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NHTSA

APR 26 2010

February 14, 2010

U.S. Consumer Product Safety Commission
4330 East West Highway
Bethesda, MD 20814

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

To Whom It May Concern:

I am writing about what I feel is a serious safety issue with my 2008 BMW 328i. When power is lost to the doors, for any reason, the passenger doors remain locked with no way to open them from the inside or the outside of the vehicle. The driver's side door does open from the inside when the handle is pulled, but not the passenger doors. I know this because I had a fuse blow for the door controller, and once in my car, by use of the manual key instead of the keyless remote, I could only open the driver's side door, no other doors would open from the inside of the vehicle. When I asked the BMW technician what I was supposed to do in case of an accident where power was lost to the doors, he told me to have my passengers crawl out of the driver's door!

I have looked for reports about this problem, and have found several of them, mostly consumer blogs complaining about the same problem. I found one particularly disturbing report of BMW employees burning to their death, trapped inside a vehicle they could not exit. I have enclosed these reports for your reference.

I have called the BMW USA customer relations department several times, asking that someone return my call, and they refused, stating that customer complaints are logged in and noted only. No one from engineering or any other department at BMW would be in contact with me about this problem.

I would like to ask the Consumer Product Safety Commission to investigate the matter, and if indicated, force BMW to replace the passenger door mechanisms with ones like the driver's side, with a mechanical fail-safe to open without power to the doors. I feel this is an important safety concern, and deserves your attention.

Thank you,

Cc: BMW of North America, LLC 300 Chestnut Ridge Road Woodcliff Lake, NJ 07677-7731
The Honorable Cliff Stearns, Florida's 6th Congressional District, 115 S.E. 25th Ave. Ocala, FL 34471

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POST REPLY

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07-26-2009, 06:09 PM

#1

kudang

New Member

Drives: 07 BMW 335i
Join Date: Oct 2007
Location: Calgary, Alberta CANADA

Posts: 6
iTrader: (0)

remote key will not open door locks

Hello everyone! I need some input as to what could it be. I have 07 335 sedan and all of a sudden, both car key remotes will not open the door locks. The button inside the car too will not open door locks either. I have been using the manual key to open the driver door and the button inside can close it but not open any doors. Sometimes, the auto door lock will not operate when the car is moving. Very intermittent. The passenger doors cannot be opened from inside too! Only the driver side door can be opened from inside. The only one that can be accessible. Was told by the BMW service that it is not a safety concern but I had it booked to be looked at next week. Any thoughts as to what it might be. Much appreciated. Thanks.



QUOTE

07-26-2009, 06:14 PM

#2

alpine330

FRESH 2 DEATH



Drives: AW 330XI
Join Date: Jul 2006
Location: NYC

Posts: 701
iTrader: (0)



you have burned the fuse.



QUOTE

07-26-2009, 06:21 PM

#3



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Passenger Door Stuck! Help! Won't Open from Inside or Outside!

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Wed, Sep-24-2008, 05:36:37 PM

SMGenius
///M

Join Date: Jan 2008
Posts: 237
iTrader: (8)
Reputation: 0

Passenger Door Stuck! Help! Won't Open from Inside or Outside!

So a few weeks ago my passenger door window regulator went out and the window would no longer roll all the way down. A few days later the passenger door lock actuator went out and the car would not unlock via key fob. The only way to open the door was from the inside, pulling on the chrome handle. Last night I got in my car and the even pulling on the chrome handle does not work anymore. The door is completely sealed shut and will not open. This is extremely inconvenient especially when passengers have to climb in through the drivers door and over the center console to sit down whenever they are entering or exiting the car. Does anyone know what parts I will need to replace to fix this problem? Also is there any way to open the door temporarily? I am out of warranty, also. Thanks for your help!

I tried searching but couldn't find a thread with the same situation I'm in. Thanks again!

Also, if anyone in So.Cal. can fix this issue or knows a good shop to go to, please PM me!

///E46 M3

Last edited by SMGenius; Wed, Sep-24-2008 at 05:51:03 PM..

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Wed, Sep-24-2008, 06:59:51 PM

mzporto
German M3, Brazilian driver.



Join Date: Apr 2008

I guess you have a very very safe car now, uh?

J/k. That's curious. I thought the mechanism to open the door by the inside chrome handle was completely mechanical, with no eletronics involved. Isn't it?

2006 European M3, Tiag, Yokohama Advan Neova tires, OEM LED tallights, stock, stock, stock.



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2007-09-07 00:00:00 **Clarkston, MI**

Due to the malfunctioning of the electronic for door locks, the door will not unlock using the key pad and from the central console lock bottom from inside the car and also with the manual lock lever from inside. but the drivers side door will unlock using the key manually from outside. once the car is auto locked after it starts moving, the door will not unlock and open from inside with the manual lever, except the driver side. the center cosole switch will not unlock any doors except the cargo hatch. main safety issue is as follow: the rear seat and front right side passengers cannot unlock their doors using the manual lever on the door. this can be very dangerous in case of an emergency. this failure locks the occupants of the car unless they crawl to the driver side or to the back cargo door. i have not yet taken the car to the dealership. but i thought bmw needs to fix this on all cars before some one gets trapped in the car and cannot get out to safety or escape from the car, if they need to. thanks sincerely amit r patel

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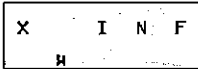
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For years, they have been known as among the safest cars in the world. But on Saturday, something went terribly wrong in a BMW in Gujarat.

It was possibly an electrical short circuit, which resulted in the death of four people -- all linked to BMW. That includes the general manager of BMW's Gujarat business partner, Parsoli Motors, and three technicians.

They were all burnt to death, trapped in the car after its central locking system reportedly failed. It is the first such incident in the world involving a BMW.

The incident took place when the luxury car that costs Rs 50 lakh was on a routine inspection drive on the Ahmedabad-Gandhinagar Highway.

Forensic experts, police and fire officials are probing what caused the fire. Initial reports suggest a fault in the electrical wiring of the car.

"Prima facie it seems that there was a short-circuit in the car leading to the fire and then those four people inside were burnt to death. It also seems that the victims could not open any of the doors of the car when they saw flames and we had to cut the metal of the car with automatic machines to bring out the bodies," said Mehemoosh Dastoor, chief fire officer, Ahmedabad.

A high-level BMW team from Chennai has arrived to carry out further probe.

Eyewitnesses say the BMW hit the rear of a trailer and was dragged for about 100 metres. The trailer driver did not realise that the vehicle was stuck behind it. The crash caused a short-circuit and the BMW caught fire. The central locking system failed and jammed the doors, leaving the four occupants stuck inside. All of them were burnt to death.

"The electrical system failed as well as the central locking system and that is surprising for such an expensive car like BMW which is known for its sophisticated safety systems," said Isamuddin Gulam Qadri, an automobile expert.

While BMW officials were not available to comment on camera about the incident which snatched away four of its associates, sources close to the development say BMW has taken the incident seriously as it concerns passengers safety and decided to conduct an internal probe to ascertain causes of the fire and failure of the locking system.



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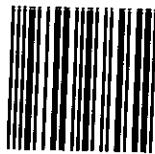
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