



PHILIP D. MURPHY
Governor

SHEILA Y. OLIVER
Lt. Governor

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
January 4, 2019



GURBIR S. GREWAL
Attorney General

PAUL R. RODRIGUEZ
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

CL-11175533-6367

Re [REDACTED]
File Number: [REDACTED]

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,

Gregory Turner
Assistant Deputy of Enforcement
Consumer Service Center

EA
2-6-19
W



PHILIP D. MURPHY
Governor

SHEILA Y. OLIVER
Lt. Governor

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



GURBIR S. GREWAL
Attorney General

PAUL R. RODRIGUEZ
Acting Director

Date Reviewed: January 4, 2019

Log # [REDACTED]

Referred. To National Highway Traffic Safety
Administration US Dept of Transportation
Complaint Status: Open - In Review

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

Consumer: [REDACTED]

[REDACTED]
Sparta NJ [REDACTED]
[REDACTED]

Subject: **BMW NORTH AMERICA**
300 CHESTNUT RIDGE
ROAD
WOODCLIFF LAKE NJ
07677

Consumer Comments

We purchased a 2016 BMW X3 from BMW Roxbury in Roxbury, NJ in May 2016. We have had repetitive issues with the seatbelts that have been well documented by the service techs at BMW Roxbury. We have now been advised that the passenger and drivers side seatbelts need to be replaced again for the second time since February 2018. There seems to be an issue with this part as it keeps having issues. We feel unsafe driving this car anymore and so i went to the management at the dealership at BMW Roxbury. Their phone number is 973-627-0700 and our sales person was Ramon Guadalupe. Once they had indicated that they could not help and could not put us into a new car that would be safer, I contact their corporate location which is BMW North America. I had been speaking with Samuel, who is a supervisor and his extension is 7491. I had brought up the issue to him and he said that his regional management team had reviewed my case and said that they would not help as this was not an issue that could be replicated when i brought the car back into the dealership. I had told them that this was a random issue where the seatbelt locks up when driving and sometimes DOES NOT ENGAGE when braking. They had taken the seatbelt compartments apart and even the service techs at BMW Roxbury noted that they was a defective mechanism. This has happened twice now and I do not feel safe with just replacing this part again. At this time, I have tried working with them saying that ill still take another BMW from them so long as they put me in a new one that is not defective. They have refused doing this. So now i wish to terminate my lease and walk away from this unsafe vehicle. I will also submit the documentation from the dealership that has the service records and notes attached. Thank you for your help!



BMW of ROXBURY

840 Route 46 East
KENVIL, NJ 07847
1-877-BMW-4ROX
(269-4769)
www.bmwrox.com



CUSTOMER NO	BRIAN MCGOWAN		FAIR NO	5442	WARRANTY DATE	02/06/18
LABOR RATE	165.00	LICENSE NO	45,694		COLOR	SP GRAY/BLK
YEAR / MAKE / MODEL	16/BMW SAV/X3/AWD 4DR XDRIVE28T		DELIVERY DATE	05/13/16	DELIVERY MILES	3,156
VEHICLE I.D. NO.	5 U X W X 9 C 5 7 G 0		SELLING DEALER NO	PRODUCTION DATE		
E.T.E. NO.			R.O. NO	R.O. DATE		02/05/18
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS		E# 2.0L L4 GAS TBO	

LABOR & PARTS

JW 5 348M2010

Brake Diagnosis

TECH(S): 47841

WARRANTY

CUSTOMER STATED THAT THERE IS A GRINDING NOISE FROM THE P/R
WHEN BRAKING. THE NOISE HAS BEEN THERE FOR ABOUT A WEEK.
REAR BRAKES WORN TO METAL
INSPECT BRAKES FOUND REAR BRAKES WORN TO METAL, REPLACE REAR
PADS ROTORS AND SENSOR, CORRECT CBS DATA ROAD TEST ALL OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5	1	34-21-6-862-202	REPAIR KIT, BRAKE P	
JOB # 5	1	34-35-6-790-304	BRAKE PAD WEAR SENS	
JOB # 5	1	83-19-2-158-851	BRAKE PAD PASTE	
JOB # 5	2	34-20-6-886-482	BRAKE DISC, VENTILA	
JOB # 5	1	83-19-2-451-315	BMW NON-CHLOR. BRAK	

JOB # 5 TOTAL PARTS

0.00

JOB # 5 TOTAL LABOR & PARTS

0.00

JW 6 528M2

DIAG SEAT COMPLAINT

TECH(S): 47841

WARRANTY

CUSTOMER STATED THAT THE P/R SEAT BELT LOCKS UP A LOT, EVEN
IF THE BRAKES ARE NOT BEING APPLIED.
PASS SIDE SEAT BELT
INSPECT SEAT BELT FOUND PASS SIDE SEAT BELT BLOCK WHEN U
PULL IT REPLACE PASS SEAT BELT ROAD TEST ALL OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 6	1	72-11-7-367-250	UPPER BELT, FRONT R	

JOB # 6 TOTAL PARTS

WARRANTY

0.00

JOB # 6 TOTAL LABOR & PARTS

0.00

JW 7 018M223

MPI REPORT

TECH(S): 47841

WARRANTY

PRODUCE KNOW YOUR VEHICLE REPORT
PRODUCE KNOW YOUR VEHICLE REPORT
See attached vehicle inspection sheet

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 7				

JOB # 7 TOTAL PARTS

0.00

JOB # 7 TOTAL LABOR & PARTS

0.00

JW 8 108M2

LOANER VEHICLE

TECH(S): 47841

WARRANTY

CUSTOMER REQUESTS A LOANER VEHICLE BE PROVIDED. CUSTOMER
HAS READ & AGREES TO THE LOANER VEHICLE POLICY & TERMS.
LOANER VEHICLE SUPPLIED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 8				

JOB # 8 TOTAL PARTS

0.00

JOB # 8 TOTAL LABOR & PARTS

0.00

COMMENTS
LOANER JR

I HEREBY AUTHORIZE THE REPAIR WORKS HEREIN FOR SET
FORTH TO BE DONE ALONG WITH THE NECESSARY
MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE
FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN
VEHICLE IN CASE OF THE THEFT OR ANY OTHER CAUSE
BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY
UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS
BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU
AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE
VEHICLE WHEN DESCRIBED ON SCHEDULE, HIGHWAY OR
ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR
INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY
ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE
AMOUNT OF REPAIRS THEREIN.

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN
ESTIMATE OF THE COST TO COMPLETE THE REQUESTED
REPAIRS.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS \$	PARTS \$
LABOR \$	LABOR \$
TOTAL \$	TOTAL \$

ADO'S REPAIRS AUTHORIZED BY
DATE
TIME

REPLACED PARTS REQUESTED BY CUSTOMER
☐ YES ☐ NO

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

Warranty Battery Code:

Code:

TIRE & BRAKE INSPECTION

Front		Tires	
PADS	PADS	ROTORS	ROTORS

Rear		Tires	
PADS	PADS	ROTORS	ROTORS

CUSTOMER SIGNATURE



BMW of ROXBURY

840 Route 46 East
KENVIL, NJ 07847
1-877-BMW-4ROX
(269-4769)
www.bmwrox.com



CELL: [REDACTED]

CUSTOMER NO.	ADVISOR	2620	INVOICE DATE	10/05/18
[REDACTED]	NICOLE FLOEGEL		SP GRAY/BLK	
165.00	61,089			
YEAR / MAKE / MODEL	16/BMW SAV/X3/AWD 4DR XDRIVE28I		DELIVERY DATE	05/13/16
VEHICLE ID NO.	5 U X W X 9 C 5 7 G 0		SELLING DEALER MO	
PTC NO.			MO DATE	10/05/18
COMMENTS	EH 2.0L L4 GAS TBO			

J# 1 360N2026 MOUNT & BALANCE 2 TECH(S):6239 100.00
CUST STATES TO REPLACE TWO REAR TIRES
2 TIRES WORN OUT
PERFORMED MOUNTING AND BALANCING OF TWO TIRES.
93V2 N371 0218

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	2	36-11-2-344-217	245/50 R18 100V CTM	512.16
JOB # 1 TOTAL PARTS				512.16
JOB # 1 TOTAL LABOR & PARTS				612.16

J# 2 308M2 NOISE AND VIBRATION TECH(S):6239 INTERNAL
CUST STATES THAT THE FRONT DRIVER SIDE WINDOW MAKES NOISE
GOING UP AND DOWN, SQUEAKING PLEASE ADVISE
WINDOW CHANNEL SEAL DRY
CLEAN AND LUBRICATE WINDOW CHANNEL SEAL
E

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

J# 3 518M2 BODY EQUIP. MAJOR TECH(S):6239 INTERNAL
CUST STATES THAT THE SEAT BELTS KEEP LOCKING AND YOU CANT
MOVE AT ALL HAS HAD THIS ISSUE BEFORE, MOSTLY THE PASS SIDE,
RANDOMLY WILL JUST LOCK UP
SHOULDER BELT RETRACTORS
CUSTOMER DECLINED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

J# 4 018M223 WRI REPORT TECH(S):6239 INTERNAL
PRODUCE KNOW YOUR VEHICLE REPORT
PRODUCE KNOW YOUR VEHICLE REPORT
See attached vehicle inspection sheet

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00

J# 5 108M2 LOANER VEHICLE TECH(S):6239 110.00
CUSTOMER REQUESTS A LOANER VEHICLE BE PROVIDED, CUSTOMER
HAS READ & AGREES TO THE LOANER VEHICLE POLICY & TERMS.
CUSTOMER CHARGED FOR LOANER FOR TWO DAYS, CUSTOMER AWARE
LOANER VEHICLE SUPPLIED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
-------	-----	-----------	-------------	------------

THESEY AUTHORIZES THE REPAIR WORK HEREIN
PORTAL TO BE DONE ALONG WITH THE NECESSARY
MATERIAL AND ADVICE THAT YOU ARE NOT RESPONSIBLE
FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN
VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE
BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY
UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS
BY THE SUPPLIER OR TRANSPORTATION. I HEREBY GRANT YOU
AND/OR YOUR EMPLOYEES/AGENTS TO OPERATE THE
VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR
ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR
INSPECTION. AN EXPRESS MECHANIC'S LENSE IS HEREBY
ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE
AMOUNT OF REPAIRS THEREOF.
I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN
ESTIMATE OF THE COST TO COMPLETE THE REQUESTED
REPAIRS.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS \$	PARTS \$
LABOR \$	LABOR \$
TOTAL \$	TOTAL \$

ADDITIONAL REPAIRS AUTHORIZED BY:
DATE
TIME

REPLACED PARTS REQUESTED BY CUSTOMER
☐ YES ☐ NO

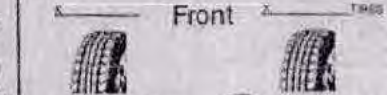
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

Warranty Battery Code:

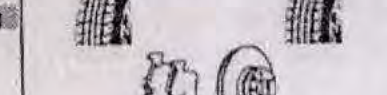
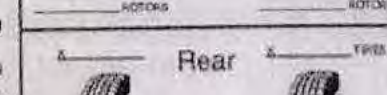
Code:

TIRE & BRAKE INSPECTION

Front



REAR



CUSTOMER SIGNATURE

NJ Office of the Attorney General

DIVISION OF CONSUMER AFFAIRS

CONSUMER SERVICE CENTER

P.O. BOX 45025

NEWARK, NJ 07101



U.S. POSTAGE  FITNEY BOWES



ZIP 08628 \$ 000.47⁰
02 1W

0001389682 JAN 08 2019

