

CL-10968110-1655



Department of
**Commerce &
Insurance**

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

March 2, 2017

National Highway Traffic Safety Administration (NHTSA)
400 7th S W
Room 5232
Washington, DC 20590
888-327-4236
TTY 800-424-9153
www.nhtsa.gov

MAR 10 2017

RE:

[Redacted]
File Number C201 [Redacted]

Dear Sir/Madam:

The Tennessee Division of Consumer Affairs would appreciate your assistance with the enclosed complaint from [Redacted]. Understanding that the scope of this complaint is not within the Division of Consumer Affairs jurisdiction, our agency is forwarding this complaint to your department for review and appropriate action.

As a courtesy to the consumer, we are forwarding you a copy of this complaint. Please feel free to contact Jerry Kring directly in order to discuss the issues raised in the complaint or should you need additional information.

Our agency thanks you for your attention given to this matter.

Sincerely,

Moshe Cole
Consumer Protection Spec.2
615-741-4741
FAX: 615-532-4994
moshe.cole@tn.gov

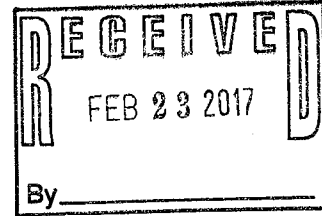
Enclosure

AK
32219
SMP

Donna M. Hastings

new

From: noreply@formstack.com
Sent: Thursday, February 23, 2017 9:09 AM
To: Consumer Affairs
Subject: Consumer Affairs Complaint Form
Attachments: Signature [REDACTED].png



*** This is an EXTERNAL email. Please exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email - STS-Security. ***

Formstack Submission for form Consumer Affairs Complaint Form at 02/23/17 9:08 AM

Section I: How Do We Reach You?

Your Name [REDACTED]

Address [REDACTED]

Mooresburg, TN [REDACTED]

United States

(Tennessee Residents only) County: [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Email Address: [REDACTED]

Best Contact Time: any time

Section II: Who is Your Complaint Against?

Name of Business: BMW ~~USA~~ *of North America, LLC*

Business Address: 300 Chestnut Ridge Rd
Woodcliff Lake, NJ 07677

Business Phone: (800) 831-1117

Website Address: bmwusa.com

Type of Product or Service: Automobile

Section III: What Happened?

Amount involved: 0.00

How did you pay?: Other

Please explain other payment method: No payment issue other than purchased a vehicle with a defective airbag.

Date of Transaction: Feb 05, 2016

Have you contacted the business about this complaint?: Yes

Who did you contact about the complaint?: Rama ?

When did you contact the business?: Feb 23, 2017

What did you ask the business to do?: Repair

What did the business do?: Said it could be another 22 months before this safety item is repaired.

List all agencies you have contacted about this complaint: Local BMW dealer (Grayson BMW) and BMW North America.

Have you or the business filed a lawsuit regarding this complaint?: No

Was this product or service advertised?: Yes

When and where was this product or service advertised? Please provide a copy of the advertisement, if available.: TV and magazines.

*Briefly describe your complaint and include all important facts. Use Chronological order, by dates.: Airbag recall february 5, 2016. After multiple calls, am now told that Tn residents are priority 6 and may not get parts until the end of 2018. In the past, every time they were called, or the local dealer, was told it would be a few months. Now told because we're in Tn, it may be almost another two years. This is not acceptable when parts are available. VIN number WBADX7C58BE [REDACTED] Go to BMWUSA.com/recall.

Section IV: Automobile Complaints

Is this an automobile complaint?: Yes

Year: 2011

Make: BMW

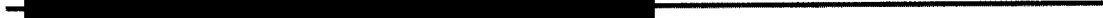
Make - Copy: 335i

VIN: WBADX7C58BE [REDACTED]

Section V: Final Step

Signature (Required):


Date/Time: Feb 23, 2017



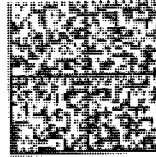


Department of
**Commerce &
Insurance**

Tennessee Division of Consumer
500 James Robertson Parkway /
Nashville, Tennessee 37243-0600

**RETURN SERVICE
REQUESTED**

Presort
First Class Mail
CombAsPrice



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(NHTSA)
400 7th S W
Room 5232
Washington, DC 20590

*Defects
PM*

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