

COMPLAINT ACTIVITY REPORT Case # 545275

BBB of Southern Piedmont and Western NC

Consumer Info: Payne, William Jason
820 Heron Pointe Dr
Nashville, TN 37214-2566
- 615 478-7975
jasonpayne65@gmail.com

Business Info: Sonic Automotive, Inc. - Corp. Headquarters
4401 Colwick Rd
Charlotte, NC 28211-2311
704 566-2400

Location Involved: (Same as above)

Consumer's Original Complaint :

Mini of Nashville cannot repair car as stated in their service invoice after multiply attempts, and refuse to offer any other resolution. Over the past 14 months, Mini of Nashville has had my car in their shop attempting to repair it from pulling/driftting to the right, and state in their service notes that they do not know why and cannot fully correct the issue, but they still refuse to offer me any resolution--but have allowed me to keep making 745.00 payments every month. Last time they kept my car for over a month, still did not correct the issue, and keep giving me the run-around that BMW is responsible--not them. Four months after promising to pay 500.00 of my car payment for the excessive amount of time that my car was in the shop, they sent me a check for 500.00 but still refuse to correct the issue. On top of the way the car drives daily, I will never be able to trade/sale this car to anyone with the overwhelming noticeable pull to the right defect that remains.

Consumer's Desired Resolution:

Cancel lease and refund my investment to date.

BBB Processing

03/19/2019	web	BBB	Case Received by BBB
03/20/2019	LCG	BBB	Case Reviewed by BBB Mediation Specialist
03/20/2019	Otto	EMAIL	Send Acknowledgement to Consumer
03/20/2019	Otto	EMAIL	Notify Business of Dispute
03/21/2019	WEB	BBB	RECEIVE BUSINESS RESPONSE : Thank you for the opportunity to respond to Mr. Payne's complaint relating to his 2018 MINI. On behalf of Sonic Automotive Inc. and MINI of Nashville we regret he is dissatisfied with the performance of his vehicle and apologize for any conveniences encountered. Mr. Payne indicates his concerns relate to possible nonconformities of his vehicle therefore we believe they should be directed to the vehicle's manufacturer/distributor, MINI USA. Also, the lease contract is held by BMW Financial therefore we are not able to terminate the lease or issue a refund for payments received by the lender. Sonic Automotive and their dealerships are aware that our response regarding an owner's concerns may have an impact on where they will purchase and service their vehicles. With this in mind we take the concerns of our customers very seriously and give every possible consideration when reviewing an issue that is brought to our attention. As much as we desire to resolve each of our customer's requests to their satisfaction, it is not always possible to meet every expectation. Again, we appreciate the opportunity to respond.
03/21/2019	LCG	EMAIL	Forward Business response to Consumer
03/22/2019	WEB	BBB	BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

Sonic Automotive offered me a "no-haggle price" for my 2018 Mini Cooper Countryman at one of their dealerships named Mini of Nashville on 1572 Mallory Lane Brentwood TN 37027 US---Neither of these entities have succeeded at repairing the product that they sold to me--If the auto is defective then you need to pursue your losses with Mini USA or BMW who manufactures the vehicle--Remember, you chose Mini Cooper Autos as one of the products you wanted to sell and stand behind--You have every opportunity to truly back up what you stated above-- "With this in mind we take the concerns of our customers very seriously and give every possible consideration when reviewing an issue that is brought to our attention-- Replace the defective product that you sold me!

I have attached a video of the 38,000 dollar "Mini Cooper driving experience" that I experience every day. Watch the video then in your response tell me if your proud of the product and the service you offer your customers.