

NEF-010

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



CL-11244681-8494

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES
ATTORNEY GENERAL

DIVISION OF REGIONAL AFFAIRS
NASSAU REGIONAL OFFICE

July 31, 2019

[REDACTED]
flushing, NY [REDACTED]

Re: Our File Number: [REDACTED]
Subject: BMW of Freeport

Dear [REDACTED]

On behalf of Attorney General Letitia James, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the agency shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that agency. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,
Adam Levin
Adam Levin
Bureau of Consumer Frauds and Protection

cc: National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

TBR

NM
8-14-19
W

OFFICE OF THE ATTORNEY GENERAL LETITIA JAMES
STATE OF NEW YORK DEPARTMENT OF LAW



BUREAU OF CONSUMER FRAUDS AND PROTECTION
200 Old Country Road, Suite 240
Mineola, NY 11501-4239
Tel: (516)248-3301 | Fax (516)747-6432

Consumer Hotline
(800)771-7755
TDD (800)788-9898
<http://www.ag.ny.gov>

Intake Id	[REDACTED]
Complaint Bureau	
Bureau Where You Filed Your Complaint	NASSAU
Your Information	
Salutation	
First Name	[REDACTED]
Last Name	[REDACTED]
Business Name	
Street Address	[REDACTED]
Address Line 2	[REDACTED]
City/Town	flushing
State/Province	NY
County	
Zip/Postal Code	[REDACTED]
Country	US
Email Address	[REDACTED]
Phone Number	[REDACTED]
Alternate Phone Number	
Gender	[REDACTED]
Subject of Your Complaint	
Are you complaining about a person or a company?	COMPANY
Business Name	BMW of Freeport
Street Address	291 W Sunrise Hwy
Address Line 2	
City/Town	Freeport
State/Province	NY
Zip/Postal Code	11520
Email Address	
Phone Number	516-208-2311
Website	
Additional Complaint Information	
Location of Incident/Transaction	bmw in freeport
Date of Incident/Transaction	2019-01-13
Name of Product or Service	automobile
Cost of Product or Service	40,000

Method of Payment

OTHER

Other Payment Method Information

Paid cash financed but paid off suv

Complaint Description

brand new suv that has issues battery no good got replaced makes noises when i drive they said they dont see anything. the suv recalled two times. the last recall states that the bmw x1 fail to conform to federal motor vehicle safety standard but there is no remedy available now. took it to dealership explained to them that this says it is dangerous passengers can get hurt in an accident but they refuse to fix the issue waiting on the recall but in the meantime i am driving this suv in a dangerous condition. then there is huge streaks lines on both my doors and they are trying to say it is like that when the suv gets washed it is standard. i never heard that i have liens in the car doors is standard while no one else has them.

Did you sign a contract?

Y

Where?

dealership

When?

2019-01-13

Was product or service advertised?

N

Have you already complained to company/individual?

Y

How?

BY EMAIL/WEBFORM

Complaint Date

2019-07-30

Person contacted

Xenofon Sideropoulos

Job title

manager

Nature of response

will look into it

Date of response

2019-07-30

Has matter been submitted to another agency or attorney?

N

Is court action pending?

N

What form of relief are you seeking, e.g., refund, credit, exchange, repair?

refund dont want this suv

Manufacturer of Product**Street Address****City/Town****State/Town****Zip/Postal Code****Product Model or Serial Number****Warranty Expiration Date****Did Business Arrange Financing?****Uploaded Documents****User Uploaded Document Names**

BMW.pdf

In filing this complaint, I understand that:

The Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. My filing this complaint does not mean that the Attorney General has initiated a lawsuit or proceeding on my behalf or that it will do so.

The Attorney General cannot give me legal advice or represent me in court. If I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.

In order to resolve my complaint, the Attorney General may send a copy of my complaint and any documents I provide to the person or business about whom I am complaining and I authorize that person or business to release information concerning my complaint to the Attorney General.

The Attorney General works with other state, local and federal government agencies to investigate complaints and coordinate law enforcement and may also share my complaint with them. In addition, the Attorney General may use information from my complaint in legal proceedings to establish violations of law.

Any false statement made in this complaint are punishable as crimes, including under Section 175 and/or Section 210 of the Penal Law.

Signature



Date of Affirmation

07-31-2019

BMW

016554



IMPORTANT NON-COMPLIANCE RECALL – Remedy Unavailable
This notice applies to your vehicle, WBXHT3C32 [REDACTED]
Recall Campaign No. 19V-349: Trim Piece

July 2019

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW AG has decided that certain Model Year 2016-2019 BMW X1 Sports Activity Vehicles (SAV) fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) Number 201, "Occupant Protection in Interior Impact". Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

We are informing you of a non-compliance recall on your vehicle although we are not able to perform the remedy at this time. We will notify you with a follow-up letter as soon as we are able to perform this recall.

What could happen?

A vertical trim piece on the inside of the vehicle, between the front and rear doors, may not meet a Federal requirement for an unbelted compliance test. In the event of a crash, this could increase the risk of injury to the rear seat passengers.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

What will BMW do?

When the remedy is available, the trim piece will be replaced with an improved version, which will be performed for free and take approximately one hour.

What if I am not the current owner of this vehicle?

You can update the vehicle ownership or your contact information by completing the enclosed postage-paid card or by registering at <http://www.bmwusa.com/myBMW>. If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

What if I have questions or experience problems?

For the latest updates to this recall, please visit www.bmwusa.com/recall. Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, contact BMW Customer Relations and Services at 1-800-525-7417 or at CustomerRelations@bmwusa.com.

If your BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Please be assured that your safety is important to us, and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your safety belt at all times.

Sincerely,

BMW of North America, LLC

Company
BMW
America, LLC

Parent Company

Mailing Address
PO Box 1227
07675-1227

Telephone
001 525-7417

Fax

Information on back side

State of New York
Office of the Attorney General
Nassau Regional Office
200 Old Country Road, Suite 240
Mineola, NY 11501-4239



200 New Jersey Avenue, NE
Washington, DC 20540