



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

NEF-010

CL-1100 1029 -6776

New Jersey Office of the Attorney General



CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

Division of Consumer Affairs
Consumer Service Center – Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102
November 17, 2017

CHRISTOPHER S. PORRINO
Attorney General

SHARON M. JOYCE
Acting Director

National Highway Traffic Safety Administration US Dept of Transportation
1200 New Jersey Ave SE
Washington, DC 20590

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

Re: [REDACTED]

File Number: [REDACTED]

JAN 26 2018

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While 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, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Patricia D. Pate

Patricia D. Pate
Supervising Investigator, Consumer Service Center

NMM
1-26-18
W

[REDACTED]
Upper Montclair, NJ
[REDACTED]

OFFICE OF
CONSUMER PROTECTION
2017 OCT -5 P 2:00

1st October 2017

Consumer Service Center
P.O. Box 45025
Newark, NJ 07101

Dear Sir,

BMW -Model X1 (2014) Fuel Economy
VIN: WBAVL1C5XEV [REDACTED]

I bought BMW, Model X1 car on 12/5/13 mainly for it's fuel economy feature which was stated -
22 MPG for City Driving
33 MPG for Highway Driving
26 MPG for combined City / Highway driving

But I am not getting promised mileage. I am getting an average of 22.6 MPG. I am enclosing following documents to substantiate my claim -

- (1) Technical specifications given on 11/27/13 at the time of sale.
- (2) Window sticker sheet, highlighting fuel economy.
- (3) BMW Service Report dated 11/9/16
- (4) BMW Service Report dated 11/28/16
- (5) BMW Service Report dated 8/28/17
- (6) My letter dated 4/16/17 to the President, BMW of North America

And my personal discussions with service managers of BMW at Bloomfield, NJ

BMW claims - "Vehicle operating as designed." BMW has failed to keep up to its promise and I have to and am spending additional money. I am therefore seeking your help to redress my grievance.

Sincerely,
[REDACTED]

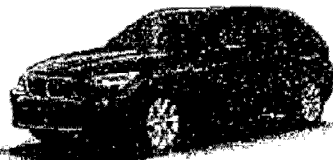
Your 2014 X1 xDrive28i

2014 X1 xDrive28i - 14XB
 Built 11/27/2013 3:31:42 PM EST

BMW USA



Exterior



Front view



Rear view

Interior



Driver's view

Swatches & Colors



Exterior
 Deep Sea Blue Metallic



Interior Trim
 Light FineLine Wood Trim



Interior Leather
 Beige Leatherette

Important Disclosures:

Actual prices and available options are subject to change and may vary from those listed here. All the illustrations and specifications contained in this website are based on the latest product information available at the time of posting. BMW of North America, LLC reserves the right to make changes at any time, without notice, to any content, including, but not limited to, in colors, materials, and equipment.

All figures presented are estimates only. Actual selling price may vary.

Total MSRP excludes all taxes, title/documentary fees, registration, tags, BMW center preparation charges, BMW center installed options, insurance, certificate of compliance or non-compliance fees, and finance charges. Prices may vary by BMW center. Please see your BMW Center for details.

To order Original BMW Accessories, contact your local BMW center. All prices are suggested retail prices and are subject to change. Actual prices may vary and depend upon BMW center. Please note, BMW Accessory prices DO NOT INCLUDE taxes, installation or painting, which may be required. Accessory costs of your configured vehicle ARE NOT INCLUDED in this site's payment estimator calculations. Check with your authorized BMW center for complete information, availability and installation costs.

My X1 xDrive28i

2.0-liter, TwinPower Turbo, inline 4-cylinder engine

xDrive, intelligent all-wheel drive

Base MSRP \$32,000

Deep Sea Blue Metallic \$559

Beige Leatherette \$0

Light FineLine Wood Trim \$500

Driver Assistance Package \$950

Technology Package \$2,250

Heated front seats \$500

Panoramic moonroof \$1,250

Power front seats with driver seat memory \$895

Destination & Handling \$925

Total MSRP \$40,520

BMW Ultimate Service™

A suite of premium benefits that are included at no cost with all new BMW Vehicles.

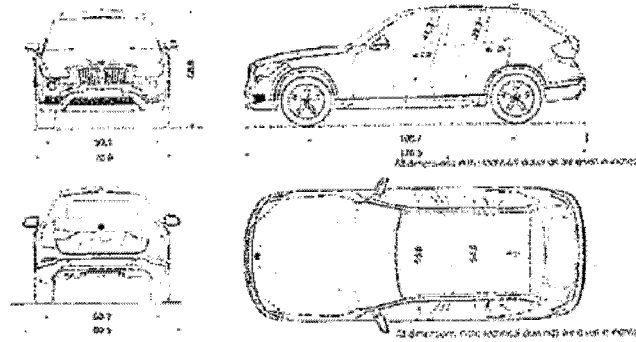
4 Years/50,000 Miles Warranty Included

4 Years/50,000 Miles Maintenance Program Included

4 Years/Unlimited Mileage Roadside Assistance Included

Annexure - 1

Technical Specifications



Weight	
Unladen weight	3720 lb
Weight distribution, front/rear	50.6/49.4 %
Permitted payload	904 lb
Engine	
Type/cylinder/svalves per cylinder	TwinPower Turbo inline 4/4
Displacement	1997 cc
Bore/stroke	3.30/3.59 inch
Nominal output/rpm	240/5000-6500
Maximum torque/rpm	250/1260-4800 lb-ft
Compression ratio	10:1
Transmission	
Automatic gear ratios – 8th/8th	4.71/3.14/2.11/1.67 :1
Automatic gear ratios – 7th/7th/6th/6th	1.29/1.00/0.84/0.67/3.30 :1
Automatic gear ratios – Final drive ratio	3.15 :1
Performance	
Top Speed ¹	127 mph
Acceleration 0-60 mph ²	6.3 sec
Fuel Consumption	
City/Highway	22/33 mpg
Tank capacity, approximate	16.6 gal
Wheels	
All-season tire dimensions	225/30
Wheel dimensions	17x7.5
Material	light alloy
Electrical system	
Battery/Battery position	80-luggage compartment Ah
Alternator output	210 A / 2840 W

- Transmission Control (ATC)
- Halogen free-form foglights
- Matte black roof rails
- xDrive all-wheel-drive system
- Dynamic Stability Control (DSC), including Brake Drying, Brake Stand-by, Start-off Assistant and Brake Fade Compensation
- Brake Energy Regeneration
- 4-wheel ventilated anti-lock disc brakes with Dynamic Brake Control

- Head Protection System (HPS), front and rear
- Driver's and passenger's front airbag supplemental restraint system (SRS) with advanced technology
- Front-door-mounted side-impact airbags
- BMW Assist eCall with a 10-year subscription
- 4-year/50,000-mile Limited Warranty
- 12-year Rust Perforation Limited Warranty
- 4-year/Unlimited Mileage Roadside Assistance Program

Annexure - 2

distribution, or other non-parts costs.

For this Vehicle:
Final Assembly Point: **LEIPZIG, G**
Country of Origin:
Engine: **GERMANY**
Transmission: **GERMANY**

GOVERNMENT 5-STAR SAFETY

Overall Vehicle Score

Based on the combined ratings of frontal, side and rollover. Should ONLY be compared to other vehicles of similar

Frontal	Driver	1
Crash	Passenger	1
Based on the risk of injury in a frontal impact. Should ONLY be compared to other vehicles of similar		
Side	Front seat	1
Crash	Rear seat	1
Based on the risk of injury in a side impact.		

Rollover
Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (1 = worst, 5 = best).
Source: National Highway Traffic Safety Administration
www.safercar.gov or 1-866-3

This vehicle is equipped with a front bumper that has been tested hour and a rear bumper that has been tested at an impact speed sustained no damage to the vehicle's body and minimal damage hardware. Minimal damage to the bumper means damage that common repair materials and without replacing any parts. The structure will require repair after a low-speed collision.

BMW Ultimate Service™

\$0

Maintenance Program:
For the first 4 years or
50,000 miles, whichever
comes first on all factory-
recommended services

Your Maintenance Costs:

Engine Oil Services: \$0 Brake Pads: \$0
Engine Drive Belts: \$0 Brake Disks: \$0
Inspection Services: \$0 Brake Fluid: \$0
Wiper Blade Inserts: \$0

EPA DOT Fuel Economy and Environment

Fuel Economy



26 MPG
combined city/hwy

22 city

33 highway

3.8 gallons per 100 miles

Midsize Cars range from 13 to 58 MPG.
The best vehicle gets 121 MPGs.



Gasoline Vehicle

You save
\$750

more in fuel costs
over 5 years
compared to the
average new vehicle.

Annual fuel cost

\$2,150

Fuel Economy & Greenhouse Gas Rating (tailpipe only)

1

7

10

Best

Smog Rating (tailpipe only)

5

10

Best

This vehicle emits 343 grams CO₂ per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also creates pollution; learn more at fuel economy.gov.

Actual results will vary for many reasons, including driving conditions. The average new vehicle gets 23 MPG and costs \$11,500 to fuel for 15,000 miles per year at \$3.75 per gallon. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

How you drive and maintain your vehicle affects fuel economy. Cost estimates are based on 15,000 miles per year. Fuel economy is measured in miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

fuel economy.gov

Calculate personalized estimates and compare vehicles

Smartphone QR Code™



BMW of North America, LLC
Woodcliff Lake, NJ 07677

VPC Location: PORT JERSEY, NJ

Port of Entry: JERSEY CITY, NEW JERSEY
Carrier: PRECISION MOTOR TRANSPORT GROUP

Sold To:
BMW of Bayside
24721 Northern Blvd
Douglaston NY
(718) 229-4400 11362-1166

Ship To:
BMW of
16501
Fresh Meadows
(718) 2

Included
Included
Included
Included
Included
Included
925.00
925.00

Annexure - 3

CUSTOMER # [REDACTED]
UNIT# [REDACTED]

BMW OF BLOOMFIELD

425 Bloomfield Ave.
Bloomfield, NJ 07003
Tel: 973-748-8200
Fax: 973-748-4675
www.bmwofbloomfield.com

INVOICE

PAGE 3

UPPER MONTCLAIR, NJ [REDACTED]

HOME [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 406 DAVID SCHEIDER

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG
GLACIER SI		14	BMW X1 S/XDR 28I		WBAVL1C5XEV		20698/20700		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
05DEC13 DE			19:30 08NOV16			150.00	CASH	09NOV16	
R.O. OPENED		READY		OPTIONS:	SOLD-STK:				

10:24 08NOV16 07:28 09NOV16

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

K C/STATES TRIP COMPUTER IS ONLY SAYING 23 MPG/ AND HE RESETS IT EVERY
TIME HE GASSES UP

CAUSE:

11 ENGINE RELATED REPAIR

115842 WW1

20700 vehicle operating as designed

L C/STATES WIND NOISE COMING FROM ALL OVER VEHICLE/ NOT ONE PLACE IN
P,ARTICULAR, MUST DO 65-70 MPH

CAUSE:

51 VEHICLE TRIM RELATED REPAIR

115842 WW1

20700 vehicle operating as designed

LOANER CREATED 2016-10-15

09:56:00AM TAKEN BY B REA

STUCKEY

Thank You for choosing BMW of Bloomfield. All Original BMW parts come with a two year unlimited mileage warranty against defects in material and workmanship. Did you know you can upgrade your vehicle Maintenance and Warranty? See your Service Advisor for details. Thank You for your continued patronage.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		STATEMENT OF DISCLAIMER This factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		CUSTOMER SIGNATURE	LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS DISCOUNT	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

Annexure - 4

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

BMW OF BLOOMFIELD
425 Bloomfield Ave.
Bloomfield, NJ 07003
Tel: 973-748-8200
Fax: 973-748-4675
www.bmwofbloomfield.com

INVOICE

UPPER MONTCLAIR, NJ [REDACTED]
HOME [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 406 DAVID SCHEIDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GLACIER ST	14	BMW X1 S/XDR 28I	WBAVL1C5XEV [REDACTED]		20982/20982	[REDACTED]
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
05DEC13 DE			19:30 28NOV16		150.00	CASH
R.O. OPENED	READY	OPTIONS	SOLD-STK			
10:52 28NOV16	12:49 28NOV16					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET
						TOTAL

A c/states steering wheel is very tight
32 STEERING RELATED REPAIR
115842 ISPB (N/C)
20982 TEST DROVE VEHICLE STEERING IS NORMAL THIS VEHICLE IS
EQUIPPED WITH HYDRAULIC POWER STEERING SO IT HAS A TIGHT FEEL THAN THE
ELECTRONIC POWER STEERING THAT IS INSTALLED IN MOST NEWER BMW MODELS

B C/STATES OIL LEAKS
11 ENGINE RELATED REPAIR
115842 ISPB (N/C)
20982 NO LEAKS FOUND

C RECALL
RECALL RECALL
115842 ISPB ? (N/C)
20982 (NO ACTION AT THIS TME)

E COMPLIMENTARY WORLD CLASS ARGIS INSPECTION
ARGIS DEFAULT
115842 INSP (N/C)

F CUSTOMER REQUESTS A LOANER CAR THIS APPOINTMENT.
LOANER CUSTOMER REQUESTS A LOANER CAR THIS
APPOINTMENT.
115842 ISLC (N/C)

G C/STATES GAS MILEAGE IS WORSE THAN LAST VISIT
11 ENGINE RELATED REPAIR
115842 ISPB (N/C)
20982 UPON ENTERING VEHICLE POUND A/C WAS ON THIS LOWERS MPG. AS
STATED IN PREVIOUS VISIT. MPG IS ESTIMATED. SCANNED VEHICLE NO FAULTS
FOUND. VEHICLE IS OPERATING AS DESIGNED

H RETURNING OWNER - FOREMAN INVOLVEMENT REQUIRED.

Temp. highest of the day 51

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS DISCOUNT	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX	
		PLEASE PAY THIS AMOUNT	

Annex 5

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

BMW OF BLOOMFIELD

425 Bloomfield Ave.
Bloomfield, NJ 07003
Tel: 973-748-8200
Fax: 973-748-4675
www.bmwofbloomfield.com

INVOICE

DUPLICATE 1
PAGE 2

UPPER MONTCLAIR, NJ

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 113768 DAVID FERREIRA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GLACIER ST 14	BMW X1 S/XDR 28I	WBAVL1C5XEV			26651/26655		
DEL DATE	PRQD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
05DEC13 DT			19:30 24AUG17		150.00	CASH	28AUG17
R.O. OPENED	READY	OPTIONS	SOLD-STK				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

FC: 85990091MP
PART#: [REDACTED]
COUNT: [REDACTED]
CLAIM TYPE: [REDACTED]
AUTH CODE: [REDACTED]

26651 OIL SERVICE DUE AS PER BUNDLE CALCULATOR, PERFORM OIL
SERVICER, RESET CBS DATA LIGHT

D REPLACE MICRO FILTER AS PER BUNDLE CALC
CAUSE: [REDACTED]

0000616 Microfilter service
115761WW1MP (N/C)
1 64-31-9-313-519 MICROFILTER/ACTIVATED
CARBON: 643010 (N/C)

FC: 64310237MP
PART#: [REDACTED]
COUNT: [REDACTED]
CLAIM TYPE: [REDACTED]
AUTH CODE: [REDACTED]

26651 MICRO FILTER DUE AS PER BUNDLE CALCULATOR, REPLACE MICRO
FILTER

E C/S TRIM PANELS/ COVERS ARE FALLING OFF IN TRUNK, CHECK AND ADVISE
51 VEHICLE TRIM RELATED REPAIR

115761 ISPB (N/C)
26651 FOUND TRUNK TRIMS LOOSE, SECURE TRUNK TRIM PIECES, VEHICLE
OPERATING AS DESIGN

E C/S VEHICLE ADVERTISED FOR 26MPG, THE BEST THE VEHICLE HAS GOTTEN IS
22.6MPG, CHECK AND ADVISE

11 ENGINE RELATED REPAIR
115761 ISPB (N/C)

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.		DESCRIPTION	TOTALS
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		CUSTOMER SIGNATURE		LABOR AMOUNT	
				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES	
				TOTAL CHARGES	
				LESS DISCOUNT	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	

Annexure - 6

Pl. see p2 and para E

[REDACTED]
Upper Montclair NJ [REDACTED]

April 16, 2017

The President,
BMW of North America, LLC
PO BOX 1227
Westwood, NJ 07675

Dear Sir:

VIN: WBAVL1C5XEV [REDACTED]

Model: X1

I am writing this letter to express my concerns with the Ultimate Driving Machine X-1 which I purchased on December 5, 2013. My experience has been generally very disappointing as I often got the reply "**car is performing as designed**" when ever your technicians could not fix the problem. I am giving below the summary.

1. Soon after I got the car, I complained that my hand was getting caught in the door handle while opening it. It used to hurt me a lot (I was [REDACTED] years old then). BMW North America sent an inspector who spent around two hours examining my car, my hand and took many pictures of the handle and my hand. He compared the handle with all the cars at the dealer. After about six weeks, I get the reply - "*working as designed*". Yes, it opens the door, but what about the safety of the driver? Since then I have made a safety arrangement of my own.

2. On November 19th, 2016 I complained that driver's door is often not opening with the door handle and I have to use - "*Open all the doors*" button.

The technician could not fix this issue and they reported - "*operating as designed*" for which I have a written reord. On my insistence, I had a meeting with the Service/Operations Director, Mr. Anthony Molinari, on December 23rd, 2016. He personally looked into this problem and observed that the door opening knob on driver's side door was not moving as fast as on other doors. He ordered a part (motor for door opening) which has not come even after four months of wait.

3. About two to three months ago, I got into a very serious situation, possibly because of problem explained above. My door got locked on the road while the engine was running and my car keys, house keys, cell phone etc. were inside the car. BMW Service

could not remotely open the lock after repeated attempts. I had to request and take help of good samaritans, one to keep a watch on the car and a second person to drive me home to get a duplicate key from home. Should there not be a safety feature where the doors should not get locked when the keys are inside the car?

4. The Driver's Front Door Air Bag module as per your IMPORTANT SAFETY RECALL dated March 2016 has not been fixed so far. I reminded the Service Dept. on November 9th, 2016 and November 28th, 2016. Both times they wrote on service record - "*No action at this time*". As per your notification, I am entitled to complain to the Administrator, National Highway Traffic Safety Administration. I hope I will not be compelled to do this.

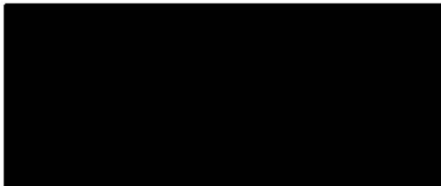
5. On April 18th, 2016, I complained that on the right side of the right front seat, a clip had fallen out of its place. The clip was reinstalled, but it has fallen again. It is sitting loose in the car for the past four to five months. I do not know if the part is defective or the technician could not fix it properly.

6. The car is designed to give an average of 26mpg mileage, but I am getting it around 22 to 23 mpg.

7. Finally, I have complained three times about wind noise when driving at 65/70 mph. Your technicians cannot verify this concern!!! Perhaps they can not fix it.

Some of the problems I can live with but some of the problems need urgent attention and I hope you will arrange for it.

Sincerely,

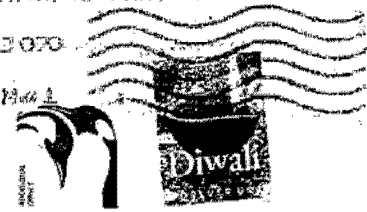


cc: BMW of Bloomfield, 425 Bloomfield Av., Bloomfield NJ 07003

Monitor, N.

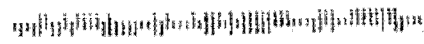
OV DANIELS NJ 070

03 OCT 2017 PM 4 1



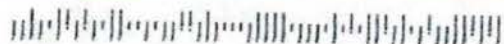
CONSUMER SERVICE
P.O. Box 45025
Newark, NJ 07101

07101-802525



Office of the

DIVISION OF CONSUMER AFFAIRS
CONSUMER SERVICE CENTER
PO BOX 45025
NEWARK, NJ 07101



U.S. POSTAGE PITNEY BOWES



ZIP 08628 \$001.40⁰
02 1W
0001389429 NOV 21 2017

National Highway Traffic Safety Administration
US Department of Transportation
1200 New Jersey Ave. SE
Washington, D.C. 20590