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# Letter of complain

Lerato Mpofu

Lansdowne Civic Road 13b

Cape Town 7780

19 February 2020

Customer service

BMW Car Dealership

215 Main Road Claremont

Cape Town 7705

Dear sir/Madam

**COMPLAINT ABOUT DEPLOYED AIRBAGS**

I am writing this letter regarding to the accident I was involved on the 9th of February 2020. I bought a BMW I8 vehicle on the 20 January 2020 at BMW Dealership car. I bought this car because it is considered one of the best safety cars in South Africa because of the features it has such as the best airbag quality when accident accrues.

On 20 January 2020, I recently bought a new car from BMW Dealership, at Cape Town Claremont. On 9 March, I was involved in a car accident in which the airbags deployed. However, these happened when I was on way to church when a truck carrying petrol and lost control in front of me. The truck came to a stop, luckily, I managed to drive off the road and unfortunately, lost control of the car resulted me driving in the tree. I expected the airbag to deployed but instead, they exploded. This caused severed bruising, lacerations and burns on my face, arms and chest, and this lead me not being able to breath for two months, and I not being able to work because my left arm was not working.

The experience was distressing because I am entitled to compensation because after writing a letter to the manufactures of the vehicle, I would like he Dealership to help me with the medical bills. The treatment was R80 000 in conclusion excluding the food and transport for all my check-up and attending counseling which leads to a maximum of 100 000. I also suffered stroke which lead me to be attended by nurses so that they can look after me because I could not do anything for myself until I recover which also required more money.

I reported what had happened and the investigations were carried out in order to determine why I had so many injuries and what causes the airbag to explode. They discovered that all the airbags which were installed in all the BMW I8 motor vehicles were expected to explode when exposed to heat and high humidity over a long period of time. Once this information came to light, a recall was issued for all cars that had these airbags installed. This means the recall of hundreds of thousands of vehicles in South Africa.

I look forward to hearing from you within 10 days about the resolution of this matter. If I do not hear from you or if this matter is not resolved, I will be taking further legal action.

Yours faithfully

Lerato Mpofu

You can contact me if you happen to find any difficulties or need to know something on my number 0722852280 or email: [leratompofu@gmail.com](mailto:leratompofu@gmail.com)

# Recall of all cars due to airbag defect

Head of Public Relations Department

BMW Lansdowne

Cape Town

7990

18 February 2020

Customer Service

BMW Car Dealership

215 Main Road Claremont

Cape Town 7705

**RECALL OF ALL CARS DUE TO AIRBAG DEFECTS**

Dear Employees

This letter is written to all in respect of our respect, Ms. Mpofu, who purchased a new car (BMW I8) on the 20th of January 2020. Ms. Mpofu said she purchased the vehicle because of the safety features it had such as the best safety airbag when accident happens.

* On the 9 March 2020, Ms. Mpofu was involved in a car accident where there was a truck that was carrying petrol and lost control in front of her. The truck came to a stop and luckily, she managed to drive off the road and sadly she also lost control and the car hit the tree.
* Instead of the car airbag to deploy they exploded leaving her with several injuries on her arms,

and had a stroke for a whole month.

* Her medical bills, consoling and treatment were over 100 000 in total.
* She expects a refund and repayment in damages for all physical, emotional and verbal strain that she had to go through as a result of whole process

An internal investigation was researched considering Ms. Mpofu’s accident, when it was discovered that the airbags installed in all the BMW I8 vehicles were expected to explode when exposed to heat and high humidity over a long period of time.

Due to the outcome of the investigation that was researched, we regret to inform you that we have recall all the vehicles so that changes and improvement can be done on them.

Yours Faithfully

Adam Maska

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