

CL-10222589-2205

2008 APR -4 AM 8:45

From: [REDACTED]  
Sent: Monday, March 31, 2008 5:26 PM  
To: [REDACTED]  
Subject: FW: Comments from ODI web user ~108313

From: [REDACTED]  
Sent: Mon 3/31/2008 3:23 PM  
To: [REDACTED]  
Subject: Re: Comments from ODI web user ~108313

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

We have received your email and it has been forwarded to the appropriate NHTSA subject matter expert. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

> FULL NAME: [REDACTED]  
> EMAIL : [REDACTED]  
> SUBJECT : Complaint # 10222589

> WEB USER COMMENTS:

> Hi I file dComplaint # 10222589 today, but my decription was too long, here it is.  
> My car is a 2006 BMW Z4 3.0si Roadster. It is NOT equipped with a spare tire, or tire repair kit. It comes with "run-flat" tires. The car is also equipped with a Tire Pressure Monitoring System "TPMS." While driving down the highway on a cool night, having hit no bumps or potholes, one of my tires suddenly collapsed and shredded. Because these are "run flat" tires I was surprised as the tire should have been drivable for at least 50 miles after losing pressure, yet it gave way completely in an instant. Even after the blow-out the TPMS did not indicate that the tire was low, even after the tire was completely off the rim with 0 pressure. This shocked me, and I began to suspect that the TPMS system was not working. I presumed that the tire was probably low on air for a while and due to the fact that it was a run flat tire, it was not visibly low and could not be detected without the TPMS. The tire must have been low and without the TPMS working I did not know and continued to drive on it until its run flat capabilities ended causing the blow out. This was later confirmed by the fact that there was a nail in the blown tire proving that it had been losing air for some time and was driven on anyway due to the TPMS's failure. BMW has denied this, but it is the only logical explanation of what happened to me- run flat tires are very strong and they work as advertised, they don't just blow out on a cool night being driven 50 mph on a smooth road!!! I asked BMW to reimburse me the cost of the tire which was over \$450!!! They refused saying that they could not see anything wrong with the TPMS system. Eventually they admitted that even if the TPMS system had worked and I was notified of the nail in the tire I would have had to change the tire and incur the expense anyway because run flats can not be repaired. While this may be true, they are missing a big point- the fact that due to the failure I was put in a dangerous situation with a blow out on the side of the highway until 2 in the morning! I would!

have more than glad to incur the \$450 expense before the blow-out in order to ensure my safety. BMW may be correct in their conclusion that I would have had to pay \$450 even if the TPMS worked, thus its failure did not cost me any extra money, but it did jeopardize my safety!! If the system worked properly I would have known of the loss of pressure due to the tire and corrected the situation before the blowout This is a serious matter and I hope it will be given the attention it deserves.

4/1/2008

N/M  
2/10/08  
KB