could only continue while parked. So let me understand. I can drive with my eyes off of the road at 70mph, in traffic, for as long as it takes for me to press your HVAC screen buttons 30 or so times and you are perfectly okay with that. But I can't drive at 15mph and use your screen to find what could be critical information? That certainly points to the fact you know you shouldn't take your eyes off of the road to use your screens (of which I totally agree). Then explain to me why it is okay for me to spend as much time as I have to with my eyes off of the road to use the HVAC system?

Let's recap some. This car is infested with driving and safety issues. I can't drive it at night because the headlights are hugely distracting and dangerous. There are times I can't tell if something is in front of me or the headlight is throwing that gray bar out. I can never tell if the seats are going to work so I can't take passengers. I can't risk their health by either trapping their legs between the seat cushion and seat back or by having to sit on other people's laps. I can't drive it in commute traffic because of the constant jerking. I can't drive it anywhere because the safety sensors can't be trusted. I can't drive it on cold days because the heating system doesn't seem to work and I can't get warm. I can't drive it on really hot days because the AC doesn't cool down the interior. Now I can't drive the car at all because of the Power Supply warning and the fact I can't' fit into the front seat. Do you think your technicians have the necessary skill to fix these problems?

My requests are simple. Fix this car!! You have had it for 3 months, yet many of my original complaints still exist. Get me a technician(s) who can fix it. No more of this giving it to someone who is more concerned about passing the buck and going home on time than fixing this car. If you have to send a specialist from somewhere, then that is what you need to do. It is painfully obvious the service department at Weatherford BMW is incapable of doing the necessary repairs. As it sits right now, I can't drive it. Because the front seats are so far forward, I can barely fit in the front seat and the Power Supply error says it is even more unsafe than usual. I will go out in a few days and see if the Power Supply error is still there. If the error has reset maybe I can either squeeze into the seat or find somebody smaller than me to drive it to the dealer. Maybe I get lucky and the seats will work again

A few other complaints. I don't know how this service department survives. Not only are the technicians poorly trained in how to provide a competent level of service, their system as a whole is painfully underwhelming. Setting up the appointment and dropping it off is relatively pain free. The people who greet you are nice. Like all service departments, the service writer takes the info and gives you the paperwork. You leave and wait for them to call you. Of course, that never happens. When they think the car is ready, you get a text saying your car is fixed and is ready to be picked up. After receiving this text, my expectation as a customer is that when I go down to pick it up, everything on my work order has been repaired. I would meet with the service writer to go over the repairs, and have them answer any questions I might have. But that just isn't the case with this dealership.

You would think when you pick it up somebody would go over the work order with you. You know, to tell you what they did, what they didn't do, why the repair took so long. But this service department is different. Nobody goes over the work order with you. You just go to the cashier and they bring the car to you. And that is it!! And absolutely the most disgusting thing about them is that not only do they not tell you what they fixed, but they don't tell you what they didn't fix!! They just send you on your way without any explanation at all as to why they didn't fix things. It is like they are embarrassed about their level of service and don't want to have to explain it to the customer. I just had one of my Lexus cars serviced. You know normal stuff, brakes, oil change and for the first time in the years I have had it,

something broke. The trunk wouldn't open with the remote. That dealer sent me a text every day with updates. When they sent me a text to say it was ready for pick up, I went down to get it. When I got there the service writer pulled up the work order and went over every line of that work order with me. Even though I already knew the prices, they went over all the costs and what they did and why. That is the way a service department takes care of their customers. The very least Weatherford BMWs service department should do is have the cashier call over the service writer and go over the repair order. Does that sound too difficult to do?

In closing I cannot convey to you how disappointed I am in your product. The quality of the car itself is horrible. There are so many safety issues that I am not sure it will ever be comfortable driving it or if it will ever be completely safe to drive. Other than the salesman, the buying experience was awful. The service department (in particular the technicians) is beyond terrible and should be an embarrassment to your organization. I have been in the service industry for more than 45 years and one thing I can tell you for sure is that nobody I have dealt with in this service department would survive in my world.

As you can see from the correspondence with the dealer, they are aware of the problems. They did reach out to me and say they would set me up with their service lead. I appreciate the effort, but I am pretty sure that won't help. I will give them one more chance to fix these things. I even have a few more issues to add to the list. Things like the airbags not lowering and the auto door locks not working sometimes when approaching from the rear. My expectation will be that they will say (even-though I again have video to prove it) "well it doesn't do it here so there is no problem." I can almost guarantee it.

Let me be perfectly clear here. There can be no compromises this time. These issues have to be fixed. ALL OF THEM!!! It is time for this dealership to stand up and take responsibility for these repairs and stop being lazy and uninterested in my wellbeing and safety. The number one responsibility of any service department is to make sure their customers cars are always safe to drive. Not" I just spent 2 minutes pressing a couple of buttons and it didn't do it for me. Let's go to lunch!!"). Some of these issues (Headlights, seats, sensors, HVAC) are HUGE safety issues, that if not fixed, will cause serious injury to me or anybody else who may be driving. It is also unsafe being a passenger in it. It is time this dealership took responsibility and stopped being lazy. Fixing them should be BMW's and Weatherford BMW's TOP PRIORITY!!

Gmail [redacted]

Re: Note from your friend Nayan at Weatherford BMW of Berkeley

1 message

[redacted] Wed, Sep 13, 2023 at 3:34 PM

Hello Nayan

It is good of you to check in with me.

I wish I could give you better news, But I can't.

Without a doubt (and by far) this is the worst car I have ever owned. It is an absolute pile of rubbish. The only thing that might surpass this horrible car is the ineptitude of your service department. It is terrible. Since I bought it, it has been in your shop for a total of something like 3 months. That is bad enough, but their inability to fix things that don't produce an error code is laughable. Just as a very minor example, sometimes when you put the third row seats down, or move the center seats to give access to the third row, they don't go back up. I provided your service department with 3 or 4 videos showing this problem. You know what they told me? Sorry we can't fix this because we can't get it to do it here. Now while I agree it will be more difficult to diagnose, that isn't my problem. It is theirs to figure out. They are just telling me to live with it. And why do they say that? Simple. They don't have the talent, skill or training to fix it. On some of the complaints it states that I should confer with something called a "Genius" to fix these issues. What? I pay almost $130,000 for a car you are telling me I HAVE TO CALL SOMEONE TO FIX IT!!!. Pathetic!! Another instance. The car lurches and jerks from stop lights. Not all the time, but often enough. After driving in commuter traffic for an hour, the constant head banging becomes extremely tiring. Your tech confirms this. You know his response? Just put it in SPORT mode. What??? Let's not fix it, let the customer live with it and we will put a bandaid on the repair. Just as long as we don't have to fix it. Again, you know why? It is the same answer as last time. They don't have the talent, skill or training to fix it. There are many more issues just like this. They just don't seem to have any interest in going the extra step to get the problems.
Not all of the problems are related to your service department. THe HVAC system is mostly useless. I can't get cool in the heat and my wife can't get warm in the winter. I have had to have the screen replaced twice. The drivers assist system only works when it wants to. The audio controls keep failing. The user interface is a confusing, complicated unmitigated disaster. The exhaust sounds like 8 badly out of tune sewing machines.The jerking and lurching of the transmission is exhausting.The bluetooth system is terrible. I don't want to use BMW's tracking app. Do you know that app tracks you everywhere you go? Where does that information go? While that is bad enough, do you know that if you dont allow BMW to track you there are many features in the car you can't use? So I spend $130,000 on a car and because I don't want to be tracked by BMW, they punish me by not allowing me access to all the features the car has?
There is so much more, but you get the idea. Ultimately this car has been a huge mistake. I have tried to convince Nancy to get rid of it, but so far I have not had any luck. She likes driving it and keeps telling me I just have a lemon and should see about getting rid of it and getting another one to replace it. She likes the power and comfort(the only 2 things this car does well) so maybe I will look into trading it in on another one..

Enough of me venting.

I hope all is well with you!!!

On Sat, Sep 9, 2023 at 5:16 PM Nayan Pandey <npandey@sunwisewf.com> wrote:

[redacted]

Nayan Pandey here from Weatherford BMW of Berkeley. I wanted to check in with you and see how your new 2023 BMW X7M50I is treating you?

Please know that I'm here for you for all of your automotive needs. If you need anything don't hesitate to reach out to me directly.

Secondly, if any of your friends or family are in the market for a new car, I would love to help them. In my book there is no bigger compliment than a referral.

Always at your service,

Looking forward to make a premium sales experience.

At your service,

Nayan Pandey

Client Advisor

[redacted]

Weatherford BMW | Sunwise Auto Group
735 Ashby Ave | Berkeley, CA 94710
Cell Phone: 469-407-5853 (Texting is Preferred)
T: 510-542-5150

Off Days: Monday and Tuesday.

Feel free to text me if you need to reach me
[redacted]

Gmail [redacted]

Re: After Service Check

1 message

[redacted] Mon, Sep 18, 2023 at 8:20 AM

To: Anthony Colombo <wfbmwca-weatherfordbmwofberkeley@kaarmadealer.com>

Cc: [redacted]

Hi Anthony

Thank you for checking in

I would like to have a positive reply but I can't.

Here is why..

1. The very day after I picked up the car, I went to Home Depot to pick up a small bathroom vanity. I lowered the rear seats and slipped the vanity in. When I removed the vanity and tried to raise the seat back up you know they refused to budge. They were stuck. So once again I went back up front and started the car a few times, went back to the hatch and then they went up. But wait...It gets better!!. My wife took it out for one of her scrapbooking trips. She took her friends out for lunch. When they got to their destination, they all hopped out and went to eat. When they came back, they all tried to load up and once again the right middle seat on wouldn't go back down. She calls me in a panic asking me what to do. I give her the fix and off she goes. How embarrassing that is. MORE ON THIS IN A MINUTE

2. The hands free driving assist no longer works. I try to set it and nothing happens. It doesn't even engage anymore. Now I will not at this time say it is defective(even though it showed an error message on the screen). Let me tell you why. When I got it back, many of the settings had been deleted. Probably because of the screen replacement. Right now I can't say there is a setting of some sort I can activate. I have spent 10 minutes looking, but so far no luck. MORE ON THIS IN A MINUTE

3. I have gotten twice some sort of "looking for a parking screen" when I am driving along. I don't touch anything just driving along and it appears. MORE ON THIS IN A MINUTE

4. The transmission still clunks and jerks from stops. MORE IN THIS IN A MINUTE.

Let's revisit these 4 things

1. I showed you 3 or 4 times on video what happens when the seats don't go up or back into position. Those videos were only a few of the times it has happened. It has probably happened at least 3 times more. So it didn't happen for your technician. I will say it again. That is NOT MY problem. It is 100% BMW's and YOUR problem. YOU need to find the problem and fix it. If you are telling me that you can't fix it fine. Just say to me "Mr. Price, we are sorry. We have seen the evidence you have provided us. They do show that your seats are in fact do get stuck and won't return to their normal position. Unfortunately, we have neither the skill set, tools or talent to be able to fix them." As far as I can tell, you did NOTHING to try and find the problem. NOTHING. If your technician had come to me (I have been in the service industry for 40+ years) and said I can't get the seats to act like they do in the video, I would have told him (at the very least), okay Mr. BMW technician, reseat all the connectors on any of the seat modules that might cause the problem. Also check any of the harness binding locations to make sure nothing is getting pinched when the seats move. At least then I could tell the customer we tried something. That is far more satisfying than doing it the way you did it. DO SOMETHING!!! ANYTHING!!!

2. The hands free driving system no longer works. As I mentioned earlier, I am not 100% sure(yet) there is a defect. Here is my problem with this. When I got my car back, I found out that many of my settings had been erased. Even the BMW voice control didn't work. Now I get you replaced a part that might have caused this to happen. Fine. But why didn't you save the settings? Why couldn't you download them onto a device of some sort and then download them back in? There isn't such a device? So why then didn't you manually enter them into a computer and then manually enter them back in? You can't do that? Then why didn't you at the very least tell your customer "I'm sorry Mr. Price but had to erase some of your saved information and you will have to reenter them." Instead, you let a customer pick up his car and SURPRISE!!! MANY OF YOUR SETTINGS HAVE CHANGED!! GOOD LUCK FINDING WHICH ONES THEY ARE AND HAVE FUN REENTERING THEM!!! What I am saying is there may be a setting somewhere in this confusing, complicated system BMW has that you deleted and I just haven't found it yet so I can turn it back on. Now, having said that, this isn't the first time the hands free system has had problems. The first time I brought it in it had the same issue (not working). Do you know what your technician said? Forgive me if you have heard this before, but he said " Can't duplicate the problem". Even this last time when it had the sensor error(again proven in the pics/video I gave you).

3. I am going to try and send you a video of this. I am not sure why I am sending them. The only thing that seems to matter to your technician is getting the car out as fast as possible so he can get to lunch, but at least I can TRY to help you. It has done this twice. It is a new thing. I think it is looking for a place to park. Now I don't want to hear it is my fault. Once again I realize your technician is just going to say "Well I drove it around the block and it didn't do it so it must be something the customer is doing". But that is not the case. it just happens by itself.
You can see it is looking for a parking spot while I am driving.

4. Transmission clunking. This is probably the most frustrating and significant thing of all. The car can clunk and jerk when leaving a stop. So much so that after sitting in commute traffic for an hour you are exhausted from all of the jerking around. When I dropped it off and before I left you and we had a conversation about the Start/stop system. You mentioned to me that it can cause some jerking (I would say it's impossible in a $130k car, but whatever). Do you remember my reply? I told you it wasn't the Start/Stop system because it is just as bad in Sport mode as the others. Why is that important? Because my understanding is that in Sport the Start/Stop system is deactivated. Therefore Start/Stop cannot be the cause of the jerking. What does your technician say? Just put it in Sport or Comfort(?) mode. Let me understand this. You aren't even going to try to fix it? You are telling the customer to just get used to it and live with the head snapping. You are going to make me adjust to the problem by having me change the drive mode I prefer to drive in and hope that will reduce the problem. That is how you are going to fix it? That way we don't have to deal with it?

Finally, to end my rant. On the Media button. It is insulting to me that the technician would say to me "Not showing any patience and allowing the system to work. The buttons will not work if they are repeatedly pressed over and over to protect the system" This guy has to be kidding right? When this system works, I press the Media button and almost immediately the screen will change. That is the way I expect it to operate every single time. Sometimes I press the button and nothing works. I press it again and nothing happens. The reason I have to press it over and over is because the stupid thing doesn't respond to its input. You should tell your technician to stop insulting their customers' intelligence and that he should learn to be a better technician.

I am going to try and send some videos and pics of the "New" issues.

On Sat, Sep 16, 2023 at 4:00 PM Weatherford BMW of Berkeley <wfbmwca-weatherfordbmwofberkeley@kaarmadealer.com> wrote:

> De[redacted]
>
> This is Anthony Colombo from Weatherford BMW of Berkeley. I am following up to see how you and your car are doing. You recently had your vehicle in for service and I want to be sure that all is well. Did everything with the service experience meet your expectations?
>
> Thank You,
> Anthony Colombo from Weatherford BMW of Berkeley.

Addendum

I am a very busy man. I work a lot, and until recently have had to perform end of life care for an elderly parent. I really don't have the lot of time to sit down and write these letters. I have spent more than 3 months writing the attached letter of complaint. Then, no sooner had I finished writing it, than I receive a safety recall letter from you. When I was finished reading it, I had to read it again. I thought it was some sort of delayed April Fools joke!!

Let me tell you what I think I am reading and understand. If by some chance I have read this letter wrong or misunderstand it, then you can ignore this part of my complaint letter.

So, I am driving down the freeway at 70mph, my eyes are off the road as I am trying to adjust the HVAC system, or I am trying to figure out if the impending crash warning on the dash is real or not, or if that shadow in the road ahead of me is a function of the headlights or is it really something in the road, when I look up and have to hit the brakes to avoid hitting something in the road (probably already too late) and you are saying there is a chance my braking system might, in some way, fail and braking distances might increase. And your response is...just apply the brakes harder. It will probably work.

And you say "Please be assured that your safety is important to us". You have got to be kidding me.

This is what your letter should have said.

We are informing you that certain BMW models may experience a failure of the Integrated Brake module. If this module fails there is a chance the stopping distance of your vehicle may increase. Although applying extra pedal pressure could compensate for this failure, and all other safety systems will still work, we feel the failure of this module presents an unacceptable risk to our customers. YOUR SAFETY IS OUR NUMBER 1 PRIORITY. As such, we are recommending that you DO NOT DRIVE YOUR VEHICLE UNTIL WE CAN COMPLETE THE NECESSARY REPAIRS. We have assigned all of our available technicians and parts procurement associates to solve this problem. Getting this safety issue resolved is our number 1 priority!.....You can plug in the rest.

YOU don't have any concern for our safety. This recall letter proves it. If this module fails, you expect people to look at the dash, read all the warning lights, reach back into their memory to pull out this recall letter and then apply the brakes. I guarantee you, by then, it is already too late. Somebody will have already hit something. Instead of owning up to the problem, you are asking your customers to solve it for you, even though you could be putting them in extreme danger. If you had any concern for the safety of your customers, you would tell them to park their car and not drive it. I mentioned in my complaint letter how I couldn't understand how Weatherford BMW's service department has such a low level of concern for their customers safety. Now I know why. It comes straight from you.

20230621-101343 sensor error

20230706-131151 sensor error

20230913-140601 drivers assist error

20230913-140605 drivers assist error

20230913-140741 cruise inop

20230916-140304 looking for parking

20231006-135038 looking for parking

20231006-140145 looking for parking

20231006-140520 looking for parking

20231011-083433 drivers assist restricted

20231011-083434 drivers assist restricted

20231009-084650 looking for parking

20231011-083441 drivers assist restricted

20230712-105130 seat won't return

20230714-133930 seats won't work

20230822-175631 3rd row stuck

20230822-180621 seat won't return

20230822-180753 seat won't return

20230822-181016 seat won't move

20230927-135117 seat not unlocked screen says it is

20231219-185715 jagged headlight lines

20231219-185740 jagged headlight lines

20231219-185742 jagged headlight lines

20240222-183128 jagged line in lawn

20240222-183257 jagged line in street

20240222-183454 jagged line in street

20240222-184135 jagged line in bushes and street

20240222-184615 jagged line in street

20240222-190643 jagged lines on fence

20240222-190524 lines in street after turn

20240222-184733 jagged lines in street

[redacted]

[redacted]

W45-212

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Washington, D.C. 20590
ATTN. Customer Concern