

2009 JUL 13 PM 2:45

CL-10276688-7754

NHTSA
Office of Defects Investigations/CRD
NVS-216
1200 New Jersey Ave SE
Washington, DC 20590

Copy of letter to Norbert Reithofer

July 6 2009

Dear Mr Reithofer,

I am the owner of a 1994 BMW 325i VIN # WBACB3323RF [REDACTED] and truly appreciate the design and engineering that has been put into this vehicle except for the following issue;

On June 24 2009 My wife and I parked this vehicle outside a marine parts store in Buford, Georgia USA and prepared to leave the vehicle to go into the store. While we were preparing to leave the vehicle, my wife received a phone call and remained seated in the passenger seat with the door open. I locked the car from the outside with the key and informed her that I would see her in the store. While she was on the phone a motor cycle drove up on her side of the car and she stepped back into the car and closed the door.

She completed her call and tried to open the door of the car. The doors were locked, the windows did not work, the horn did not work so she was locked inside this car with an external outside temperature of 90 degrees F. She banged on the windows and asked a person to get me in the store. This request was not answered and the temperature in the vehicle continued to rise. She saw another person and asked him to get me in the store, still nobody came, by this time she began to panic as the interior temperature was rising and the air was diminishing in the cabin.

She finally remembered her phone and called me in the store. I was on another call and finally she got to me, screaming for help to get her out of the car. I responded, unlocked the door with the key and she got out.

She was totally traumatized by this event and does not want to travel in this vehicle unless all the windows are open. She also has had nightmares and is concerned about the safety of other vehicles that she travels in.

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Safety Issue #1

Why does BMW design a locking system in this vehicle that locks the car with a key from the exterior and makes egress impossible from the interior?

Result:

If help had not arrived in time in this case, my wife could have died from lack of air or hyperventilation.

I am requesting a full examination of this design issue from BMW on this vehicle and expect BMW to compensate my wife for her traumatic experience.

I am also sending this letter to NHTSA and also a copy to BMW USA.

I am a BMW fan and love this vehicle but this issue needs to be addressed worldwide.

I look forward to your personal response regarding this matter.

Sincerely,

[Redacted Signature]

[Redacted Address Line]

[Redacted Address Line]

Lilburn

Georgia [Redacted]

USA

Copy: BMW USA

Copy: Norbert Reithofer CEO BMW