



OCT 12 2018

CL-11140891-2871

Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6686

October 1, 2018

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Bldg
Washington, DC 20590

RE: BMW of North America and BMW of Bellevue
File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. We are forwarding you a copy for your information because it may include information of interest to your agency.

If you have questions about this complaint, please contact the Consumer Resource Center by email at CRCComplaints@ATG.WA.GOV. Please include the complaint number given above on any correspondence to our office.

Sincerely,

JIM MCADAMS
Consumer Resource Center Unit Supervisor
Consumer Protection Division
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

Enclosure(s)

EA
10/16/18
AS

COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]
Bellevue, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

E-mail Address:

[REDACTED]

Age Group (optional):

Not Specified

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional):

No

If English is not your first language, what is your first language?

Do you want the Attorney General's Office to send this business a copy of your complaint?

Yes

Names and addresses of any other complainants involved:

Business Information

Name of business that I am complaining about:

BMW of North America

Address:

B2-US-H-31
PO Box 1227
Westwood, NJ 07675-1227

Phone:

(201) 307-4000

Toll-Free:

(800) 831-1117

Fax:

E-mail:

nancy.mcdonald@bmwna.com

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:

BMW of Bellevue
13617 NE 20th St
Bellevue, WA 98005

Item or service purchased:

Cost of item or service:

Did you sign a contract?

Date of transaction:

Salesperson's name:

Was an advertisement involved?

Date and source of advertisement:

About Your Complaint

Have you complained to the business?

If YES, to whom (include position)?

What response did you receive?

If you have not contacted the business, explain why:

Have you filed a complaint about this business with the Attorney General's Office before?

If yes, list the file number assigned to that complaint:

Have you contacted a private attorney?

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending?

If YES, please explain:

Explain your complaint in detail:

We purchased new 2017 BMW X5. BMW of North America is selling new BMW X5s with defective axles in state of Washington and risking lives of consumers. My vehicle has been in repair shop with BMW of Bellevue for past 2 weeks and the repair shop is providing no outlook on finishing the warranty repairs. BMW of North America is misleading consumers by falsely advertising full maintenance for first 3 years and full warranty on the vehicle for first four years but failing to perform repairs in timely manner. The BMW authorized repair shop did not provide a loaner either while the vehicle is in repair for warranty repairs. BMW of Bellevue has been an extremely poor customer experience with negligent service advisors. Requesting that

department of transportation investigate why 2017 BMW X5s are having axle problems within 2 years and why BMW is risking lives of consumers by selling defective vehicles in state of Washington

What do you think the business should do to resolve your complaint?

Explain if you have circled 'Other':

SIGNATURE

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

Signature [REDACTED] **Date** 9/28/2018

Received via the Internet

City and State where signed Bellevue, WA



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SEATTLE WA 98104-3188

PORTLAND
OR 972

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