

Contact Information

Customer ID: UNK00016956

Title: Miss

First Name: redacted 11(2)

Last Name: redacted 11(2)

Address: redacted 11(2)

Telephone: redacted 11(2)

Email: redacted 11(2)

Incident Information

Description of incident capture alleged damage and perceived cause and any other relevant notes:

Caller hit a pot hole last night - Saturday 03/12/2022 at approximately 17.30pm in the dark on ^{redacted 1} way home at Onich before the Hotel. Damage - Left front alloy damaged, back left tyre bulging - like a balloon. Caller went back today to get more pictures in daylight but the hole has since been filled.

Incident Date: 03/12/2022

Other Vehicle Make: BMW

Other Vehicle Model: B340i M Sport

Other Reg Number: redacted 11(2)

Operator Vehicle Make:

Operator Vehicle Model:

Operator Reg Number:

Report Method: Phone

Location

Road Name: A82 – Bear NW(A811 Balloch to Inverness)

Operator: BEAR North West

Carriageway: North

Additional Location Notes:

Near Onich Hotel on A82

From: redacted 11(2) >
Sent: 04 December 2022 13:42
To: Enquiries <Enquiries@bearsotland.co.uk>
Subject: Re: Damage to car

Good afternoon,

To further elaborate on my below email. I have returned to the "crime scene" to find the police have taken heed of my call and deemed it urgent enough to send out the forces either late at night or first thing in the morning to repair. This further backs up my claim for compensation. Please also note the picture of the various parts found at the scene that I presume are from others that have hit the same section. Looking at the various parts, have you had complaints from Mercedes and Tesla drivers recently?

Again on further inspection, this time of the car, I have found the damage caused. Please see images. Unless a mechanic says different, which I will be able to confirm tomorrow, I won't be claiming for a new alloy wheel, but for it to be refurbished. For the tyre, I'm no mechanic but this will definitely need replaced due to the 4 inch gash in the lower tyre wall.

Photos attached.

Prices for all to follow. Again, happy to fill in any forms required.

Kind Regards,

redacted 11(2)

Sent from my iPhone 12 Pro Max

On 4 Dec 2022, at 01:03, redacted 11(2) > wrote:

Good Morning,

I find myself emailing due to damage to my car, damage that I suspect will be expensive to repair or even the need for replacement parts. I will not know the full extent of what's required until I visit a garage once they open. My untrained eye suggests a new tyre for sure and the possibility of a new alloy wheel. As I say, inspection needed to confirm my thoughts.

Damage was caused by a number of potholes, and most being deep with sharp edges on the A82. The section was approx. 1/4 mile from Onich hotel on Glen Coe side. (Just passed a house called "Springfoot") Speed limit of 50mph being adhered to.

Section reported to police after I was able to limp home on my run flat tyre, which had zero pressure. Car pulling badly to the left and juddering from wheel through to steering column.

Images attached show section hit.

Please let me be clear that I do expect all costs to be covered to make my car “as was” because having a section of this main road in this state is not acceptable. There can’t even be the argument of the holes being in at the verge. They are in the driving line! I would be surprised if I’m the first to hit this section and report it for your attention..... if you can update me on this point, please.

I look forward to hearing back from you, and I will forward on further costs as I find out. In the meantime, if there’s any forms to be filled out, I am happy to do so.

I believe this complaint warrants an incident number. If this can also be supplied to me.

Kind Regards,

redacted 11(2)
redacted 11(2)



