

01-1021992-458Lo

MAY 15 2017



IMPORTANT SAFETY RECALL – Initial Notice – Remedy Unavailable

This notice applies to your vehicle, 5UXFE83598L [REDACTED]
Recall Campaign No. 16V-746: In-Tank Fuel Pump

December 2016

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with 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 2007-2012 BMW 5 Series, 5 Series Gran Turismo, 6 Series Coupe, 6 Series Convertible, X5 SAV, and X6 SAC vehicles. Our records indicate that you are the owner or lessee of a potentially affected vehicle.



Why are we contacting you?

Please note that at the present time, we do not have parts available. BMW will notify you with another letter as soon as we can complete this recall on your vehicle.

What could happen?

This recall involves the vehicle's in-tank fuel pump. Over time, the fuel pump connector may become damaged. If this happens, you may notice a fuel odor. This issue could also lead to a fuel leak during refueling, or when cornering while driving. The fuel pump could also stop working and lead to a no start or stalling condition.

If this issue occurs, carefully move away from traffic and pull over to a safe location as soon as possible. Then, contact BMW Roadside Assistance at 1-800-332-4269 to have the vehicle brought to the nearest authorized BMW center.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

What will BMW do?

The in-tank fuel pump will be replaced free of charge when parts become available.

What if I am not the current owner/lessee of this vehicle?

You can update vehicle ownership and contact information by filling out the enclosed postage-paid card or by registering at www.bmwusa.com/myBMW.

If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

What if I have questions or experience problems?

Should you have any questions about this recall, please contact your authorized BMW center. Should you need additional assistance, contact BMW Customer Relations and Services via Email at CustomerRelations@bmwusa.com or by calling 1-800-525-7417. For the latest updates to this recall, please visit www.bmwusa.com/recall.

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>.

Please be assured that your safety is important to us and we sincerely apologize if this recall causes any inconvenience. We recommend wearing your safety belt at all times.

Sincerely,

BMW of North America, LLC

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
CustomerRelations@bmwusa.com
Internet
www.bmwusa.com

Spanish translation on back side
Traducción en español en el lado inverso

Handwritten initials and numbers: NH, 9119, LP

CUSTOMER #:

FLOW BMW

INVOICE

2565 Peters Creek Parkway
Winston-Salem, NC 27127
Phone: (336) 788-3333
www.flowauto.com

DUPLICATE 1
PAGE 1

WINSTON SALEM, NC

HOME [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 93042 KENNY STARNES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SPACE GRAY	08	BMW X5 XDR35I	5UXFE83598L [REDACTED]		87938/87978	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
02JUN08 IS							
02JUN08 DE		02JUN2012	17:00 13DEC16		0.00	CC	16DEC16
R.O OPENED	READY	OPTIONS: ENG:4.8_Liter					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A DRIVEABILITY-VEHICLE WILL NOT START-JUST SPINS OVER-TOWED IN-ADVISE
DRI DRIVEABILITY

93009 INS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
70668 found that the fuel pump on the p/side of fuel tank is inop.
recommend replacing the fuel pump.

B CUSTOMER SERVICE WASH
DET WASH CUSTOMER SERVICE WASH
3932131 ICW (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C** TECH RECOM: replace the fuel sending unit on p/side of the fuel tank. after replacement check for any other possible concerns.
ASR TECH RECOM: replace the fuel sending unit on p/side of the fuel tank. after replacement. check for any other possible concerns.

93009 CPB		435.00	435.00
1 16-11-7-195-464 DELIVERY UNIT WITH IN-TANK			
P:162020		397.68	397.68
PARTS: 397.68 LABOR: 435.00 OTHER: 0.00			832.68

70668 PENN WARRANTY COVERAGE-AUTH# [REDACTED] CLAIM# [REDACTED] FAX # (570) 270-3365 \$349.78 CLAIM-2YR/UNLIMITED PART & LABOR WARRANTY replaced the fuel pump as needed. test drove the vehicle to verify repairs.

EST: 910.26 14DEC16 09:15 SA: 93042

PAID
DEC 16 2016
BY: [Signature]

DESCRIPTION	TOTALS
LABOR AMOUNT	435.00
PARTS AMOUNT	397.68
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	832.68
LESS INSURANCE	0.00
SALES TAX	56.20
PLEASE PAY THIS AMOUNT	888.88

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS: We have added a charge equal to 7.5% of the total cost of labor and parts, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair.
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

pen \$349.78
11 4 139.10

[Redacted]

Winston-Salem, N.C.

[Redacted]

GREENSBORO NC 274
PIEDMONT TRIAD AREA
09 MAY 2017 PM 5 L



NATIONAL HIGHWAY TRAFFIC
SAFETY ADMINISTRATION
1200 NEW JERSEY AVE., S.E.,
WASHINGTON, DC
20590

20590-

