

Emin Gabrimassih [<emingabri@g.ucla.edu>](mailto:emingabri@g.ucla.edu)

storage fees/recommendations for your M6

Sep 25, 2015 at 1:15 PM

To: EMIN GABRIMASSIHI [<emingabri@ucla.edu>](mailto:emingabri@ucla.edu), Pa

Emin,

I still have not heard back from you with authorization of repairs to your M6. Century West BMW is no longer going to continue storing your vehicle here without any work being performed.

I need you to authorize aforementioned repairs or have your vehicle towed out of here by Saturday 9/26/15 at 5:00pm or you'll be charged \$50.00/day storage fees in addition to the original \$175.00 diagnosis that you authorized.

If you elect to proceed with the rep
response.

Thank you in advance for your prompt

On 9/21/2015 2:13 PM, EMIN GABRIMASSIHI wrote:

I need the chassis number. BMW NA is asking for this information please email me asap.

Thanks, Emin Gabrimassih

On Sat, Sep 19, 2015 at 5:35 PM, EMIN GABRIMASSIHI [<emingabri@ucla.edu>](mailto:emingabri@ucla.edu) wrote:

BMW is denying me warranty because I accelerated in a aggressive manner...please so not talk to me like your dealership has done anything to confront corporate about this. We are not talking about a Prius, for someone who owns a M car, I would expect you to understand why I am being so "aggressive." This isn't a car that needs to be babied, it was made to perform, and it didn't. Please don't take this personally but the attitude you guys have been giving is not honest in my opinion, and for many good reasons, I believe I am being wronged by you guys.

On Sat, Sep 19, 2015 at 4:38 PM, EMIN GABRIMASSIHI [<emingabri@ucla.edu>](mailto:emingabri@ucla.edu) wrote:

Well to be fair, neither your dealership, BMW corporate, or your floor manager has presented me with an explanation besides the "outside influence" scenario so now I need to take action to find out what it is you guys are trying to push this on. Where is the data that determined this problem the cause of an "outside influence." You guys aren't even telling me what the outside influence is, I talked to Paul and he said BMW did not say anything other than what you said, so I have contacted BBB auto-line complaint center, the attorney general, and the FTC to get and official arbitration going. This is a BMW M6, I suggest the team at Century West BMW acknowledges what the car is engineered to do because frankly, this whole scenario is absurd and I am going to have BMW either provide the factual evidence for this verdict or I am going to continue this until an adequate response is presented. There is no way your explanation will convince me to spend over \$3000.00 on something that is legally

covered under the vehicles factory warranty, I'm not able to afford this car because I make stupid decisions.

If there is no official paperwork from the BMW official or your dealership besides the \$3100+ quote, I will continue this argument with what I have and hopefully within a few weeks we will reach the correct agreement, in the meantime, as a dealership committed to customer satisfaction, I would advice either you or Paul to conduct their own investigation and put in a slight amount of effort to document what is going on and what the field engineer actually said.

Thank you for your time.

On Sat, Sep 19, 2015 at 4:15 PM, Steve Smithson <ssmithson@centurywestbmw.com> wrote:

Emin,

We've explained in great length why the damage is not covered by warranty. We were instructed by BMW to communicate this is a non-covered repair due to outside influence and to present you with a repair estimate. It's in BMW's hands and they are not authorizing Century West BMW (or any BMW center) to perform these repairs to the axle and battery.

When you were here I provided you a copy of the workorder with my business card stapled and e-mail ed recommendations with the estimate. There is no additional documentation.

[View source](#)

On 9/19/2015 3:36 PM, EMIN GABRIMASSIHI wrote:

Hope all is well. I have talked with Paul, and I let him know what I was going to be doing. I believe this should be covered under warranty, and I am going to be writing a few letters to try and find out why I have been denied. Please forward me any information you or Paul may have regarding this issue. I only have your initial email, do you guys have a work order, request sheet, or anything of that sort from BMW?

Thanks, Emin

On Fri, Sep 18, 2015 at 3:56 PM, EMIN GABRIMASSIHI <emingabri@ucla.edu> wrote:

That is a customer relations hotline, you didn't even provide me with an extension. If this is a mater that had nothing to do with the dealership, I need the information for which department to contact, a reference number for this claim, or something along those lines.

On Friday, September 18, 2015, EMIN GABRIMASSIHI <emingabri@ucla.edu> wrote:

I don't need the data, I need documentation stating that BMW has determined that this problem is not covered under warranty. You sent me three bullet points, I need official documents because I'm going to be taking this up with corporate and I can not do that based on an email with suggestions.

On Friday, September 18, 2015

[emin@ucla.edu](#) wrote:

Emin,

Like I stated over the phone, I don't have authorization to provide you with the shadow data that BMW retrieved from your vehicle. Additionally, I'm not at liberty to give out the engineer's contact information.

If you need additional information you can contact BMW Customer Relations at [1-800-831-1117](tel:1-800-831-1117).

On 9/18/2015 3:18 PM, EMIN GABRIMASSIHI wrote:

I need official documentation stating that this is in fact not a warranty covered issue, please either forward them to me or I will need the contact information. I am looking to pursue this matter using all the legal means available to me.

Thank You, Emin Gabrimassih

On Friday, September 18, 2015,

Emin,

The technician and BMW Field Service Engineer have duplicated your concerns and are making the following recommendations:

1. *"Customer states loud pop at 25mph on heavy acceleration from a stop while traction control was off. Car disabled"*

-Technician found R/R output shaft came apart under aggressive load. Inspected by BMW engineer, reviewed data and determined this is a non-warrantable repair caused by outside influence. Replace R/R output shaft: \$3139.00 +tax

2. *"Customer states driver door lock chattering when opening/closing."*

-Technician found defective door lock actuator. This is covered by BMW and on order.

3. *"Customer states driver door softclose feature inoperative."*

-Technician found the battery has been discharged after the ignition w/lights left on for 3.5 hours causing battery failure. This is a non-warrantable repair caused by outside influence. Replace battery: \$475.00 +tax.

Give me a call if you have any questions.

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Service Consultant



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