

BMW

APR 18 2018

CL-11090708 4825



IMPORTANT SAFETY RECALL – Remedy Available

This notice applies to your vehicle, **WBAHL63548D**

Recall Campaign No. 17V-328: Door Latches

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

February 2018

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 2005-2008 BMW 7 Series vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

We are pleased to inform you that we are ready to perform this recall. **If you have not yet had this recall performed, please contact any authorized BMW center immediately to schedule an appointment. To locate the nearest BMW center, visit www.bmwusa.com/dealers. Please note that your vehicle may have been previously affected by recall 12V-504. This new recall, 17V-328, replaces 12V-504, and we urge you to have this new recall completed on your vehicle.**

What could happen?

This recall involves the door latch system. The door can appear to be closed, although it may have stopped in a position close to the vehicle body and not be completely closed. Therefore, an irregular road surface, or inadvertent contact with the door interior, could cause the door to unexpectedly open while driving. If the door unexpectedly opens while driving, this could result in a crash or increase the risk of injury.

If the door does not close or stay latched, do not attempt to drive while trying to hold the door closed. If the door unexpectedly opens while driving, carefully move away from traffic and pull over to a safe location as soon as possible. Do not continue to drive the vehicle. Please contact an authorized BMW center to have your vehicle inspected and, if necessary, repaired.

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 door latch system update will be performed **free of charge**, and will take approximately 5 hours. If you already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

What if the current vehicle ownership information is incorrect?

You can update the vehicle ownership or your contact information by completing the enclosed postage-paid card or by registering at <http://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 you have questions or experience problems?

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

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

Sincerely,

BMW of North America, LLC

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



0038425
0002477

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
bmwusa.com

NAM
4.26.18
WD

**BMW OF BROOKLYN**211 63rd St. - Brooklyn, NY 11220
(718) 215-4220 - Fax: (718) 215-4225NYC - C/A LIC. NO. 679461
NYS MV-R/S REG. NO. 7097899**SERVICE DEPARTMENT HOURS**7:30 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. - Sat

R/O Open Date	R/O Number
5/10/17	
R/O Close Date	Status
6/14/17	Reprint
Mileage In	Mileage Out
80934	80935
Service Advisor / Tag #	
Neill Garoogian/4057	
Vehicle Identification Number	
WBAHL83548D	
Delivery Date	In-Service Date
2/01/18	
Color	License Number
BK	

BROOKLYN, NY			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2008	BMW	750I	4DSD	
10980A				

DESCRIPTION OF SERVICE AND PARTS

Cell:	Email:	AMOUNT
#1 - MR 51BMZC/LOC: CENTRAL LOCKING CUST STATES L/F DOOR DOES NOT CLOSE - NO PULL NO LOCKING HAD ACTUATOR & MODULE REPLCED - WORKED FOR ONE WEEK NOW NO BUENO Tech: rhesa mohammed(987) Installed 51 21 7 202 119 :B1-Lock, complete, from 10589.93 320.00 Installed 51 41 7 007 118 :B1-Quick fastener 8@14.26 589.93 Installed 51 41 7 026 270 :B1-Quick fastener 8@14.67 114.08 Sub Total: Labor: 320.00 Parts: 821.37 Total: 1141.37 117.36 REMOVED L/F DOOR PANNEL AND SOUND BARRIERE REMOVED DOOR LOCK ACCUATOR. ACCUATOR WAS REPLACED PARCHEA ILEY ELCETRIC MOROT WAS REUSED		
#2 - MR 98DIAG: PERFORM SYSTEM DIAGNOSIS AS PER CUSTOMERS REQUEST IN THE EVENT A CONCERN/PROBLEM LISTED ON THIS REPAIR ORDER IS NOT COVERED UNDER BMW WARRANTY FOR ANY REASON, I UNDERSTAND & AGREE TO THE STANDARD DIAGNOSTIC FEE OF \$209.95 TAX TO COVER TIME SPENT ON MY VEHICLE. AN ESTIMATE FOR REPAIR WILL BE PROVIDED Tech: rhesa mohammed(987)		209.95

Not Re-embursed

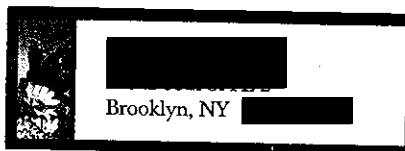
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	529.95
PARTS	821.37
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	12.63
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	121.05
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1485.00
Cash	1485.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



NEW YORK
NY 100
10 APR '18
PM 12 L



National Highway Traffic Safety Admin.
1200 New Jersey Avenue S.E.
S.E. Washington, DC 20590

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