

CONSUMER COMPLAINT: ODI Case Number: 10007368 Component: LATCHES/LOCKS/LINKAGES:DOORS:LATCH Details: THE DOOR LOCKS FAILED.*JB Cause: Result: Occurrences: 1 Injuries: 0 Fail Date: 02/11/2003Deaths: 0 Internal use: 2/13/2003

CONSUMER COMPLAINT: ODI Case Number: 10100622 Component: LATCHES/LOCKS/LINKAGES:DOORS:LATCH Details: DRIVER DOOR WOULD NOT CLOSE/LATCH IN WEATHER OF 25 DEGREES. DOOR FINALLY CLOSED, BUT HANDLE WOULD NOT OPEN THE DOOR. LATCH/MECHANISM IN DOOR FROZEN. WEATHER WARMED UP TO OVER 32F AND THE DOOR FINALLY OPENED.*AK Cause: Result: Occurrences: 2 Injuries: 0 Fail Date: 11/24/2004Deaths: 0 Internal use: 11/27/2004

CONSUMER COMPLAINT: ODI Case Number: 10106150 Component: LATCHES/LOCKS/LINKAGES:DOORS:LATCH Details: READ THAT THE BMW X5 HAD PROBLEMS WITH IT'S DOOR LOCK MECHANISM. I HAD EXPERIENCED THE LOCKS NOT OPENING IN THE COLD MYSELF, AND HAD SEEN SEVERAL PEOPLE AT THE DEALERSHIP WITH THE PROBLEM. DURING A SKI TRIP TO MOUNTT SNOW VERMONT MY DOOR LOCKS WERE SLOW TO OPEN. THE PASSENGER DOOR WOULDN'T CLOSE AT FIRST. THEN WHEN PUSHED HARD IT CLOSED. THE DOOR WOULD NOT OPEN WITH MY PASSENGER INSIDE. SHE TRIED THE DOOR HANDLE, FROM INSIDE AND I HAD TRIED IT FROM OUTSIDE. THE DOOR WAS UNLOCKED, BUT WOULD NOT OPEN AT ALL. I THEN TRIED THE DRIVER'S DOOR AND IT WOULDN'T OPEN. THE PASSENGER HAD TO CLIMB OUT THE REAR DOORS. IT TOOK ABOUT A HALF HOUR OF THE CAR RUNNING BEFORE THE DOOR WOULD OPEN. IN AN EMERGENCY, THE PASSENGER AND DRIVER WOULD HAVE BEEN TOAST. *AK Cause: Result: Occurrences: 2 Injuries: 0 Fail Date: 01/08/2005Deaths: 0 Internal use: 1/11/2005

CONSUMER COMPLAINT: ODI Case Number: 10106416 Component: LATCHES/LOCKS/LINKAGES:DOORS:LATCH Details: EVENT: COLD WEATHER BELOW 15 DEGREES F. FAILURE: DOOR LOCKS FREEZE SO THAT DOORS CAN NOT BE CLOSED OR PASSENGERS CAN NOT GET OUT. DOOR LOCKS WERE REPLACED BY THE DEALER WHEN THE CAR WAS UNDER WARRANTY. THAT DOES NOT FIX THE PROBLEM. IT IS A DESIGN FLAW. THE CAR IS NOW OUT OF WARRANTY. *NM Cause: Result: Occurrences: 4 Injuries: 0 Fail Date: 01/14/2005Deaths: 0 Internal use: 1/16/2005

CONSUMER COMPLAINT: ODI Case Number: 10107530 Component: LATCHES/LOCKS/LINKAGES:DOORS:LATCH Details: I LIVE IN UPSTATE NY. LAST NIGHT THE TEMPERATURES DROPPED TO A VERY CHILLY 0 DEGREES F. OR SO. IN THE MORNING I ATTEMPTED TO OPEN THE FRONT DRIVER'S SIDE DOOR OF MY BMW X5 4.4 (2001). THE LATCH SEEMED TO WORK BUT THE DOOR SEEMED FROZEN SHUT, SO I PULLED HARDER. THE DOOR FINALLY CAME OPEN - BUT ALL LATCHES ON THAT DOOR HAVE CEASED TO WORK - FROM THE INSIDE OR THE OUTSIDE OF THE CAR. THE PASSENGER SIDE DOOR SEEMS TO BE SHOW-

ING SIMILAR SYMPTOMS BUT I HAVE NOT PULLED THE DOOR OPEN YET FOR FEAR OF FURTHER DAMAGE. FORTUNATELY I WASN'T DRIVING WHEN THIS HAPPENED BUT I COULD HAVE POTENTIALLY BEEN LOCKED INSIDE MY CAR WITHOUT ANY WAY TO EXIT IT! I'LL BE TAKING THE VEHICLE TO THE DEALER-SHIP ASAP TO GET IT REPAIRED BUT THIS SEEMS LIKE A VERY SERIOUS PROBLEM THAT BMW HAS BEEN UNWILLING TO ADDRESS! *NM Cause: Result: Occurrences: 2 Injuries: 0 Fail Date: 01/18/2005Deaths: 0 Internal use: 1/19/2005

CONSUMER COMPLAINT: ODI Case Number: 10107577 Component: LATCHES/LOCKS/LINKAGES:DOORS:LATCH Details: 1) COLD WEATHER 2) NOT ABLE TO OPEN THE DOORS/NOT ABLE TO CLOSE IT SINCE THE INTERNAL LOCKS FREEZE 3) HEAT UP THE INTERIOR OF THE CAR FOR LONG PERIOD (@25 MIN) WITH DOOR PUSHED IN SO IT WILL FINALLY STAYS SHUT! THIS IS A WELL KNOW PROBLEM AMONG BMW X5'S BUT THE MFG REFUSES TO FIX IT UNDER WARRANTY. *NM Cause: Result: Occurrences: 2 Injuries: 0 Fail Date: 01/18/2005Deaths: 0 Internal use: 1/19/2005

CONSUMER COMPLAINT: ODI Case Number: 10107665 Component: LATCHES/LOCKS/LINKAGES:DOORS:LATCH Details: 2001 BMW X5. IN COLD WEATHER THE DOORS FREEZE UP NOT ALLOWING ACCESS IN OR OUT OF THE VEHICLE. I HAVE HAD TO CRAWL THROUGH THE HATCH OR REAR DOORS TO GET OUT OF THE VEHICLE. THIS HAS HAPPENED NUMEROUS TIMES AND CREATES A REAL HAZARD AS YOU CANNOT EGRESS THE VEHICLE QUICKLY. ALSO THE LATCH FREEZES AND WILL NOT ALLOW THE DOOR TO CLOSE SO THE DOOR CAN FLY OPEN WHILE DRIVING. I AM AN ACTIVE MEMBER ON A BMW OWNERS MESSAGE BOARD AND THIS IS A RECURRING PROBLEM FOR MANY DRIVERS. *NM Cause: Result: Occurrences: 10 Injuries: 0 Fail Date: 01/21/2005Deaths: 0 Internal use: 1/21/2005

CONSUMER COMPLAINT: ODI Case Number: 10108039 Component: LATCHES/LOCKS/LINKAGES:DOORS:LATCH Details: I HAVE 2001 BMW X5 3.0. AFTER LAST WEEK'S SNOW STORM AND COLD WEATHER IN BOSTON AREA, MY 2001 X5 DOORS ARE FROZEN. ACTUALLY, I OPENED THEM FROM OUTSIDE YESTERDAY MORNING (FEELS LIKE DOOR HANDLE GOT FROZEN). BUT THEN I COULD NOT GET THEM CLOSED. SO, I HAD TO PUSH DOWN DOOR LOCK (LITTLE KNOB) BY WINDOW AND PULL HARD TO GET THEM CLOSED. NOW, I COULD NOT OPEN THEM AT ALL. I AM CLIMBING IN AND OUT OF THE TRUNK DOOR TO GET INSIDE. FORTUATELY, THERE IS NO ACCIDENT. BUT, I THINK THIS IS A SERIOUS SAFETY ISSUE WHEN AN ACCIDENT DOES OCCUR (HARD TO ESCAPE). BMW NORTH AMERICA IS AWARE OF THIS PROBLEM (SI 51 51 02), HOWEVER THERE IS NO PROPER ACTION FROM THEM.*AK Cause: Result: Occurrences: 4 Injuries: 0 Fail Date: 01/26/2005Deaths: 0 Internal use: 1/27/2005

CONSUMER COMPLAINT: ODI Case Number: 10110233 Component: LATCHES/LOCKS/LINKAGES Details: I HAVE A 2001 BMW X5 WHICH HAS PROBLEMS WITH

FREEZING FRONT DOORS (BMW HAS ACKNOWLEDGED THE DESIGN DEFECT, REFERENCE # 200503100195, SI 510204, AND S.I. 51 51 02 DATED MARCH 2002.) THAT POSE A SIGNIFICANT SAFETY HAZARD, AND HAVE NOT RECEIVED AN ADEQUATE RESPONSE IN DEALING WITH THE MATTER. I HAVE FILED A COMPLAINT WITH THE NHTSA. I AM AN ACTIVE DUTY ARMY OFFICER STATIONED IN GARMISCH, GERMANY. THE CAR WAS WITH US IN CALIFORNIA AND KANSAS FROM 2001 TO 2004. THE CAR DID NOT HAVE THE DOOR FREEZING PROBLEMS WHILE UNDER WARRANTY; WE KEPT IT IN A GARAGE AND THE BOWDEN CABLES DID NOT GET WET DURING COLD WEATHER. WE HAVE NO GARAGE HERE, AND ANY TIME THE WEATHER GETS A FEW DEGREES BELOW FREEZING, THE FRONT DOORS CEASE TO OPERATE. ONE MUST RUN THE CAR BETWEEN 15 MINUTES TO 1.5 HOURS BEFORE THE DOORS OPERATE NORMALLY. WHEN THE CAR COOLS DOWN, THE DOORS FREEZE AGAIN. THE PROBLEM WITH THE DOORS HERE IN GERMANY IS SEVERE AND POSES A SIGNIFICANT SAFETY RISK; DOES BMW REALLY WANT TO RISK LITIGATION FOR SOMEONE TRAPPED IN THE CAR IN THE EVENT OF AN ACCIDENT? I DO NOT UNDERSTAND WHY THE CAR WAS NOT RECALLED FOR SUCH A SERIOUS AND ACKNOWLEDGED SAFETY DESIGN DEFECT. OUR LOCAL DEALERSHIP IN GARMISCH IS UNABLE TO LOCATE THE BELOW SI IN HIS DATABASE. HE DOES NOT KNOW HOW TO FIX THE PROBLEM. I AM ALSO DISTURBED THAT I WILL HAVE TO PAY UPWARDS OF \$1000 TO FIX THE PROBLEM---THIS WOULD HAVE BEEN COVERED UNDER WARRANTY AND SHOULD HAVE BEEN FIXED WHEN THE CAR WENT UNDER SERVICES IN LATE WINTER OF 2004 (AND ALSO HAD OTHER SI WORK DONE, SUCH AS A FAULTY RADIATOR FAN THAT COULD HAVE CAUSED THE CAR TO BURN----HECK OF A COMBINATION IF THE FREEZING DOORS HAD BEEN ACTING UP AT THE SAME TIME!).*AK Cause: Result: Occurrences: 5 Injuries: 0 Fail Date: 02/09/2005Deaths: 0 Internal use: 2/10/2005

CONSUMER COMPLAINT: ODI Case Number: 10135032 Component: LATCHES/LOCKS/LINKAGES:DOORS:LATCH Details: 1. HAD CAR SERVICED AT 60,000 MILES, ONLY 3 WEEKS LATER THE GREEN DASHES STARTED APPEARING AGAIN AND STAYING ON, AS IF I NEEDED TO HAVE CAR SERVICED. CALLED DEALER AND THEY SAID NOT TO WORRY, THIS HAS BEEN KNOWN TO HAPPEN, JUST IGNORE IT. 2. VERY LOUD NOISE FROM SUN ROOF (CLOSED) WHILE TRAVELING ON FREEWAY AND LEAKS DURING CAR WASHES? DEALER SAID THEY CAN REPLACE THE SEAL AND THIS SHOULD FIX THE PROBLEM. 3. BRAKE LIGHT INDICATOR ON DASH COMES ON AND OFF, AS IF BULB IS OUT, BUT JUST REPLACED BULB, THEN REPLACED AGAIN, SOMETIMES THIS BRAKE LIGHT WORKS AND SOMETIMES IT DOESN'T. 4. WINDOW ON FRONT PASSENGER WINDOW WOULD NOT GO BACK UP AFTER OPENED, THEN A DAY LATER, THE DOOR WOULD NOT OPEN OR CLOSE. DEALER REPLACED THE WINDOW MECHANISM THAT CONTROLS BOTH THE DOOR HANDLE AND THE WINDOW AT MY COST MIND YOU THE REAR WINDOW AND DOOR HAD BEEN DONE ONLY A YEAR BEFORE. THE DEALER TOLD ME THAT THIS HAPPENS ON ALL GERMAN CARS,

DOESN'T MATTER THE AGE OF CAR OR MAKE. HOW FRUSTRATING - SPEND \$45,000 AND KNOW WINDOWS WILL EVENTUALLY QUIT WORKING?? 5. FRONT RIGHT HEADLAMP GETS MOISTURE IN IT AND IT TAKES 3-5 DAYS TO CLEAR UP. 6. DRIVER CUP HOLDERS, WHAT IS UP WITH THAT - CAN ONLY PUT ONE CUP IN IT, WHEN TRY TO PUT 2 IN, THEY OVERLAP, VERY FRUSTRATING WHEN DRIVING. 7. STORAGE IN FRONT MINIMAL AND A HASSLE, YOU HAVE TO REACH BACK AND SORT OF BEHIND YOU TO GET INTO COMPARTMENT - DANGEROUS WHILE DRIVING. 8. LEATHER SEATS ARE VERY HARD, NEED A PLUSHIER LEATHER. 9. WHEELS, BRAKE "DUST" GETS ALL OVER THE WHEELS MUCH MUCH MORE THAN ANY OTHER LUXURY CAR I HAVE EVER HAD. 10. CARGO COVER IN REAR NEEDS WORK, CHECK OUT THE ONE LEXUS USES IN RX30. 11. NEED MORE CARGO SPACE - COMPARED TO RX330 AND THE VOLVO X90, SPACE IS EXTREMELY SMALL. 12. DISAPPOINTED IN MY CAR - WANT TO SELL IT, WILL NOT BUY ANOTHER BMW. *NM Cause: Result: Occurrences: 3 Injuries: 0 Fail Date: 08/03/2005Deaths: 0 Internal use: 9/1/2005

CONSUMER COMPLAINT: ODI Case Number: 10135132 Component: LATCHES/LOCKS/LINKAGES:DOORS:LATCH Details: MY 2001 BMW X5 DOOR LOCKS GET STUCK WHEN IT IS VERY COLD, USUALLY BELOW 15 DEGREES FAHRENHEIT. THE KEY REMOTE DOES NOT WORK & IF I CAN GET THE KEY TO MANUALLY UNLOCK THE DOOR, AND GET INTO THE VEHICLE, WHEN I GO TO SHUT THE DOOR THE LATCH IS STUCK "OPEN" AND WILL NOT CLOSE, THEREFORE MAKING THE CAR UNDRIVABLE BECAUSE THE DOOR WILL NOT LATCH CLOSE. I HAVE DISCUSSED THIS W/ BMW ON 8/16/05 & THEY REVIEWED IT. A BMW DISTRICT REPRESENTATIVE SAID THAT THEY HAVE NOTICED THAT THE CURRENT "LATCHING/LOCKING" SYSTEM CAN ALLOW MOISTURE TO GET INTO THE LOCKS & MAKE THEM UNUSABLE. THEY OFFERED TO REPLACE ALL 4 LOCKING MECHANISMS BUT I WOULD HAVE TO PAY 1/2 PART & LABOR, COST TO ME \$450.00 OUT OF POCKET. THIS SOUNDS LIKE AN ENGINEERING PROBLEM THAT BMW SHOULD RECALL. I WOULD LIKE TO HAVE THIS INVESTIGATED. *NM Cause: Result: Occurrences: 6 Injuries: 0 Fail Date: 08/26/2005Deaths: 0 Internal use: 9/1/2005