



Extremely Unpleasant Experience with NEW BMW 320D

Tue, Sep 25, 2018 at 10:34 PM

Hello!

I write to you with great regret after making a decision to purchase a new BMW 320d Sport Shadow, 2 months ago, in July 2018.

Let me give provide you with some background first. Before the BMW, I used to a drive a simple Volkswagen Polo. This BMW was the first car my family purchased which costed more than 10 lacs. Suffice to say, making a jump from a 7 lac Polo to a 40 lac BMW, I was expecting something magical, almost like a dream. It is now turning out to be a nightmare.

I received the car on 18 July 2018. Just 20 days later, with less than 1500 Kms on odometer, a friend pointed out that there was a cut on the sidewall of my front left tyre (photos attached). Before making the purchase, having gone through similar nightmares of others on Team BHP forums, I had an idea that the run flats that BMW puts in the car are mediocre and very prone to damage. However, at the same time, I was confident on my extremely careful treatment of the car to decide to purchase it anyway. In my 7 years of driving experience, and my father's 20 years of driving experience, we have never ever encountered a cut on the side wall of a tyre. Bird Auto Gurgaon Service Center told us that it happened due to the car hitting a pothole on low pressure, which was difficult to believe because the car gets treater nicer than a baby. But of course, we're a middle class family and this is a 40 lac car, so the mistake must have been ours, and we gracefully accepted our fate. I got the tyre changed under BMW Secure Advance for Rs. 2300.

Fast forward to one and a half months later. Somehow, both the front and rear tyres on the left side have a bulge, again, which will probably develop into a cut in a couple of weeks or less (photos attached). And again, I have been provided with the same response of low pressure, car hitting a pothole at fast speed. Now please try and understand this. When a middle class family purchases a 40 lac car, they know how to treat it. Something which did not ever happen in 27 years of combined driving experience, has happened THRICE in 2 months to a brand new "**Ultimate Driving Machine**". My question to you, good sirs and madams, is, if the pressure was low, why did the pressure gauge never prompt to get it corrected?

Let me tell you why. That is because even the pressure gauge is faulty. I suspected this when I got pressure corrected before a long drive in mid-August. After re-filling air to the right amount (32 psi front 35 psi rear as suggested), the pressure gauge continued to show the reading which was there before re-filling. Reset it, but no change. Reset it again, no change. But of course, we're a middle class family and this is a 40 lac car, so the mistake must have been at the petrol pump's gauge and not the cars, and we gracefully accepted it. A few days ago, I got the pressure of the tyres checked because the pressure gauge was showing a high reading (around 37-38). Turned out that the pressure was precisely what it should be (32 and 35) (videos attached). Reset the gauge, no change. Reset again, no change.

If the quality of these run flats is so pathetic, then why does BMW still fit them in these cars, knowing that they will perform absolutely abysmally on Indian roads? As safe as these tyres might be, if I have to get a tyre replaced every month, I'd rather take the risk of getting stranded on a road with a puncture, once every two years. This is not the kind of expectation I wanted to set for myself about owning a luxury vehicle.

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7 attachments



Second Cut Front 2.JPG
2111K



Second Cut Front 1.JPG
2195K



Second Cut Rear 1.JPG
2312K

First Cut 1.JPG
3420K



First Cut 2.JPG
3341K



Second Cut Rear 2.JPG
2077K

 **Pressure Gauge Wrong.mp4**
9248K