

To whom it may concern @ BMW and National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE
Washington, D.C. 20590

I have a 2011 328 i vin # WBAPH7G59BN [REDACTED]

1) Approximately over a year ago, before any recall was issued by BMW, I had to have vehicle repaired, because of the Vanos recall on the bolts loosening. The recall caused almost \$ 4000 in damages, in which I have all receipts. No recall was in effect, few months later a recall was issued, but no Remedy was available, because of parts(this was told by BMW customer service). After waiting over a year(approximately 1 month ago, remedy became available.

2) Called BMW said take to nearest dealer to have inspected, and will get reimbursed under the Tread Act for repairs made to to unit due to recall. Scheduled appointment with Century BMW in Huntsville, AL. took vehicle in few days later, gave service advisor(Dan), all receipts and paperwork on work that was done. Was never told by anyone @ BMW on how or what to submit for reimbursement for repairs under the Tread Act.

3) Service advisor told me they would submit necessary paperwork to BMW for reimbursement after inspection of vehicle. I was called approximately one hour later, and had a list of things that was said was needed on my car, totaling around 3000. I declined and said please do the inspection they said was needed, for around 250.00, and the inspection of Vanos repair made, and another recall that was open.

5) Service advisor (Dan) called approximately 2 hours later, and said unit was ready. Wife picked up, never heard anything about reimbursemt, called approximately 2 weeks later, and spoke with Service Manager (David Faulks), was told BMW would not cover because a couple of parts that were installed by a reputable ASE mechanic, that was recognized by the service advisor @ Century, knew him by name, and said yes he does good work, weren't OEM.(If there was no remedy available under the VANOS recall due to no parts. How would the repair that was made have been able to have OEM parts, and my vehicle was broken down and would not run ????

6) I asked so are you going to redo the recall of VANOS with the necessary parts now, since those parts that were used were unsatisfactory, and was told that would be up to BMW. So I asked the service manager so why was the recall taken off my Carfax report already, and was told not sure.

7) Called BMW service, said they only receive what the dealership sent to them, and he(the rep on phone) could not disclose at his level what was sent, and would need to speak with supervisor, and that usually was not possible, until the issue I was having was "escalated".

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8) The inspection report on Carfax shows all Century BMW did was a tire inspection, now they say replaced adjustment screws.

9) The recall on vehicle caused damage to the unit, which BMW does not want to reimburse me for the work I had done to fix the issue, 2 months before it was reported as a recall.

10) I have called BMW service Center and spoke with Century BMW in Hutsville, Al, David Faulk, service mgr, George Jones< and also the General Manager, Parker Jones all all to no avail, and always with different answers and responses.

11) Also, I was never advised how to correctly submit and what document to submit for reimbursement under the Tread Act had to Google all the info myself.

Please help me resolve this issue.

Thank you for you time.

08/31/2024

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[REDACTED]

GRANT, Al [REDACTED]

[REDACTED]

[REDACTED]@ [REDACTED]

[REDACTED]

8-31-2024

Grant, Al
9/10/24
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