

July 15, 2010

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U.S. Department of Transportation
National Highway Traffic Administration
Office of Defect Investigation (NVS-210)
1200 New Jersey Avenue S.E., West Building
Washington, D.C. 20590

Re: **ODI #10343343**
2010 BMW 328i, 2200 miles

To Whom It May Concern:

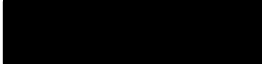
After reviewing the attached summary, please make the following changes:

Contact owns a 2010 BMW 328i. Contact has owned the car for approximately 4 months. On July 12, 2010, while driving at 65 MPH on an open highway (no traffic, bridges) (all windows closed and air-conditioning on), contact heard a noise that sounded like an explosion. Contact then heard a noise that sounded like crackling. Contact took the first available exit. The sunroof had a giant hole in it and there was shattered glass everywhere. There were no signs of any impact that may have caused this. Due to the shattered glass flying, the car had paint scratches on the roof and trunk. Due to broken glass still in-tact on the sunroof, contact had the car towed to the dealer to avoid additional damages to car, or other cars on the road. On July 13, 2010, contact was told by the dealer that the damages were covered under warranty. Additionally, contact provided dealer with documentation researched on the internet supporting other cases of sunroofs exploding. Dealer provided contact with loaner car. Later that morning, dealer (service manager) contacts contact and states that "There was a rejection to cover damages", but further stated that "They disagreed with the rejection and were contacting higher-hands for approval, and were also going to provide the higher-hands the supporting documents that we gave them." That evening, dealer contacted contact with approval to repair the car. On July 14, 2010, dealer contacts contact and states "The damages would not be covered under warranty due to evidence of impact that caused the explosion." Contact argued with

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dealer and questioned "Why the evidence was not seen the day before?", and found this to be suspicious. Contact quoted comments made by dealer such as "Sunroofs are too pressurized and cannot withstand the impact of even a pebble." Contact stated "If this is true, then there must be a defect in the sunroof and is the responsibility of the manufacturer, and not the owner." Dealer agreed. Dealer stated that "We are going to address this with our General Manager." After continuous disagreements with dealer, contact was forced to contact insurance company with a claim. Dealer contacted contact and stated "That they would not cover damages under warranty, but would pay contact's \$500.00 comprehensive deductible, provide loaner car, and would personally supervise all repairs done to car." Much to contact's disagreement and disapproval, contact was forced to accept.

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Report Date : July 15, 2010 at 10:11 AM

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Results : 1 | All records displayed

Make : BMW

Model : 3 SERIES

Year : 2010

Manufacturer : BMW OF NORTH AMERICA, LLC

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10343343

Number of Deaths: 0

Date of Failure: July 12, 2010

VIN : WBAPH5C53AA...

Component: VISIBILITY

Summary:

TL CONTACT OWNS A 2010 328I. WHILE DRIVING AT 65 MPH THE CONTACT HEARD A LOUD BANGING NOISE. THE CONTACT PULLED OVER AND NOTICE THE SUN ROOF WAS CRACKING. THE BROKE GLASS FEEL DIRECTLY INSIDE THE VEHICLE SO THE VEHICLE WAS UN-DRIVEABLE. THE CONTACT HAD THE VEHICLE TOWED TO A DEALER. THE CONTACT NOTICE NUMEROUS COMPLAINT INVOLVING THE SUN ROOF SHATTERING ON THE INTERNET. THE CONTACT TOOK THIS INFORMATION TO THE DEALER AND THE DEALER INFORMED THE CONTACT THAT THE REPAIRS WERE COVERED UNDER THE WARRANTY. THE MANUFACTURER INFORMED THE DEALER AND THE CONTACT THAT THE CONTACT IS RESPONSIBLE FOR THE REPAIRS AND THEY WILL NOT COVER IT. THE CONTACT STATED THIS IS A MANUFACTURER DEFECT AND THEY SHOULD BE RESPONSIBLE FOR THE REPAIRS. THE FAILURE MILEAGE WAS 2,000. JO

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