



Emin Gabrimassihi <emingabri@g.ucla.edu>

FW: 2012 BMW M6 C968437

5 messages

Thu, Sep 24, 2015 at 5:13 AM

To: emingabri@ucla.edu

Good Morning Mr. Gabrimassihi,

We have been notified the Better Business Bureau has closed their file. As our dealer advised they and our Area Engineer inspected the car and found the repairs needed are due to aftermarket wheels and multiple burnouts. Based on their findings the repair will not be covered under the warranty. At this time our file is closed please contact the dealer regarding your decision on paying for the repairs,

Kind Regards,

BMW of North America, LLC

Executive Customer Care

Customer Relations and Services

B2-US-H-31

P.O. Box 1227

Westwood, NJ 07675-1227

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EMIN GABRIMASSIHI <emingabri@ucla.edu>

Thu, Sep 24, 2015 at 3:33 PM

To:

I will be forwarding a request from my lawyer that the BBB re-open my claim. The car never performed any "burnouts" and the wheels are the exact same dimensions as the factory 20 inch wheels. If there is factual proof that the wheels were the cause of the axle failing, I would ask you to forward them to me for review. I would not expect you to have the engineering skills or knowledge to explain why BMW has suspected the wheels played a role in the failed part, but I do expect that this matter be taken seriously because as a brand new car, this should not have happened whether or not the wheels were changed. The vehicle was not on a race-track and was not being abused, the explanation you have sent me in no way justifies BMW denying me warranty for this BMW M6. I have emailed multiple associations and I am compiling a case against BMW and their warranty services. The claim that an "outside influence" caused this part to fail is ludicrous, and I will not allow BMW to shrug off a customers complaint on the basis of mere opinions.

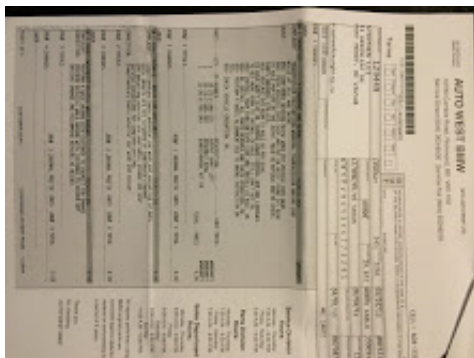
If no factual evidence can be provided that the failed component was in fact associated with the "outside" influences you described in your first email, I will expect the warranty claim to be accepted and the vehicle to be fixed within a timely manner, as a I am legally entitled to have my vehicle returned to me in a reasonable time frame. Here is the exact same situation with another BMW M5, a near replica of the BMW M6 in both performance and part components. This customers vehicle also endured the same damage and BMW approved warranty repairs. You may contact them to confirm. His names is Stephen Lui in Vancouver.

I am very disappointed in this company to say the least, for BMW to deny warranty on a BMW M6 on the basis that the customer was burning out is ridiculous, not only because that was not what I was doing when the component failed, but because an axle should not break on a brand new M6 regardless of a "burnout." The fact that I was not "burning out" is probably the reason why BMW is trying to claim that the wheels were the problem, another baseless claim and one I expect to see an explanation for.

Thank You, Emin Gabrimassih

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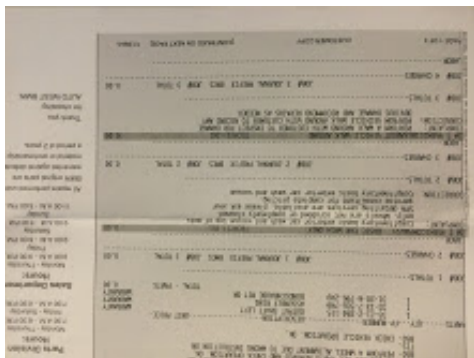
4 attachments



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IMG_2601.jpg
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2144K



IMG_2603.jpg
1856K

To: emingabri@ucla.edu

Fri, Sep 25, 2015 at 7:29 AM

Good Morning Emin,

Our Engineer inspected the car and reported the information stored in the module memory is very clear on burnouts and launches on this car.

He also advised the clearance between the wheel and the brake caliper is very tight in some parts of the wheels. Based on this information the repairs will not be approved under the warranty. The dealer can provide you a copy of the repair order which will state this information.

Regards,

Minori

From: EMIN GABRIMASSIHI [mailto:emingabri@ucla.edu]

Sent: Thursday, September 24, 2015 6:33 PM

Subject: Re: FW: 2012 BMW M6 C968437

[Quoted text hidden]

EMIN GABRIMASSIHI <emingabri@ucla.edu>

Fri, Sep 25, 2015 at 11:06 AM

To:

Minori,

I left you another message, please call me back. This M6 like thousands of other M cars Bmw produces comes with a launch control feature, that is in no way an excuse not to cover my claim. This car has only 30000 miles on it's obviously a defective part and Bmw needs to fix it without making excuses

[Quoted text hidden]

EMIN GABRIMASSIHI <emingabri@ucla.edu>

Fri, Sep 25, 2015 at 11:08 AM

Minori,

If this is the way Bmw treats their customers how to they expect them to trust the brand? Bmw makes high performance vehicles and you are telling me I am being denied warranty because the memory module shows that the car has been launched? Why is that feature on the car? Why isn't their a warning telling me not to use it? This arguement is baseless

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