INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

5/31/2025

To:
BMW of North America, LLC + (Customer Relatio
P.O. Box 1227
Westwood, NJ 07675-1227

CC: Administrator, National Highway Traffic Safety Administration
1200 - New Jersey Ave., S.E. Washington, DC 20590

Hello.

My name is [redacted]. The VIN is [redacted] that I am referencing

This is to advise of the treatment and push-back I received at the Service Department of Weatherford BMW in Berkely, CA. Upon arrival, (towed in), a gentleman from the service area stopped what he was doing. He asked me "what are you here for". I responded, the recall. He said you can't get it if your car had to be towed in. I said I won't argue with you, I'm going inside. By that time a young man working in the service area, who was very polite in an attempt to de-escalate his co-worker's unprofessional behavior toward me. [redacted] read the recall notice and led me directly to Kimo Makaula, who was not customer service friendly as well. I advised what I was there for, and again, he advised this is only if the connector is defective. I advised my car had not been driven since the end of September, 2024. And I blame the pump and connector for this. As I was advised by the

NHTSA's letter that my vehicle had probably already experienced the issues they described, and my car had, not to drive it. I followed those instructions. And prior to this letter, my car was full of smoke in the Cargo area. The next 2 days, smoke was pouring from under the hood. People were blowing at me to stop, pull over and check it out. I was near home, so I made it to my carport. I had work done, that I paid for prior to this but the smoke didn't stop completly. (Bill copies included with this letter. I tried to explain all of this to Kimo. Initially via telephone, he advised me I would first have to pay Weatherford for a diagnostic service before he would check anything. I advised no, I won't be paying for such as this is a recall. He told me to take it up with BMW North America. That is why I'm writing. I am Requesting that BMW give me a new fuel pump and connector as I truly believe this pump issue started before I ever received a Recall notice. When I also advised Kimo about the maintenance repairs I felt [redacted] also related, he responded, you didn't tell me about those additionals.

As I had been without my car for 8 months, I incured UBER expenses that were unreal. At first declined Kimo's offer of a new battery as I didn't trust him based on his behavior toward me. I asked if I got the battery somewhere else, would he put it in my car. He said [redacted], sure, for $500.00. I said no again. I then realized I didn't want to use up my AAA — over page 3.

tows as my battery was no good. Going from shop to shop, depending on customer service treatment.

When I advised Kino to replace my battery, I let him know, all inconveniences being considered, I would pick up my car on 5/30/2025, my payday. I paid cash. I advised Kino I was documenting everything as BMW North America will decide, not him. Upon picking up my car, Kino said again, no, your fuel pump was not replaced. He wouldn't even give me a plausable explanation. Please also refer to my invoice receipt [redacted] As I am not a mechanic, this could and should have been explained to me. I take good care of my car. I presume, but could be wrong about Kino's attitude toward me. I hadn't heard from Heathrofood in a long while as it relates to using their services. Then, I started getting messages emails about maintenance servicing saying "We miss you", being the car in. I had these repairs done after smoke kept coming from the vehicle, including having valve cover replacement in January, 2024. My repairs went on from there until September, 2024. I knew something was wrong that hadn't been repaired so I voluntarily parked my car at the end of September, 2024. The Recall letter came in 2024, October. Kino also stated "most people usually keep driving their cars. I advised I'm not most people. He was offensive with a lot of his speaking with me. Of course I'm not up on mechanical lingo.

 Cont'd.

On closing, when I picked up my car, I was so disgusted with the customer service after I walked to my car and realized after spending $842.31, it hadn't been washed. I couldn't see through my front window. I drove out, spent another $15.00 on a car wash. Also, I purchased 2 new front tires not so long ago. Kind says need soon. Video says in green - good if I am not mistaken.
I await your response.

Thank you.

[redacted]

Berkeley Motor Works
736 San Pablo Ave.
Albany Ca 94706
BAR # ARD21986
EPA # CAL000249938
(510) 528-1214
Servicedesk@berkeleymotor.com

Invoice [redacted]

01/16/2024

[redacted]
[redacted]
Richmond, CA [redacted]
[redacted]

2013 BMW 328i
[redacted]
Engine: 2.0L L4 (N26B20A)
Turbocharged GAS FI
Plate: [redacted]
Odometer In: 157475
Odometer Out:

Advisor: Scott Babcock
Technician: Sergio Aldana

GRAND TOTAL: $1,734.58

✔ PAID

SERVICES

1 Remove & Replace: Valve Cover

SUBTOTAL: $1,685.46

Labor: $1,228.50
Parts: $456.96
Fees: $0.00
Sublet: $0.00

LABOR
Remove & Replace: VALVE COVER GASKET

PARTS	PART #	QTY	EACH	TOTAL
Valve Cover	11 12 7 633 630	1.0	$444.46	$444.46
Winzer Parts Cleaner Premium	PARTS CLEANER	1.0	$12.50	$12.50

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736 San Pablo Ave.
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Invoice [redacted]

01/16/2024

Authorization:

[redacted]

01/15/2024

Savy's Auto Service
12910 San Pablo Ave
Richmond, Ca. 94805
Phone: 510-237-8658
The Savviest Mechanic In Town!

Org. Est. #[redacted]
BAR# ARD:168023
EPA# CAL00209526

INVOICE

[redacted]
San Pablo, CA [redacted]
Home [redacted]
Cust I [redacted]

Print Date: 05/17/2024 **Work Completed: 05/17/2024**
2013 BMW - 328i
2L, In-Line4 (122CI) VIN(C), 4-Wheel ABS
Lic # : [redacted] Odometer In : 159,518
Odometer Out :
VIN # : [redacted]

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours	Extended
EXHAUST SPRING 18 30 7 620 323	1.00	9.93	9.93	Technician found large oil leak from the passenger rear of the engine. Leak is emanating from the smaller vacuum port on the booster vacuum pump. vacuum port is shooting out oil while vehicle is running. Unable to find a diagram of whet is supposed to be connected there. after going back and forth with BMW wee were told that system is electric and does not use vacuum so there should not be a hose there. Technician then capped off the port and test drove. Start up is shaky and check engine light comes on almost immediately with VANOS DTC. The vacuum port still has a small leak at the cap, this is not a solution/fix for the oil leak, only a test. as the check engine light comes on and the oil still is leaking in small amounts the technician is of the opinion that it is not supposed to be capped.The answer from BMW seemed like generic information without a specific answer as to what, if anything was supposed to be attached to the booster vacuum pump. RECOMMEND TOWING VEHICLE BACK TO THE SHOP WHERE THE VALVE COVER WAS REPLACED TO CHECK THE WORK THAT WAS PERFORMED & VACUUM HOSES TO ADDRESS LEAK.		
				TOW IN - NOISE (PER CONVERSATION WITH KIERAN), CLIP FELL OFF EXHAUST AND IT RATTLES.	1.00	150.00

[Technicians :]

Org. Estimate **$ 160.90** Revisions **$ 0.00** Current Estimate **$ 160.90** Additional Cost Revised Estimate

Labor:	**150.00**
Parts:	**9.93**
Sub:	**159.93**
Tax:	**0.97**
Total:	**$160.90**
Bal Due:	**$160.90**

[Payments -]

Email: savyauto@gmail.com

I hereby authorize above work and acknowledge receipt of car. Contract is complete and both parties are satisfied. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I agree to indemnify and hold harmless SAVY'S AUTO SERVICE. Warranty on parts and labor is 12 months or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN ANY CASE OR CAUSE.

Signature..... Date.....

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YENS AUTO SERVICE
1299 San Pablo Ave
Albany, CA 94706-2217
Tel: 510-526-1601
yensauto@gmail.com

Repair Order [redacted]

Service [redacted]
Technician: ASFAND
Date: 09-06-2024 4:53 PM

[redacted]
CA

Cell: [redacted]

2013 BMW 328i Base
2.0 GAS
[redacted]

License Plate [redacted]

Miles In: 161,399
Miles Out: 161,399

WORK TO BE PERFORMED

Parts

Parts	Part No	Qty	Price	Total
Spark plug	AAA8165	4.00	28.00	112.00
Ignition coil	AAA12 13 8 616 153	4.00	95.00	380.00
SubTotal: Parts				**$492.00**

Labor

Labor	Tech	Hrs	Price	Total
Change Ignition coil and Spark plugs		1.60	165.00	264.00
SubTotal: Labor				**$264.00**

Labor	264.00
Parts	492.00
Hazmat*	0.00
Supplies*	0.00
Taxes	50.43
Repair Order Total	**$806.43**

* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal

AUTHORIZATION

Date/Time:	Authorizer	Method	Contact Details	Original Estimate Total
				0.00

X _____
Customer Signature

300191

YENS AUTO SERVICE
1299 San Pablo Ave
Albany, CA 94706-2217
Tel: 510-526-1601
yensauto@gmail.com

Repair Orde[redacted]

Service Advisor: moh
Technician: ASFAND
Date: 07-17-2024 3:30 PM

[redacted]
CA

Cel[redacted]

2013 BMW 328i Base
2.0 GAS
[redacted]

License Plat[redacted]

Miles In: 161,042
Miles Out: 161,042

WORK TO BE PERFORMED

Parts

Parts	Part No	Qty	Price	Total
Front Brake Pad Set	AAA34 10 6 799 801	1.00	106.00	106.00
Front Brake Pad Sensor	AAA34 35 6 792 289	1.00	34.00	34.00
SubTotal: Parts				**$140.00**

Labor

Labor	Tech	Hrs	Price	Total
Change Front Brake pads and sensor		1.00	165.00	165.00
SubTotal: Labor				**$165.00**

Labor	165.00
Parts	140.00
Hazmat*	0.00
Supplies*	0.00
Taxes	14.36
Repair Order Total	**$319.36**

* Shop Supply & Hazmat Fees: This charge represents costs and profits (where applicable) to this repair facility for miscellaneous shop supplies, and/or waste removal

AUTHORIZATION

Date/Time:	Authorizer	Method	Contact Details	Original Estimate Total
				0.00

X _____
Customer Signature

[redacted]

[redacted]

Richmond, CA [redacted]

ATTN:
Administrator
URGENT!

NEF

National Highway Traffic Safety Administration
1200 - New Jersey Ave., S.E.
Washington, DC
20590