

business? Click here to understand more of what consumers and business alike are saying about the BBB. You decide.  
..Remember. The BBB membership is not earned, it's paid for!



C  
Edmond , Oklahoma

Submitted: 3/18/2002 12:00:00 AM  
Modified: 5/26/2002 4:20:56 PM

## Consumer Suggestion

### We DO our homework

When the BBB tells a consumer there are 'no complaints' on a company, and then the consumer later finds out there WERE complaints, but that the BBB lied to them, that's not a case of consumers not doing their homework.

I have heard that a few BBB's actually do make complaints publicly available, but mostly I hear they DON'T.

In our complaint, our BBB definitely did not make existing complaints available, and still doesn't last I checked.

We complained about this to the CBBB and now have a letter stating the BBB doesn't make complaints available to the researching public. People should do their homework, including checking with the BBB just in case...but they should NEVER RELY on the BBB for anything.

The BBB simply is not a reliable way to check on a company. The BBB exists to collect dues from member-businesses, it is not an organization for consumer's benefit.



Stephen  
Twentynine Palms , California

Submitted: 4/24/2002 5:12:45 PM  
Modified: 5/26/2002 4:20:56 PM

## Consumer Comment

### Buy your Better Business Bureau

Better Business Bureau - California. 'Mr. Stephen Lee Ricket...As you may be aware, we administer a mediation/arbitration program, BBB AUTO LINE, to resolve disputes between certain automobile manufacturers and consumers...However, BMW does not participate in our program in the state of California.' (to many complaints to deal with and the highest liability? What are they hiding or how much are they paying you?)

Upon reading your report I updated my link to the BBB on [www.WorthlessBMW.com](http://www.WorthlessBMW.com) to take consumers to your site.