

NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95814
(916) 445-1888 (916) 323-1632 Legal Fax (916) 323-1631 Mediation Fax
nmvp@pacbell.net

Arnold Schwarzenegger, Governor
State of California

Sanne Wright McPeak, Secretary
Business, Transportation & Housing Agency

David W. Wilson, President Alan J. Skobin, Vice President

Robert V. Branzuela Ryan L. Brooks Robert T. (Tom) Fleah David C. Lizarraga Halg Papsian Andy Robles Glenn E. Stevens

May 1, 2006

10158398

Nancy McDonald

National Customer Relations Dept.
BMW of North America, LLC
One BMW Plaza
Montvale, NJ 07645

5/1/06 15:21:50

Re Complaint Of:

[REDACTED]
Westminster, CA
Vin #WBAHN83516D [REDACTED]

Case # [REDACTED]

Dear Ms. McDonald:

Thank you for your letter dated April 18, 2006, regarding the above-mentioned consumer.

We have received a subsequent letter (copy enclosed) from [REDACTED] and ask that you review it and provide us with a reply within 10 days. You may fax, mail, or e-mail your response. My e-mail address is nmvp@pacbell.net. When corresponding, via e-mail, please reference the above case number in the subject line.

We appreciate your cooperation in this matter.

Respectfully,



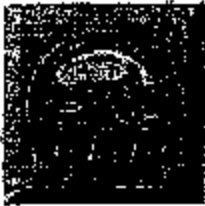
Heather Collins
Mediation Services Representative

HC:wk

Enclosure

cc: National Highway Traffic Safety Administration

NAR
AAD
5/17/06



NEW MOTOR VEHICLE BOARD
 Consumer Mediation Services Program
 1507 - 21st Street, Suite 330
 Sacramento, California 95814
 (916) 445-1888 (916) 323-1631 Fax
 E-Mail: nmvb@pacbell.net
 Website: nmvb.ca.gov

RECEIVED
 MAR 29 2006
 NEW MOTOR VEHICLE BOARD
 CASE NO. [REDACTED]

MEDIATION REQUEST FORM

COMPLAINANT NAME

FIRST [REDACTED] MI [REDACTED] LAST [REDACTED]

ADDRESS [REDACTED] CITY **WESTMINSTER** STATE **CA** ZIP CODE [REDACTED]

TELEPHONE # [REDACTED] TELEPHONE # [REDACTED] E-Mail [REDACTED]

Please fill out all sections completely.

If address is unknown, leave blank.

Selling Dealer	Servicing Dealer	Manufacturer/Distributor
NAME LONG BEACH BMW	NAME ① LONG BEACH BMW	NAME BMW NORTH AMERICA
ADDRESS 2998 CHERRY AVE	ADDRESS ② CREVIER BMW	ADDRESS P.O. BOX 1227
LONG BEACH, CA	③ STERLING BMW	WESTWOOD, NJ 07675
90809	④ SHELLY BMW	
TELEPHONE # 562-427-5444	TELEPHONE # (SEE ATTACH)	TELEPHONE # 800-831-1117

VEHICLE (Make) **BMW** (Model) **750 LI** (Year) **2006**

DATE OF PURCHASE/LEASE **12-09-05** VEHICLE LICENSE NO. [REDACTED] CURRENT MILEAGE **1070**

Purchase Lease MILEAGE AT PURCHASE/LEASE **35** VEHICLE I.D. NO. **WBAHN83516D**

New Used TYPE OF WARRANTY ON VEHICLE
 Manufacturer's Extended Warranty No Warranty

Have you given written notice of defects to manufacturer? Yes No
 Has manufacturer (or designated agent) attempted repairs? Yes No
 If yes, list repair dates: _____

COMPLAINT

Please explain the details of your complaint and the action you are seeking on the reverse side of this form, or attach a typed 1-2 page letter.

IMPORTANT NOTICE: I understand a copy of this complaint may be sent to the dealer(s), manufacturer or distributor. Sections 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statement or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.

Signature [REDACTED] Date **3-27-06**

BASIS OF COMPLAINT

Mechanical Defects:

- | | |
|---|---|
| <input type="checkbox"/> Frame and Body | <input type="checkbox"/> Suspension system |
| <input checked="" type="checkbox"/> Engine | <input type="checkbox"/> Tires |
| <input type="checkbox"/> Transmission & drive shaft | <input type="checkbox"/> Wheels |
| <input type="checkbox"/> Brake system | <input type="checkbox"/> Exhaust system |
| <input type="checkbox"/> Steering | <input type="checkbox"/> Inoperable accessories |
| <input type="checkbox"/> Fuel system | <input type="checkbox"/> Cooling system |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Electrical system |

Sales:

- | |
|--|
| <input type="checkbox"/> Contract |
| <input type="checkbox"/> Financing |
| <input type="checkbox"/> Fraud |
| <input type="checkbox"/> Advertising |
| <input type="checkbox"/> Damage by dealer during servicing |
| <input type="checkbox"/> Extended service contract |

COMPLAINT- Explain the details of this complaint.

- Dec 9th 2005 I was purchased the 2006 BMW 750Li at Long Beach BMW
- Dec 22nd 2005, I had to bring the vehicle back to the dealer because the engine was so rough and jump at a cold start so dangerous for me to drive.
- Next day, Anthony Moore who works at the LB service dept. told me that the car cannot be fixed cause the new software of the engine need to be update. Day by day I've been asking about my car and the answer from the services dept always like this "still waiting for BMW engineer" or waiting for the new version updated". I really don't know what's going on. Also, I called to BMW of North America in NJ and talk to Fleet manager (Tony Norris) about my car status.
- Mr Melton & Mr Moore (LB BMW) offered for one car payment (the copy of the check) that mean the problem cannot be solve.
- At Feb 06, 2006 I was sending to LB BMW a letter to request my money back I cause I cannot wait that long for the problem cannot be solve by them.
- After they received the letter, the manager of LB BMW was offer another deal like they will exchange a new 750Li. I did accept the offer and pick out the new 750Li - Since Feb 13, 2006 until Feb 22, 2006 finally I received the answer from BMW North America that cannot exchange a new car cause of only one time repair

(See attach)

and they want m. to take the car ^{home} ~~back~~, They have nothing to do about my car -

Since I bring the car back from LB BMW, I try to bring my car to many different BMW service at different dealer, the answer still the same

"Can't repair"

I would like to get fair justed for consumer right please, and have the Mediation with this situation as soon as I appreciated, have any question please feel free to contact me at [REDACTED]

Sincerely
[REDACTED]

Long Beach BMW
2998 Cherry Ave
Signal Hill, CA 90755
(562) 427-5494

BRYAN AUTREY

Attn: Ryan Autry, General Manager

Mr. Autry,

On December 15, 2005, I entered into a contract to purchase a 2006 BMW 750 LI at your dealership. After having the car for one week, it broke down due to an engine failure (unsafe to drive). I immediately brought the car in for service on December 22, 2005. As of today, February 6, 2006, the car has still not been fixed. I thought I had a beautiful luxury car to drive but I have been without a car for over one month. I am out of patience to wait for the repair. The situation is unworkable. I have no further recourse other than to ask for a full refund and you can continue to keep this car in your service department. I believed that BMW's customer service was the reference standard for customer satisfaction but obviously I was mistaken. I would appreciate your immediate attention to this situation and I am willing to discuss the process of terminating the agreement. Besides sending this letter to you, I am sending this letter to other consumer advocacy groups.

Regards,

[REDACTED]
Midway City, CA
[REDACTED]

cc: BMW North America; Consumer Affairs; Consumer Reports; KCAL News

BMW Financial Services

Insurance Validation Form - Retail/Lease



1. VEHICLE INFORMATION

2006 BMW 730Li WBAHN63516D [REDACTED]
Year Make Model Vehicle Identification Number

2. INSURED INFORMATION

[REDACTED]
Customer Name

[REDACTED]
Address

[REDACTED]
Insured Name (if different)

WESTMINSTER
City

CA
State

[REDACTED]
Zip

[REDACTED]
Telephone Number

3. INSURANCE REQUIREMENTS

LEASE:

- ADDITIONAL INSURED AND LOSS PAYEE MUST BE SHOWN AS
 BMW FINANCIAL SERVICES NA, LLC FINANCIAL SERVICES VEHICLE TRUST
- MINIMUM LIABILITY COVERAGE OF \$100,000/\$300,000 AND MINIMUM PROPERTY DAMAGE COVERAGE OF \$50,000.
- MAXIMUM DEDUCTIBLE FOR COLLISION AND COMPREHENSIVE COVERAGES OF \$1,000

RETAIL:

- LOSS PAYEE MUST BE SHOWN AS
 BMW FINANCIAL SERVICES NA, LLC BMW BANK OF NORTH AMERICA
- MAXIMUM DEDUCTIBLE FOR COLLISION AND COMPREHENSIVE COVERAGES OF \$1,000

BMW FINANCIAL SERVICES INSURANCE CENTER
P.O. BOX 390802, MINNEAPOLIS, MINNESOTA 55439-0802
FACSIMILE NUMBER: (952) 833-8414

By signing below, I authorize Lessor/Seller and its assignees to speak to my insurance agent or company, and any future insurance agents or companies, about my coverage for the above-referenced vehicle.

X

Cut

X

Insured Signature (if different)

4. CENTER INSURANCE VALIDATION

FARMERS

Insurance Company Name

Agent Name

4680 WILSHIRE BL

Agent Address

LOS ANGELES CA 90010

City, State, Zip

(805) 583-7000

Telephone Number

[REDACTED]
Policy Number

LONG BEACH BMW

Center Name

Verified By

Agency Contact Name

12/09/2005

Date and Time of Validation

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**