

[REDACTED]  
Agoura Hills, CA [REDACTED]  
August 15, 2014

U. S. Department of Transportation  
1200 New Jersey Ave., SE  
Washington, DC 20590

AUG 22 2014

Attention: National Highway Traffic Safety

Dear Sir:

The purpose of this letter is to express our concern about receiving a Safety Recall Notice, copy of which is attached here. This letter was mailed to us June 2014 from BMW.

On June 30, 2014, I contacted BMW to ask when we might be notified to have this condition checked and was informed the parts were not available yet. The end of July, I contacted our BMW dealer and was again advised that the parts were not available and they were quite casual about it. I again contacted BMW today and again was advised that the parts are still not available and they have no idea when they might be.

The person I spoke to today said the first batch of parts to correct the problem was defective and I really had nothing to worry about. He had no idea when the parts would come in. I stated we were going on a fairly long car trip and were concerned since we had received a recall letter that could involve a problem with our car.

Granted, our car may not have that problem but if it does, why send out a "warning" letter and then casually state they have no idea when they will have the parts to correct the potential problem.

I would appreciate your thoughts in this regard.

Sincerely,

[REDACTED]

Enclosure

ET  
9314  
SMD

# BMW



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, 5UXWX7C54BL [REDACTED] [T18 119398]

June 2014

Recall Campaign No. 14V-176: VANOS Assembly Bolts

Dear BMW Owner/Lessee:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2010-12 BMW 1 Series, 3 Series, 5 Series, 5 Series Gran Turismo, 6 Series, X3 SAV, X5 SAV, X6 SAV and Z4 models. Our records indicate that you are the owner or lessee of an affected vehicle.

### IMPORTANT NOTICE

Please note that at the present time we do not yet have sufficient parts to conduct this recall; however, we will notify you as soon as parts become available. At that time, you should make an appointment with your authorized BMW center in order to have this recall performed on your vehicle.

### DESCRIPTION OF PROBLEM

**Company**  
BMW of North America, LLC

BMW Group Company

**Mailing address**

PO Box 1227  
Westwood, NJ  
07675-1227

**Telephone**  
(800) 525-7417

**Fax**  
(201) 930-8362

**E-mail**  
customer.relations@  
bmwusa.com

**Website**  
bmwusa.com

This recall involves the housing bolts of the variable camshaft timing (VANOS) adjustment unit. The bolts may possibly loosen over time and, under certain circumstances, may break. As a result, the reduced engine power "safe mode" may be activated. In some cases the engine cannot be started after switching off and less frequently the engine could stall which could lead to a crash.

### PRECAUTIONS FOR YOUR SAFETY

1. If you notice a distinct change in engine running condition and hear increased engine noise, the vehicle may be experiencing this condition. If this occurs, you should immediately contact the nearest authorized BMW center to arrange for inspection and service.
2. If you notice a Check Engine (or Service Engine Soon) warning light and a Check Control message that the reduced engine power "safe mode" is activated either immediately or at startup of the next driving cycle, the vehicle may be experiencing this condition. If this occurs, you should immediately contact the nearest authorized BMW center to arrange for inspection and service.



3. If the engine stalls, you should carefully move away from traffic and pull over to a safe location as soon as possible and stop the vehicle. You should contact BMW Roadside Assistance at 1-800-332-4269 to have your vehicle brought to the nearest authorized BMW center. You should not continue to drive the vehicle.
4. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

#### DESCRIPTION OF REPAIR

The VANOS attachment bolts will be replaced. The actual repair will require approximately four hours; however, additional time may be required depending on the BMW center's schedule. This work will be performed free of charge by your authorized BMW center.

#### OTHER INFORMATION

Should you need BMW Roadside Assistance, they can be contacted at 1-800-332-4269.

If you are no longer the owner of this vehicle, we would appreciate your furnishing us with the name and address of the new owner, using the enclosed postage-paid card. If you are the lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee with ten days.

**We will notify you when parts become available.**

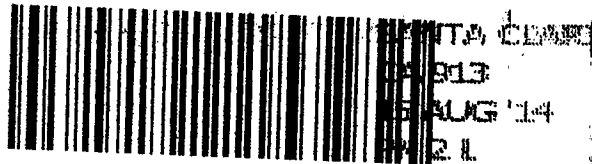
We sincerely apologize for any inconvenience this issue may cause you. We appreciate your confidence in our product, and we wish to do everything we can to retain it. **Should you have any questions about this recall, please contact your authorized BMW center.** Should you need additional assistance, you may contact BMW Customer Relations and Services at 1-800-525-7417, or via Email at [CustomerRelations@bmwusa.com](mailto:CustomerRelations@bmwusa.com).

If your BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

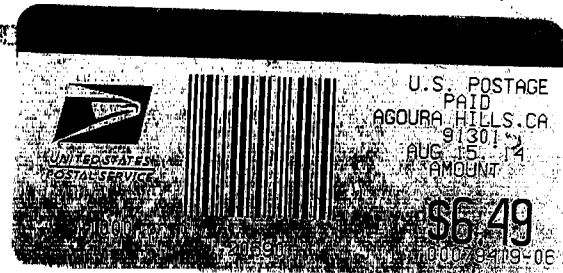
BMW recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.

BMW OF NORTH AMERICA, LLC

Agoura Hills, CA



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W40-304

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