



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES
ATTORNEY GENERAL

DIVISION OF REGIONAL AFFAIRS
SYRACUSE REGIONAL OFFICE

August 11, 2020

[REDACTED]
Baldwinsville, NY [REDACTED]

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

Re: Our File Number: [REDACTED]
Subject: BMW of North America, LLC

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,

Jean Ryan

Jean Ryan
Bureau of Consumer Frauds and Protection

✓ cc: National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

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



BUREAU OF CONSUMER FRAUDS AND PROTECTION
300 South State Street, Suite 300
Syracuse, NY 13202
Tel: (315)448-4848 | Fax (315)448-4851

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	SYRACUSE
Your Information	
Salutation	
First Name	[REDACTED]
Last Name	[REDACTED]
Your Business/Organization Name	
Street Address	[REDACTED]
Address Line 2	
City/Town	Baldwinsville
State	NY
County	ONON
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 North America LLC.
Street Address	300 Chestnut Ridge Rd
Address Line 2	
City/Town	Woodcliff Lake
State	NJ
Zip/Postal Code	07677
Email Address	
Phone Number	800-525-7417
Website	shopbmwusa.com
Additional Complaint Information	
Location of Incident/Transaction	NY
Date of Incident/Transaction	2020-03-27
Name of Product or Service	20V185000
Cost of Product or Service	50 000

Method of Payment OTHER
Other Payment Method Information MONTHLY PAYMENT

Complaint Description

BMW issued a recall and has no remedy for a repair.

I have called BMW twice and the Utica NY dealership twice, same story given- manager will call you back. No calls received for BMW North America OR BMW of Utica.

So the car is sitting at home because it is unsafe to use and I still have to make monthly payments and there is no communication from BMW.

Did you sign a contract? Y

Where? Utica NY

When?

Was product or service advertised? N

Have you already complained to company/individual? Y

How? BY TELEPHONE

Complaint Date 2020-05-28

Person contacted BMW North America

Job title customer service rep

Nature of response call the dealership!

Date of response 2020-06-12

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 on monthly payments from 3/27/2020 till repaired/mitigated

Manufacturer of Product BMW of North America

Street Address 300 Chestnut Ridge Rd

City/Town Woodcliff Lake

State/Town NJ

Zip/Postal Code 07677

Product Model or Serial Number BMW 328xiDiesel wagon

Warranty Expiration Date 2024-07-05

Did Business Arrange Financing? Y

Name and Address of Bank or Finance Company BMW Financial Services

Uploaded Documents

User Uploaded Document Names BMW recall 20V185000.docx

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.

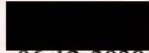
The Attorney General cannot give me legal advice or represent me in court. If I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.

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

A black rectangular box redacting the signature.

Date of Affirmation

06-12-2020

2015 BMW 328d Recalls

2015 ▾

SAFETY FEATURES	CRASH RATING	RECALLS
NHTSA CAMPAIGN ID: 20V185000 RECALL DATE: 2020-03-27 SUMMARY BMW of North America, LLC (BMW) is recalling certain 2013-2016 328d xDrive sedans and 2013-2015 328d xDrive station wagon vehicles. The constant-velocity joint which transfers power between the transfer case and the rear drive shaft, may become damaged, possibly resulting in loss of power to the rear wheels. CONSEQUENCES A loss of power to the rear wheels can affect vehicle control, increasing the risk of a crash. Additionally, when the vehicle is parked after a loss of power to the rear wheels and the parking brake is not engaged, unintended rollaway can occur, increasing the risk of a crash or injury. REMEDY BMW will notify owners, and dealers will replace the constant-velocity joint and inspect the transfer case, replacing it if necessary, free of charge. The recall is expected to begin May 18, 2020. Owners may contact BMW customer service at 1-800-525-7417. COMPONENT AFFECTED POWER TRAIN/DRIVELINE: CONSTANT VELOCITY JOINT NOTES BMW of North America, LLC		
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Syracuse, NY 13202



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