

January 14, 2022

JAN 28 '22 9:23AM

[REDACTED]
Atlanta, GA [REDACTED]

Administrator, NHTSA
400 Seventh Street SW
Washington, DC 20590

RE: Reporting Safety Notice VIN # WBA5BJ01M [REDACTED]

To whom it may concern:

I am writing to inform you of a severe safety issue with my 2021 BMW 540i. I have been reporting multiple defects to the BMW of Gwinnett Place Service Department since 11/11/21. I purchased the vehicle new on 8/26/2021 and I have had a myriad of issues relating to an unresolvable battery management issue. I have experience braking failure on multiple occasions while operating the vehicle in which I have had to press the brake pedal to the floor to stop the car. This has almost resulted in two collisions due to limited ability to stop the vehicle. Also, my emergency braking system engaged without any detection of a vehicle or person in front of the vehicle. The issue was reported and scheduled for service at BMW of Gwinnet Service department for resolutions on 11/11/21, 11/29/21 12/29/2021. I was advised that a software upgrade would resolve the issue. The battery management issue was not resolved during this visit, and I scheduled another service appointment on 1/3/22. As of Today, the car is currently in the shop. I was advised that it needed a new cable to fix the issue and now the BCD control has been replaced because the new cable did not fix the issue.

I have had the following defects because of the battery management issue:

1. Brake malfunction
2. Auto start engaging without human contact
3. Lighting malfunction
4. Speaker malfunction
5. Sunroof malfunction
6. Vehicle does not sleep

I no longer deem this car safe for operation because of the severity of the issues and malfunctions with this vehicle. Therefore, I am notifying the NHTSA with a copy of this correspondence, as I deem this vehicle unsafe for operations. I am extremely disappointed as a devoted owner and the purchaser/leser of 6 vehicles to have experience such poor service and resolution. The end!

Respectfully,

[REDACTED]

RL

Atlanta, GA

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