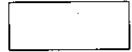


INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

New Jersey Office of the Attorney General
Division of Consumer Affairs
Office of Consumer Protection



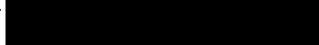
APR 23 2012

Date Reviewed: _____
From: _____

Log # 03-14-12G0000082465

Referred. To National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)

Complaint Status: **CLOSED**

Complainant:  Vs: B M W OF NORTH AMERICA LLC

Comments:

MC
042412
DW

From: ocpcom
To: [REDACTED]
Date: 4/12/2012 3:33 PM
Subject: 03-14-12G0000082465 - B M W OF NORTH AMERICA LLC

[REDACTED]
Thank you for writing to the New Jersey Division of Consumer Affairs - Office of Consumer Protection and bringing this matter to our attention. Hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources.

The Division has reviewed the materials you submitted to determine how we can best assist you with this matter. After a careful review of the matter, we have concluded that you may benefit from a referral to the following agency which may be better able to assist you:

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

We have taken the liberty of forwarding your materials to that agency for action and future inquiries should be directed to that agency.

Once again thank you for contacting the New Jersey Division of Consumer Affairs. If you have any questions please contact our Consumer Service Center at (973) 504-6200.

Thank you.

Please do not respond directly to this e-mail. The originating e-mail account is not monitored.

JO



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

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED]	BUSINESS: <u>BMW of North America</u>
ADDRESS: [REDACTED]	ADDRESS: <u>300 Chestnut Ridge Road</u>
CITY: <u>Mays Landing</u>	CITY: <u>Woodcliff Lake</u>
STATE: <u>N.J.</u> ZIP CODE: [REDACTED]	STATE: <u>N.J.</u> ZIP CODE: <u>07675</u>
HOME TELEPHONE NUMBER: [REDACTED]	TELEPHONE NUMBER (1): <u>1-800-831-1117</u>
WORK TELEPHONE NUMBER: [REDACTED]	TELEPHONE NUMBER (2): <u>201-263-8259</u>
* E-MAIL ADDRESS: [REDACTED]	<u>Betsy Hohmann</u>
* NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.	

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
- Furniture Other (specify) Malfunction, Defect, Recall

2. If your complaint involves a motor vehicle, please provide the following information

- a. New Used
- b. Purchased Leased
- c. Purchase Price \$24,500 Current Mileage 120,000
- d. Date of Purchase 7/2008 With Warranty With Service Contract As Is
- e. Make BMW Model 745i Year 2004

3. Name of company you dealt with Deluxe Auto Sales
Newark N.J.

4. Name and title of company agents or employees you dealt with Deluxe Auto Sales
Newark N.J.

5. Describe the facts of your complaint in the order in which they happened. Type or 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.

Please See Documents

6. The amount of loss involved in this complaint is N/A. Please provide a breakdown of these losses:

I did not pay for any repair, because BMW covered the inspection by an engineer who claim there was nothing wrong with the car.

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 the company or to interested parties and to use the information in any way that is necessary.

Signature

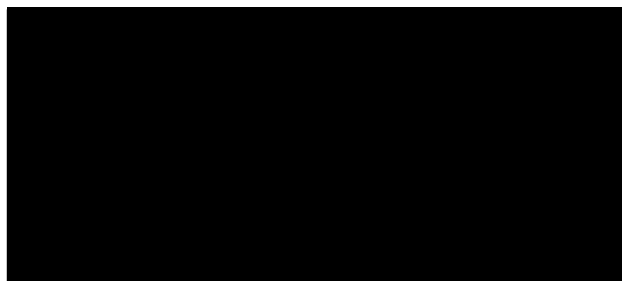
8/9/11
Date

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

RECEIVED
DIVISION OF CONSUMER AFFAIRS
NEW JERSEY
8/24/11

On Sunday January 29, 2012 my BMW was sitting in the drive way running for about 10 minutes when I heard a loud noise. My daughter and I ran out into the garage to see what happen outside. The BMW went into reverse threw the garage door. I immediately got into the car to pull it out of the garage. On Monday morning January 30, 2012 I notified BMW about my vehicle going in reverse by itself. I was informed that this matter would be escalated and I would hear from someone within 48-72 hours. On Thursday February 2, 2012 I was notified and informed to take my car to the BMW dealer in Northfield. I refused to drive my car, so I contacted my roadside assistance and had the vehicle towed to the BMW dealer on Saturday February 4. A rental car was provided by enterprise car rental. On Friday March 2, 2012 Betsy Hohhman of BMW notified me and stated that my car was ready and the engineer found nothing wrong. With a nervous and stuttering voice Mrs. Hohhman stated certain parts of the car was inspected; such as the computer, transmission and a physical analysis etc. I had a personal conversation with a BMW mechanic who has been with BMW for 12-15 years and he stated that the Engineer only did a visual inspection. He did not hook my car up to any computer and/or device. This young man also stated that the Engineer mad a statement that "this has happen in the past, but not that often". After this conversation, I've made several phone calls on March 5, & March 9, 2012 to Mrs. Hohhman requesting for a copy of the report, but she has not returned any calls as of Friday March 9, 2012. I've done research on the 7-Series BMW in reference to this maifunction/defect and there are reports of this same situation. I saw on the news where BMW was fine 3 million dollars by the Government for delays on reporting safety recalls and defects. **(Please see attached documents). The investigation number is #PE11025. If you have any questions or concerns, please feel free to contact me by e-mail**

or phone Thank you





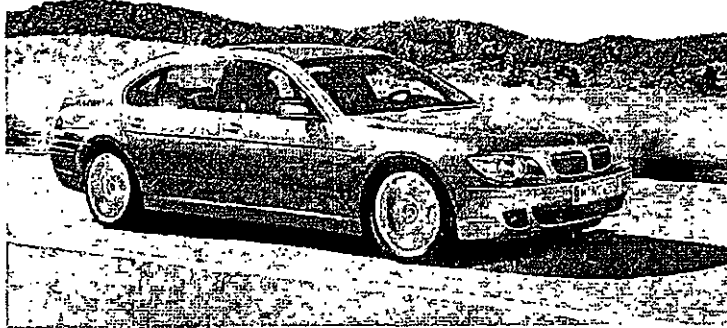
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Home / Auto News / News article BMW 7-Series Under Safety Investigation by NHTSA

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BMW 7-Series Under Safety Investigation by NHTSA
09/08/2011 | By: Matt Lutz | Comment

1
2



The National Highway Traffic Safety Administration has opened an investigation into 120,000 BMW 7-Series vehicles. The issue is regarding the car not shifting securely into park and rolling away. The affected model years include 2002 to 2008, after receiving a complaint regarding a 2006 model that rolled away after the owner parked and exited the vehicle. The car that rolled away was equipped with BMW's electronic access and ignition system, and an electronic transmission shifter with a gear selector mounted on the steering column. A BMW spokesman said the automaker is unaware of accidents or injuries related to this issue.

A preliminary investigation is the first step in a process that may lead to a recall if the NHTSA determines that there is a safety concern. NHTSA said no issues have been identified yet for any incident reported.

Filed under: BMW Featured Article, General, LUXURY CARS, SAFETY, SEDANS
Tags: 2002-2008, BMW, BMW 7 Series, NHTSA, recall, steering, safety, sedan
More Auto News.



BMW Recalling 241,000 7-Series Models Due To Faulty Tail Lights



Assessing Quality of BMW's New Steering Wheel For BMW X5 Model - Has Steering Issues Due To Defect In The Foil



BMW's First 7-Series Model In Steering Defect

Discussion
BMW problems
I'm having the same problems with my 7 series BMW. I try to put my vehicle in gear (reverse/drive) and it continue to switch back to park. I also had my vehicle in park and then it switched to reverse rolling backwards. I can't wait on the investigation for the recall. I hope I'll get reimbursed for my repairs if a recall is given. GOOD LUCK TO ME and whoever is having the same problem.

October 8th, 2011 at 12:15 pm

Make a Comment

What's your name (required)

Monica

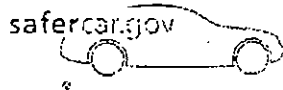
E-mail (required)

monica_mcc@msn.com

What's Your Comment

I am having the same problems with my 2004 748i BMW. I parked my car in my driveway for about 10 minutes and while in the house, my car shifted into reverse threw my garage door. I called BMW the very next morning and within 3 week my car was towed to the nearest BMW dealership. BMW had my car for 1 month and did a visual inspection and found nothing. I hope the next time this happens, it's not a nearly \$4 million. There is an investigation going on in reference to this problem. The INVESTIGATION NUMBER IS #F11025. Also BMW was fine 3 million dollars for delays on recalling safety recalls and defects to the Government. I was told not to get anything fix, because BMW will try to say someone worked on the car. BMW is not standing behind their vehicles. I've owned almost every luxury car and this one is the worst. BMW needs to be ashamed of themselves. If enough customers stop purchasing their car and goods they may get the hint. Right now BMW is trying to cover up these recalls, defects and malfunctions. BMW DO THE RIGHT THING!!!!

Comment Policy



Defects - Search Results

32 Record(s) Displayed

New Information Added Since July 15, 2011

NHTSA Action Number : PE11025	NHTSA Recall Campaign Number : N/A
Vehicle Make / Model	Model Year(s):
BMW / 7 SERIES	2002-2006
BMW / 730D	2003
BMW / 730I	2003
BMW / 735I	2002-2003
BMW / 735LI	2002
BMW / 745i	2002-2003 2005
BMW / 745LI	2002-2005
BMW / 750i	2007
BMW / 750LI	2006-2007
BMW / 760i	2005
BMW / 760LI	2005 2007

Manufacturer : BMW OF NORTH AMERICA, LLC

Component(s) :
POWER TRAIN AUTOMATIC TRANSMISSION
ELECTRICAL SYSTEM

Date Investigation Opened : August 5, 2011

Date Investigation Closed : Open

Summary.

The Office of Defects Investigation has received a complaint from a consumer alleging a rollover incident with a model year (MY) 2006 BMW 7-Series vehicle after parking and exiting the vehicle. The complaint vehicle was equipped with BMW's Comfort Access electronic access and ignition system and an electronic transmission shifter with the gear selector mounted on the steering column. The shifter is designed to automatically shift the vehicle to Park under a variety of conditions, including after the driver has pressed the ignition button to turn the engine off. Early Warning Reporting data submitted to ODI by BMW include field reports describing additional rollover incidents in similarly equipped MY 2002 through 2008 BMW 7-Series vehicles. Thus far, no cause has been identified for any of the rollover incidents. A Preliminary Evaluation has been opened to assess the scope, frequency and causes of rollover incidents in the subject vehicles.



NHTSA Action Number : PE11037	NHTSA Recall Campaign Number : N/A
Vehicle Make / Model	Model Year(s):
CHEVROLET / VOLT	2011-2012
Manufacturer : GENERAL MOTORS LLC	
Component(s) :	
ELECTRICAL SYSTEM BATTERY	
Date Investigation Opened : November 25, 2011	
Date Investigation Closed : January 20, 2012	

Summary.

The subject vehicles, which employ emerging technology, are range-extended electric vehicles that utilize a high voltage (HV) battery to provide energy for propulsion. The HV battery is lithium-ion based technology that has a nominal full charge of 390 VDC, a 16 kWh capacity, and a control system that incorporates liquid (antifreeze) cooling and various electronic devices (control modules, sensors, wiring, etc) to monitor and manage the HV battery. The HV battery, portions of the cooling system, and the control system are contained within a common enclosure. During an NCAP oblique side pole impact test conducted by NHTSA in May 2011, the pole struck and deformed the sill plate under the driver's door at a location where there is a structural member. The lateral member displaced inward, pierced the HV battery enclosure and battery, and caused a battery coolant leak. Thereafter, the Agency conducted a rollover test (the rollover test consists of four 90-degree rotate-and-hold movements about the vehicle's longitudinal axis). In that test, the HV battery and electronics were exposed to coolant that leaked as a result of the crash. The vehicle fire that occurred three weeks later and the additional testing NHTSA conducted are discussed in a report titled "2011 Chevrolet Volt Battery Fire Incident Report" a copy of which is available in the public file. The report indicates that intrusion induced coolant leakage, and subsequent rollover that saturates electronic components, were the only test conditions which resulted in a subject vehicle HV battery fire. GM announced its intention to conduct a free-of-charge customer satisfaction campaign (CSP) on the subject vehicles on January 5, 2012. The action affects 14,735 vehicles produced prior to December 21, 2011. The CSP addresses three areas related to the issue under investigation. The first involves a modification/strengthening of the structure of the vehicle in the area where battery intrusion occurred in the May 2011 test. The second involves adding a sensor that detects excessive HV battery coolant loss, and control system software that then alerts the driver and prevents recharging of the HV battery. When the battery cannot be recharged, it will be depleted to a lower energy state as the vehicle continues to operate on the internal combustion engine. Lastly, a tamper-proofing device will be added to the system to prevent consumers from adding coolant. GM discusses these revisions in its response to an Information Request (IR) issued by NHTSA, noting that vehicles produced in calendar year 2012 and later will be manufactured to this condition. In December 2011 and at the same test facility NHTSA repeated the May 2011 side impact test using a model year 2012 Volt modified to the structural condition described in the CSP. The test did not produce intrusion of the HV battery, a coolant leakage, or a fire (see test 7611, available at www.nhtsa.gov/Research/Databases/TandS-Software). In its IR response, GM describes four (4) additional side impact tests of modified subject vehicles it recently conducted using various build configurations and impact speeds (including higher speeds). GM reports that none produced HV battery intrusion, coolant leakage, or a fire. As noted in the complaint counts above, ODI has not identified a crash occurring in consumer's use of the vehicle that has resulted in a vehicle fire, or produced coolant leakage. ODI notes that side impact crashes with pole-like structures, such as would strike the sill plate, occur fairly infrequently, and such crashes with rollovers are even less frequent. A defect trend has not been identified at this time, and further investigation does not appear to be warranted. Accordingly, the investigation is closed. The closing of this investigation does not constitute a finding by NHTSA that a safety-related defect does not exist, and

 LemonAuto.com	Automobile Lemon Law Attorneys <i>Consumer Legal Services, P.C.</i> Representing owners of defective vehicles covered under the Lemon Law			Need Assistance? We're here to help 1.888.453.6667	
	Home	About Us	Contact	FREE CASE REVIEW	Lemon FAQ

Do you Have a Lemon?

BMW 7-Series Recall Information

Last Updated - December 31, 2011

FREE Case Evaluation! Toll Free: 1.888.453.6667

Need Assistance?
We're here to help

Toll Free
1.888.453.6667



OCTOBER 2011 -- BMW is recalling certain model year 2011 5-Series, model year 2010-2011 5-Series Gran Turismo, model year 2009-2011 7-Series, model year 2010-2011 X5 SAV, and model year 2008-2011 X6 SAV vehicles equipped with 8- or 12-cylinder, turbocharged, engines because the circuit board for the electric auxiliary water pump can overheat. This could lead to a smoldering of the pump or an engine compartment or vehicle fire. BMW will notify owners, and dealers will replace the auxiliary water pump free of charge. The safety recall is expected to begin during December 2011. **11V-521**

NEWS: BMW recalling 32,000 vehicles over engine fire risks

DETROIT NEWS -- November 1, 2011 -- BMW AG said Saturday it is recalling 32,000 vehicles to replace potentially faulty electric auxiliary water pumps that can overheat and cause a vehicle fire.

The German automaker said the recall covers 2008-2011 5-Series, 5-Series Gran Turismo, 7-Series, X5 SAV, and X6 SAV models that have eight- or 12-cylinder turbocharged engines.

The recall comes after BMW found at least 102 cases of pump failures worldwide — including two engine-compartment fires. BMW said it is unaware of any crashes or injuries as a result of the condition.

The auxiliary pump helps cool the turbocharger during some driving conditions and in some cases can fail, causing the circuit board to overheat. That could lead to a fire. BMW said in most cases drivers will be alerted by a warning message on the instrument cluster during driving.

BMW first discovered the issue in June 2009 on test vehicles. In April 2010, a smoldered electrical cable of the water pump was found on a BMW-owned vehicle.

The company set up a task force in May 2010 after two customer vehicles reported burned engine compartments.

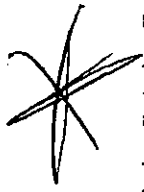
Dealers will replace the electric auxiliary water pump and will be notified next month. Owners will be notified starting next month as well.

MORE RECALL INFO:

- BMW 5-Series Gran Turismo
- BMW 7-Series
- BMW X5 SAV
- BMW X6 SAV

NEWS: Feds look into BMWs that can roll away unattended

YAHOO NEWS -- August 9, 2011 -- U.S. safety regulators are looking into a problem with BMW automatic transmission shifters that can allow cars to roll away after drivers have left.



the vehicles.

The National Highway Traffic Safety Administration said Tuesday on its website that about 120,000 BMW 7-Series luxury sedans from the 2002 through 2008 model years could be affected. The inquiry could lead to a recall.

The cars have electronic transmission shifters that are designed to automatically shift into park if the driver presses the button to turn off the engine. The agency says one driver complained to regulators about the problem, and the company has received additional complaints.

No crashes or injuries have been reported. Regulators say they haven't found the cause of the problem.

BMW says it's cooperating with the inquiry.

MORE RECALL INFO: BMW 7-Series

OCTOBER 2010 -- BMW is recalling certain model year 2004-2010 5-Series, 6-Series, and model year 2002-2008 7-Series vehicles. A check valve of the brake vacuum pump may leak a small amount of lubricating oil. Over time this could result in contamination of the brake booster. Power assist braking performance could be adversely affected. In extreme cases there could be a complete loss of power assist braking. An unexpected reduction or loss in power braking assist may increase the risk of a crash. The manufacturer has not yet provided a remedy or an owner notification schedule for this campaign. **10V-446**

NEWS: BMW recalls 198,000 cars in US due to brake problems

YAHOO NEWS -- October 2, 2010 -- BMW of North America said Thursday it will recall nearly 200,000 luxury vehicles to fix leaks that could develop in the power braking system.

The recall involves BMW 5 Series, 6 Series and 7 Series vehicles powered by V8 and V12 engines from the 2002-2010 model years and certain Rolls-Royce Motor Cars from the 2003-2010 model years.

The German automaker said in a statement a leak could develop in the power braking system, leading to a vacuum loss and the reduction of power braking assistance. Mechanical braking is still available to slow and stop the vehicle, the company said.

BMW said there have been no reports of accidents or injuries.



Vehicles covered by the recall include 2002-2008 BMW 745i/Li, 750i/Li and 760i/Li, 2007-2008 BMW Alpina B7, 2004-2010 BMW 645i and 650i; and 2004-2010 BMW 545i and 550i. The recall also includes 2003-2010 Rolls-Royce Phantom models. The automaker said the Rolls-Royce Ghost is not affected.

BMW said it had prepared an inspection-and-repair procedure and would distribute replacement parts throughout its North American dealer network. Owners will be notified by mail in the coming weeks and asked to schedule an appointment with their dealer to check their vehicle.

The company said drivers who experience reduced power braking assistance should immediately schedule a service appointment.

MORE RECALL INFO:

- 2002-2008 BMW 745i/Li, 750i/Li and 760i/Li
- 2004-2010 BMW 645i and 650i
- 2004-2010 BMW 545i and 550i

FEBRUARY 2010 -- BMW is recalling certain model year 2009-2010 7-Series and model year 2010 550i Grand Turismo vehicles for failing to comply with the requirements of Federal Motor Vehicle Safety Standard No. 110 "Tire Selection and Rims." These vehicles are equipped with a tire pressure label indicating that the vehicle's seating capacity is five (5) passengers. The actual seating capacity is four (4) passengers. The tire size, tire pressure, and vehicle capacity weight on the label are correct. The tire label does not conform to FMVSS 110. BMW has not yet provided a remedy or an owner notification schedule for this campaign. **10V-047**

NEWS: BMW Recalls 200,000 Vehicles for Airbag Failures**Extends airbag warranty for some models**

ConsumerAffairs.com -- August 13, 2008 -- BMW is recalling 200,000 cars and small SUVs because the front passenger-side airbag could fail.

The National Highway Traffic Safety Administration (NHTSA) warned that in some of the recalled BMWs it is possible that "the front passenger airbags will not deploy even if a sufficiently severe accident would occur."

The recalled BMWs include the 2004 to 2005 5-Series standard and sport seat models, the 2004 to 2006 X3 and the 2006 3-Series with sport seats.

NHTSA reported on its Web site that the passenger-side airbags can deactivate because of wear associated with a passenger getting in and out of the vehicle.

"Depending on the manner and frequency of the front passenger's entry and exit, small cracks have developed in the (sensor) mat. If this occurs, the front passenger airbags, with the exception of the head protection system, will be deactivated," the agency warned.

BMW dealers will repair the sensor system in the passenger seat when the recall begins in late September. BMW will extend the warranty for airbags on the recalled vehicles "to 10 years from the first registration without any mileage limit," according to NHTSA.

The warranty extension covers the 2006 6-Series, 3-Series with a standard seat, 2004 to 2005 Z4, 2004 to 2006 7-Series, 2006 X5 and 2004 to 2006 5-Series with a comfort seat.

"Under the extended warranty program, the occupant detection mat in a vehicle that experiences this specific issue will be replaced at no charge to the customer," NHTSA advises on its Web site.

NHTSA began investigating airbags failures in the BMW earlier this year when the Office of Defect Investigation reported that "the passenger frontal airbag may malfunction and render the passenger airbag inoperative."

The models included in the initial investigation were the 2004 to 2006 BMW 5 and 7 series sedans, Z4 convertibles and X3 SUVs, as well as 2006 BMW 3 and 6 series cars and X5 SUVs.

NHTSA reported "729 non-duplicating owner reports and 23,739 non-duplicating warranty claims" prompted the investigation or engineering analysis.

BMW owners can contact the automaker at 1-800-525-7417 or NHTSA at 1-888-327-4236 (TTY 1-800-424-9153).

MORE RECALL INFORMATION: BMW 3-Series BMW 5-Series BMW X3

RECALL: 2008-2011 BMW 7-Series		
NHTSA Campaign Number.	11V521000	www.nhtsa.dot.gov
Manufacturer	BMW OF NORTH AMERICA, LLC	
Recall Date	OCT 20, 2011	
Potential Number Of Units Affected	32,084	
Description	ENGINE AND ENGINE COOLING;ENGINE;OTHER FUEL TYPES TURBO-CHARGER	
Summary	BMW IS RECALLING CERTAIN MODEL YEAR 2011 5-SERIES, MODEL YEAR 2010-2011 5-SERIES GRAN TURISMO, MODEL YEAR 2008-2011 7-SERIES, MODEL YEAR 2010-2011 X5 SAV, AND MODEL YEAR 2008-2011 X6 SAV VEHICLES EQUIPPED WITH 8- OR 12-CYLINDER, TURBOCHARGED, ENGINES BECAUSE THE CIRCUIT BOARD FOR THE ELECTRIC AUXILIARY WATER PUMP CAN OVERHEAT	

Consequence	THIS COULD LEAD TO A SMOLDERING OF THE PUMP OR AN ENGINE COMPARTMENT OR VEHICLE FIRE	
Remedy	BMW WILL NOTIFY OWNERS AND DEALERS WILL REPLACE THE AUXILIARY WATER PUMP FREE OF CHARGE THE SAFETY RECALL IS EXPECTED TO BEGIN DURING DECEMBER 2011.	

RECALL: 2002-2008 BMW 7-Series		
NHTSA Campaign Number:	10V446000	www.nhtsa.dot.gov
Manufacturer	BMW OF NORTH AMERICA, LLC	
Recall Date:	SEP 30, 2010	
Potential Number Of Units Affected:	198352	
Description	SERVICE BRAKES, HYDRAULIC POWER ASSIST-VACUUM	
Summary	BMW IS RECALLING CERTAIN MODEL YEAR 2004-2010 5-SERIES, 6-SERIES, AND MODEL YEAR 2002-2008 7-SERIES VEHICLES. A CHECK VALVE OF THE BRAKE VACUUM PUMP MAY LEAK A SMALL AMOUNT OF LUBRICATING OIL. OVER TIME THIS COULD RESULT IN CONTAMINATION OF THE BRAKE BOOSTER.	
Consequence	POWER ASSIST BRAKING PERFORMANCE COULD BE ADVERSELY AFFECTED. IN EXTREME CASES THERE COULD BE A COMPLETE LOSS OF POWER ASSIST BRAKING. AN UNEXPECTED REDUCTION OR LOSS IN POWER BRAKING ASSIST MAY INCREASE THE RISK OF A CRASH.	
Remedy	BMW WILL NOTIFY OWNERS AND DEALERS WILL REPAIR THE VEHICLES FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING NOVEMBER 2010.	

RECALL: 2009-2010 BMW 7-Series		
NHTSA Campaign Number:	10V047000	www.nhtsa.dot.gov
Manufacturer	BMW OF NORTH AMERICA, LLC	
Recall Date:	JAN 29, 2010	
Potential Number Of Units Affected:	1040	
Description	EQUIPMENT OTHER LABELS	
Summary	BMW IS RECALLING CERTAIN MODEL YEAR 2009-2010 7-SERIES AND MODEL YEAR 2010 550i GRAND TOURISMO VEHICLES FOR FAILING TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 110 "TIRE SELECTION AND RIMS." THESE VEHICLES ARE EQUIPPED WITH A TIRE PRESSURE LABEL INDICATING THAT THE VEHICLE'S SEATING CAPACITY IS FIVE (5) PASSENGERS. THE ACTUAL SEATING CAPACITY IS FOUR (4) PASSENGERS. THE TIRE SIZE, TIRE PRESSURE, AND VEHICLE CAPACITY WEIGHT ON THE LABEL ARE CORRECT.	
Consequence	THE TIRE LABEL DOES NOT CONFORM TO FMVSS 110.	
Remedy	BMW WILL NOTIFY OWNERS AND AUTHORIZED BMW DEALERS WILL REPLACE THE TIRE LABEL FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING MARCH 2010.	

RECALL: 2006 BMW 7-Series		
NHTSA Campaign Number:	06V277000	www.nhtsa.dot.gov
Manufacturer	BMW OF NORTH AMERICA, LLC	
Recall Date:	JUN 02, 2006	
Potential Number Of Units Affected:	11640	
Description	SUSPENSION REAR SHOCK ABSORBER	
Summary	ON CERTAIN PASSENGER VEHICLES, THE LOWER RUBBER MOUNT OF THE REAR SHOCK ABSORBERS MAY NOT HAVE BEEN MANUFACTURED TO SPECIFICATIONS AND MAY NOT ADHERE CORRECTLY TO ITS HOUSING WITHIN THE SHOCK ABSORBER.	
Consequence	THE BUSHING COULD LOOSEN AND OVER TIME COULD SEPARATE FROM ITS HOUSING. THE DRIVER WILL EXPERIENCE IMPAIRED VEHICLE HANDLING AND CONTROL INCREASING THE RISK OF A CRASH.	
Remedy	DEALERS WILL REPLACE THE REAR SHOCK ABSORBER FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN DURING JULY 2006. OWNERS MAY CONTACT BMW AT 1-800-831-1117.	

RECALL: 2005 BMW 7-Series		
NHTSA Campaign Number	05V504000	www.nhtsa.dot.gov
Manufacturer	BMW OF NORTH AMERICA, LLC	
Recall Date	OCT 17, 2005	
Potential Number Of Units Affected	270	
Description	POWER TRAIN AUTOMATIC TRANSMISSION	
Summary	CERTAIN PASSENGER VEHICLES MAY HAVE BEEN BUILT WITH AN INCORRECTLY MANUFACTURED AUTOMATIC TRANSMISSION PARKING PAWL GUIDE PLATE	
Consequence	THIS COULD CAUSE THE PARKING LOCK SYSTEM NOT TO ENGAGE, AFTER THE TRANSMISSION IS PLACED IN THE PARK ("P") POSITION IF THE VEHICLE WAS PARKED ON AN INCLINE, AND THE PARKING BRAKE WAS NOT ENGAGED THIS COULD RESULT IN A VEHICLE ROLLAWAY CONDITION	
Remedy	DEALERS WILL REPAIR AND REPLACE THE AUTOMATIC TRANSMISSION GUIDE PLATE. THE RECALL BEGAN ON NOVEMBER 30, 2005. OWNERS SHOULD CONTACT BMW AT 1-800-332-4269.	

RECALL: 2004 BMW 7-Series		
NHTSA Campaign Number	04V379000	www.nhtsa.dot.gov
Manufacturer	BMW OF NORTH AMERICA, LLC	
Recall Date	JUL 26, 2004	
Potential Number Of Units Affected	3940	
Description	SEATS	
Summary	ON CERTAIN PASSENGER VEHICLES, THE SOFTWARE PROGRAMMING OF THE DRIVER'S SEAT OCCUPANT DETECTION SYSTEM (ODS) MAY NOT BE ABLE TO RELIABLY DETERMINE IF THE DRIVER'S SEAT IS OCCUPIED	
Consequence	IN CERTAIN CRASH CONDITIONS, THE DRIVER'S FRONT AIR BAG, HEAD PROTECTION SYSTEM, SAFETY BELT PRETENSIONER, AND KNEE AIR BAG MAY NOT DEPLOY, INCREASING THE RISK OF INJURY TO A SEAT OCCUPANT	
Remedy	DEALERS WILL REPROGRAM THE SOFTWARE FOR THE DRIVER'S SEAT OCCUPANT DETECTION SYSTEM. THE RECALL BEGAN OCTOBER 13, 2004. OWNERS SHOULD CONTACT BMW AT 1-800-831-1117.	

RECALL: 2004 BMW 7-Series		
NHTSA Campaign Number	04V344000	www.nhtsa.dot.gov
Manufacturer	BMW OF NORTH AMERICA, LLC	
Recall Date:	JUL 14, 2004	
Potential Number Of Units Affected	4102	
Description	POWER TRAIN AUTOMATIC TRANSMISSION CONTROL MODULE (TCM, PCM)	
Summary	ON CERTAIN PASSENGER VEHICLES EQUIPPED WITH 8 AND 12 CYLINDER ENGINES, THE DIGITAL ENGINE MANAGEMENT CONTROL (EMC) UNITS WERE NOT PRODUCED ACCORDING TO SPECIFICATIONS	
Consequence	AS A RESULT, ENGINE STALLING WILL OCCUR AFTER A SHORT PERIOD OF OPERATION. THE VEHICLE MAY NOT BE ABLE TO RESTART. ALSO, A LOSS OF POWER STEERING AND, AFTER REPEATED ACTUATION OF THE BRAKE PEDAL, A LOSS OF BRAKE POWER ASSIST WILL OCCUR. THESE CONDITIONS COULD RESULT IN A VEHICLE CRASH.	
Remedy	DEALERS WILL INSTALL A NEW DIGITAL ENGINE MANAGEMENT CONTROL UNIT. THE RECALL BEGAN ON JULY 16, 2004. OWNERS SHOULD CONTACT BMW AT 1-800-831-1117.	

RECALL: 2003 - 2004 BMW 7-Series		
NHTSA Campaign Number	04V575000	www.nhtsa.dot.gov
Manufacturer	BMW OF NORTH AMERICA, LLC	
Recall Date	NOV 24, 2004	

Potential Number Of Units Affected. 17905	
Description	SEATS FRONT ASSEMBLY SEAT HEATER/COOLER
Summary	ON CERTAIN PASSENGER VEHICLES EQUIPPED WITH FRONT SEAT HEATING SYSTEMS, UPON ENTERING AND EXITING THE VEHICLE, EXCESSIVE CONTACT WITH THE SIDE BOLSTER THAT IS CONTAINED IN THE SEAT'S BACKREST MAY DAMAGE THE HEATING MAT LOCATED IN THIS AREA. IF SUCH DAMAGE WERE TO OCCUR, WITH THE SYSTEM TURNED ON, THE VEHICLE OCCUPANT MAY FEEL EXCESSIVE HEAT FROM THIS AREA.
Consequence	IT IS POSSIBLE THAT THE HEATING MAT IN THE BACKREST'S SIDE BOLSTER COULD OVERHEAT AND DAMAGE, OR MELT A SMALL HOLE IN, THIS AREA OF THE SEAT COVER. IF THIS HAPPENED, IT COULD LEAD TO AN OCCUPANT BEING BURNED.
Remedy	DEALERS WILL MODIFY THE SEAT HEATING CIRCUIT. THE RECALL IS EXPECTED TO BEGIN DURING DECEMBER 2004. OWNERS SHOULD CONTACT BMW AT 1-800-831-1117.

RECALL: 2003 BMW 7-Series - 745i - 745Li - 760Li		
NHTSA Campaign Number	03V324000	www.nhtsa.dot.gov
Manufacturer	BMW OF NORTH AMERICA, LLC	
Recall Date	AUG 12, 2003	
Potential Number Of Units Affected	2400	
Description	ENGINE AND ENGINE COOLING	
Summary	ON CERTAIN PASSENGER VEHICLES, THE ENGINE OIL FILTER DRAIN PLUG MAY BE INSUFFICIENTLY TIGHTENED. THIS COULD LEAD TO LOOSENING OF THE PLUG CAUSING AN INITIAL OIL SPRAY AND A SUBSEQUENT OIL LEAK.	
Consequence	IF A LARGE AMOUNT OF OIL LOSS OCCURS, ENGINE DAMAGE MAY RESULT, DEPENDING ON THE EXTENT OF THE DAMAGE, A CRASH COULD OCCUR.	
Remedy	DEALERS WILL INSPECT THE TORQUE OF THE OIL FILTER DRAIN PLUG AND, IF NECESSARY, RETIGHTEN THE DRAIN PLUG WITH THE CORRECTLY SPECIFIED TORQUE. OWNER NOTIFICATION BEGAN ON SEPTEMBER 12, 2003. OWNERS SHOULD CONTACT BMW AT 1-800-831-1117.	

RECALL: 2002 - 2003 BMW 7-Series - 745i - 745Li		
NHTSA Campaign Number	03V240000	www.nhtsa.dot.gov
Manufacturer	BMW OF NORTH AMERICA, LLC	
Recall Date:	JUN 18, 2003	
Potential Number Of Units Affected	5470	
Description	ENGINE AND ENGINE COOLING	
Summary	ON CERTAIN PASSENGER VEHICLES, DUE TO A SOFTWARE ERROR, A DESYNCHRONIZATION OF THE VALVETRONIC MOTORS FOR ENGINE BANKS I AND II MAY OCCUR. IF THIS OCCURS, THE ENGINE COULD STALL.	
Consequence	IN THOSE CASES, THE DRIVER MAY NOT BE ABLE TO RESTART THE ENGINE, DEPENDING ON THE LEVEL OF ENGINE ROUGHNESS OR STALLING, AS WELL AS TRAFFIC CONDITIONS AND THE DRIVER'S REACTIONS, THIS COULD LEAD TO A CRASH.	
Remedy	DEALERS WILL REPROGRAM THE DIGITAL ENGINE MANAGEMENT CONTROL UNIT. OWNER NOTIFICATION BEGAN JULY 8, 2003. OWNERS SHOULD CONTACT BMW AT 1-800-831-1117.	

CASE REVIEW FORM -- 5/20/10

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- STEP 2: Your vehicle evaluation form will be reviewed by our staff
- STEP 3: You will be contacted using the information provided to us on the form

CONTACT INFORMATION

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Name ..

State ..

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Phone Number **

Include area code.

Email Address **

Enter carefully!

VEHICLE INFORMATION

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Model **

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Year **

Current mileage **

Describe the vehicle's Current and Past Problems:

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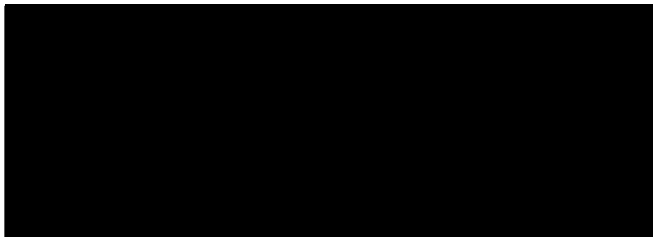
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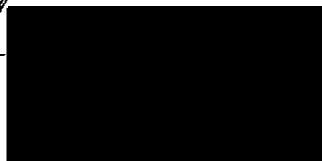
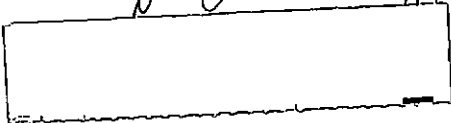
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