

[REDACTED] SEATTLE WASHINGTON [REDACTED]

October 3, 2018

CL-11140888-1243

OCT 10 2018

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington, DC 20590

RE: Recall Campaign No. 18V-314: Power Supply System

Dear Sir or Madam

Attached is a copy of the recall notice dated June of 2018, an email dated October 2 and 3, 2018, and the Status Notice related to the above referenced Recall. The BMW dealer in Seattle has been unable to give a satisfactory response as to when I can expect the required repair. Out of frustration I contacted BMW of North America, and the their final response is the October 3, 2018 email.

I don't think this issue has been addressed in a reasonable period of time, and I believe either the dealer or BMW should be more forthcoming with information regarding when I can expect the required repairs. This is the first I have heard that I am waiting for a second letter.

Very truly yours

cc: BMW of North America
PO Box 1227
Westwood, NJ 07675-1227

212

AM
10/16/18
AD



IMPORTANT SAFETY RECALL – Remedy Available

This notice applies to your vehicle, WBAPN7C52BA [REDACTED]
Recall Campaign No. 18V-314: Power Supply System

June 2018

BACK - ORDER
UP TO
SEPT 27/18



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 2010-2011 BMW 3 Series Diesel 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 had this recall performed, please contact your authorized BMW center immediately to schedule an appointment.** Visit www.bmwusa.com/dealers to locate your nearest BMW center.

What could happen?

Electrical power is transferred from the battery (located in the trunk) to the fuse box (located behind the glove compartment), via the positive battery cable. Over time, the connection between the cable and the fuse box could wear. This could lead to a non-starting condition. In some cases, a momentary flickering of the instrument cluster, or a momentary shut-down of the engine could occur. In certain cases, engine stalling and a loss of certain vehicle systems could occur and increase the risk of a crash.

If engine stalling and a loss of certain vehicle systems occur, pull off the road to a safe location away from traffic, and switch off the engine. All occupants should carefully exit the vehicle and move to a location away from traffic. Do not continue to drive your vehicle.

Contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your 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 positive battery cable connector will be replaced by an improved version, and the cable will be secured to the fuse box for free, which will take approximately one hour. If you already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

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

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 I 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

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

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



Your BMW Correspondence [REDACTED]

CustomerRelations@bmwusa.com <CustomerRelations@bmwusa.com>

Tue, Oct 2, 2018 at 9:54 AM

To: [REDACTED]

Dear [REDACTED]

Thank you for contacting BMW of North America, LLC.

Unfortunately, I have been unable to reach you regarding your case. If you still require assistance, please contact me at 1-800-831-1117, extension 7694.

If I am unavailable, please leave a message with your vehicle identification number (VIN), preferred phone number, and the best time to reach you. I would be happy to follow-up as soon as I can.

The BMW Customer Relations and Services Department is available Monday through Thursday from 9:00 a.m. to 9:00 p.m. and Friday from 9:00 a.m. to 6:00 p.m., Eastern Time. You can reach us at 1-800-831-1117.

Sincerely,

Lacey
Customer Relations and Services
Representative

[REDACTED] >
To: CustomerRelations@bmwusa.com

Tue, Oct 2, 2018 at 12:22 PM

You can call me now.

[Quoted text hidden]

[REDACTED] >
To: CustomerRelations@bmwusa.com

Tue, Oct 2, 2018 at 1:02 PM

Apparently BMW North America is as difficult to deal with as BMW Seattle. In June 2018 I received Recall Campaign No. 18V-314: Power Supply System. On July 20, 2018 I had some service on my car and Recall17V-676 was performed. I was informed that items required for Recall 18V-314 were on backorder until September 2018, and that they would contact me then to have the work performed.

I heard nothing from the dealer in September so I called yesterday to try to schedule the work. I was informed that parts are not available, and they could give me no further information. Furthermore when I mentioned the September 2018 information they implied that I was mistaken, and had received no such information from them. When I asked how do we proceed from here they could provide no help.

I decided to call BMW Customer Relations at the number provided. I spoke for some time with someone who couldn't do much more than verify that there was in fact a recall my car, and collect enough information to pass me on to you. I asked to communicate by email, but first received two phone messages from you. I tried to call the 800 number you provided, but there was no provision to enter your direct extension. After waiting several minutes someone tried to put me through to you, but you were unavailable. Apparently you don't sit around waiting for a call from me any more than I sit around waiting for a call from you.

So I don't need to talk. Just email me information on when I can expect to have my **"IMPORTANT SAFETY RECALL - Remedy Available"** dated June 2018 completed. (Red and bold courtesy of your notice)



Your BMW Correspondence [REDACTED]

CustomerRelations@bmwusa.com <CustomerRelations@bmwusa.com>

Wed, Oct 3, 2018 at 12:36 PM

To: [REDACTED]

Dear [REDACTED]

Our records indicate VIN WBAPN7C52BA [REDACTED] is affected by 18V-314 for the Battery Positive Cable.

At this time, we are not able to provide you with a time frame as to when parts may become available. Due to the large vehicle population, sufficient parts may not be immediately available to repair all vehicles. Therefore, affected owners will receive a second letter on a rolling basis as parts become available. When you receive the second letter, you should promptly schedule an appointment with an authorized BMW center to have these recalls performed.

Please enter your VIN on our website to access a PDF document with additional information: www.bmwusa.com/recall. We are working to secure the necessary parts for the repairs and will update the information on our website as soon as additional information is available.

The BMW Customer Relations and Services Department is available Monday through Thursday from 9:00 a.m. to 9:00 p.m. and Friday from 9:00 a.m. to 6:00 p.m., Eastern Time. You can reach us at 1-800-831-1117.

Sincerely,

Lacey
Customer Relations and Services
Representative

Wed, Oct 3, 2018 at 1:17 PM

[REDACTED]
To: CustomerRelations@bmwusa.com

The link to bmwusa.com/recall doesn't seem to provide any additional information. My problem is I want to sell my vehicle, and what party would be interested except at a substantial discount after seeing the recall notice and your potentially unlimited time scope for the repairs.

[Quoted text hidden]

Your VIN: WBAPN7C52BA [REDACTED]

Year: 2011

Make and Model: BMW 335D US A

1 open recall for your vehicle

Safety Recalls:

MAY 14, 2018 | Recall Campaign No.18V-314

Power Supply System

Status: Remedy Unavailable

Last Updated: SEP 18, 2018

Description of Problem

The issue involves the vehicle's power supply system. Electrical power is transferred from the battery (located in the trunk) to the fuse box (located behind the glove compartment), via the positive battery cable. Due to relative movements at the connection point between the battery cable and the fuse box, the connection, and hence the transfer of electrical power, may be affected.

Safety Risk

Over time, this could eventually lead to a non-starting condition. In some cases, a momentary flickering of the instrument cluster, or a momentary shut-down of the engine could occur. In a rare case, engine stalling and a loss of certain vehicle systems could occur and increase the risk of a crash.

Description of Repair

The B+ cable connector will be replaced by one that is silver-coated and will be secured to the fuse box.

For additional information or assistance, please contact Customer Relations and Service at 1-800-525-7417 or via Email at CustomerRelations@bmwusa.com

SEATTLE WA

SEATTLE WA 98101

POSTAGE PAID



ADMINISTRATOR
NATIONAL HWY TRAFFIC SAFETY ADMIN
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590-0001

