

**MICHELLE HASLER**, Finance Manager, Mini of Nashville (615) 258-5049  
michelle.hasler@sonicautomotive.com

1. Leased the car in January 2017, just graduated with Psych NP Degree, had no downpayment. They worked out a deal where Mini Cooper/BMW Finance would use the tax incentive from leasing a plug-in Hybrid car for the amount of 4,500.00 or so for my down payment [buying the car the purchaser gets the tax incentive, leasing the car finance company gets the tax incentive; I've been told]. I'm pretty sure, they took the tax incentive and gave me a monthly payment of 745.00 as if I had no down payment at all; the lists for around 38/39,000. I had test-driven a Mini Cooper Countryman 4wheel drive a week or so before leasing my current Hybrid 4wheel Countryman and assumed they drove the same. When the car arrived from the Alabama Mini Dealership (sister store), I signed the lease before driving the new car. On my way home from the dealership, I noticed the car pulling to the right and when I took my hands off the wheel it headed straight for the right-side shoulder of the interstate. I gave a week or so thinking I might not be used to the drive and then called the dealership to have it checked out.
2. Complaint filed with the BBB in New Jersey (BMW Group) and Brentwood (Mini of Nashville) and also tells more of the transition of events.

I leased a 2018 Mini Cooper Countryman Hybrid from Mini of Nashville at the first of this year--It pulls to the right/wobbly--following several attempts to try and correct the defect, Mini of Nashville told me to wait that they had emailed the engineers at Mini Cooper to get advice (this wait was around 3-4 months)--in the meantime and several phone calls to Mini USA, they told me they could do nothing else for me that I would have to take it up with my dealership. It was 7-8 months before the service manager at MINI OF NASHVILLE would ever call me back and he said he hoped that Mini USA would do something to "make it

right". Finally, the dealership told me that it could not and would not be corrected. I called MINI USA back and they finally referred me to BMW resolution center--my case manager called me once at work when I could not talk and has left me one message--I have called him 10-12 times over the past 2-3 weeks and left messages with no return phone call--I finally ask customer service to assign me a new case manager--It seems that no one cares to/wants to take responsibility for Mini Cooper/BMW putting out a car that pulls to the right and can't be fixed. So, here I am making my 745.00 payment on a car that pulls to the right and that I can never own. Their actions do not reflect the "driver's experience" or "customer service" that they claim to offer. Please Help.

3. About 48hrs after filing the BBB Complaint, I started getting phone calls from the following persons:

**A. Gabrielle Dorcean, MINI USA/BMW**

Executive Customer Care

MINI Motoring Relations & Services B2-US-C-20

P.O. Box 1227

Westwood, New Jersey 07675-1227

T. [1.866-ASK-MINI](tel:1866ASKMINI) ext. 5837

F. [201.930.8484](tel:2019308484)

E. [Gabrielle.Dorcean@bmwnaext.com](mailto:Gabrielle.Dorcean@bmwnaext.com) W. [www.miniusa.com](http://www.miniusa.com)

\*\*Her/My phone conversations included such things as: "Mr. Payne I am here to walk you through this process, provide support, and resolve this issue that you are having" but, "first, I have to wait on the BMS regional leaders to decide what they can do to resolve this issue" I repeatedly told her that I was driving 120/day for and my miles was racking up, Mini Cooper had known about this around 6,000 miles or two and kept putting me off and I was not going to be responsible for the mileage.

**B. Adam Dickenson, MINI OF NASHVILLE, Service and Parts Director, (615) 620-6464/ cell (931) 255-9727**

Adam calls and informs me that a regional supervisor/Mini Cooper engineer wants to drive the car and to have my car at the dealership on November 12th and they would give me a loner car. Days after leaving my car he informs me that the supervisor/engineer agrees that there is something wrong with the car and orders all the proceeders that Mini of Nashville is supposed to perform on the car that you see on the last service record. I'm still not happy with a car that "pulls/drifts" to the right due to resale value, driving experience, and them not completely correcting the issue. By this time, the car has 27,798 miles on it and 27,899 when Mini of Nashville called to tell me the car was ready to be picked up 34 days after leaving it at the dealership. The dealership put 100 miles on my car while they had it trying to fix it.

On December 18th I picked the car up and Adam asked me if I wanted to go over and look at some BMW, I did and introduced me to a sales person who asked me what I was wanting to trade for....long story short...they were all willing to have my car appraised, and the depreciation of mileage cost roll over into a new BMW for me—I said No and that I was not paying for their mistake and if they had been able to fix the car at 6,000 miles or replaced the car I wouldn't be in this situation. They said they would contact me when a upper management decided what to do and that he would make all this right and take care of me—Never heard from them again except when I called them. Adam said they would have me in a new vehicle by the 10th of January so I wouldn't have to make another payment—Never heard from any of them again. I FINALLY GAVE UP AND CALLED THE "HONEY-BADGER"!

\*\*I have invested around 4,500 tax incentive and 13 payments of 745.00 and my next payment is due on February 10th.