INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CL-1034508-5056

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102

CHRIS CHRISTIE
Governor

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Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

March 18, 2011

MAR 2 8 2011

[redacted]
SANTA ANA CA [redacted]

Re: BMW NORTH AMERICA LLC
File Number: 03-18-11G0000064757

Dear [redacted]

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590

All future correspondence, including inquiries and copies of additional documents, should be addressed to them.

Sincerely,

Patricia D. Pate

Patricia D. Pate
Supervisor
Consumer Service Center

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New Jersey Office of the Attorney General

Division of Consumer Affairs
P.O. Box 45025
Newark, New Jersey 07101
(973) 504-6200
(800)-242-5846
E-Mail:AskConsumerAffairs@lps.state.nj.us

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the investigation is closed. You are also advised that the completed complaint form is a "government record," subject to disclosure under the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:	COMPLAINT REPORTED AGAINST:
NAME: [redacted]	BUSINESS: BMW Of North America LLC., Customer Relations Dept.
ADDRESS: [redacted]	ADDRESS: 300 Chestnut Ridge Road
CITY: Santa Ana	CITY: Woodcliff Lake, NJ
STATE: CA ZIP: [redacted]	STATE: NJ ZIP: 07675
HOME TELEPHONE NUMBER [redacted]	TELEPHONE NUMBER (1): 1-800-831-1117
WORK TELEPHONE NUMBER: [redacted]	TELEPHONE NUMBER (2):
E-MAIL ADDRESS: [redacted]	

For statistical and informational purposes only. Your age: ☒ 18-29 ☐ 30-44 ☐ 45-59 ☐ 60 or older

1. Nature of complaint (please check the appropriate box(es)):

☒ Automotive	☐ Automotive Repairs	☐ Banking	☐ Credit Card
☐ Charity	☐ Direct Mail/Sweepstakes	☐ Home Repair	☐ Internet/Cyberspace
☐ Professional Service	☐ Stocks/Securities	☐ Telemarketing	☐ Telecommunications
☐ Bingo/Raffle	☐ Health Club	☐ Warranty	☐ Advertising
☐ Wheelchair Lemon Law	☐ Weighing/Measuring Devices	☒ Used Car Lemon Law	☐ New Car Lemon Law
☐ Home Furnishings	☐ Other (specify) _____		

2. If your complaint involves a motor vehicle, please provide the following information:
   a. ☐ New ☒ Used
   b. ☐ Purchased ☐ Leased
   c. Purchase Price $24,000 Current Mileage 71,000
   d. Date of purchase December 2010 ☐ With Warranty ☐ With Service Contract ☒ As Is
   e. Make BMW Model 645CI Year 2004

3. Name of company with which you dealt: BMW

4. Name and title of company agents or employees with whom you dealt: _____

5. Describe the facts of your complaint in the order in which they happened. Please print clearly. Use additional sheets of paper, if necessary. **Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.**

My BWM 645CI is a lemon and a safety hazard. It has stalled on me several times causing road hazards. It stalls when I am driving on the freeway, it stalls when I am in the middle of an intersection turning. I have been very lucky that I haven't been killed or cause the death of my actors. It has been towed numerous times. I took it in to South BMW and it wouldn't start but then they got it to start and said nothing was wrong with it. I searched the internet and took it to an independent BMW repair shop who are known for their diagnosis skills. They said it was returning fault codes for the camshaft sensor and solenoids. So I got these fixed and it did it again. I got it towed back and they spent considerable time on it and said it was the idrive and when they went to reprogram it they said the CCC and DME were bad and needed to be replaced. I researched the internet and these failures are common problems. People have been almost killed when these parts are intermittently failing on freeways and thoughfares. There are numerous TSBs indicating an outright CCC failure and they should be recalled. There is a recall for reprogramming of the DME but it can't be reprogrammed because the CCC fails. This car is out of warranty but this is a known failure and a safety issue and should replaced and reprogrammed. I have since been researching on the internet and this is a known safety issue at BMW and they have been replacing them but since mine is out of warranty I have to pay thousands. I bought this car to use in music videos because these cars look good on film. For the price you would think it would be mechanically sound and safe. I am so upset, I feel like getting a picture of a huge lemon and driving around with it on my car. But sadly I am afraid to drive it and it just sits there. It is my senior year at USC and we are filming music videos but we have no safe car. I guess we could just have it parked with a lemon on it. And have it show the check engine light and blank Idrive as his date leaves. That would be funny. I am on financial aid and I have no money to repair this vehicle. I need a vehicle to drive and use in our videos. Please replace and reprogram the CCC and DME or replace this car so we can drive safely and finish our music videos in time to graduate. Thank you

6. The amount of loss involved in this complaint: $ 8000 . Please provide a breakdown of these losses:

This is just a verbal estimate since I didn't get it fixed or get a breakdown of what it would cost. Once they replace these parts and reprogram them there may be other errors that come up on the computer.

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to [redacted] rmation in any way that is necessary.

[redacted]

3/4/2011

Date

* This certification must be signed by the person completing the form.

Santa Ana, CA

SANTA ANA CA 927

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USA FIRST-CLASS FOREVER

State Office of Consumer Protection
124 Halsey St
Newark, NJ
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07102+3096