

BMW Group

May 15, 2003

Mr. Kenneth N. Weinstein
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

RECEIVED

2003 JUN -9 A 10:42

OFFICE OF DEFECTS
INVESTIGATION

RE: **Recall Campaign – Front 18" Tire
2003 BMW Z4**

03V-214 ① or ⑥

Dear Mr. Weinstein:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act of 1966 and 49 CFR Part 573.

Pursuant to Section 573.6(c), we submit the following information.

1. **Manufacturer:** Bayerische Motoren Werke AG (BMW AG)
Designated Agent: BMW of North America, LLC
Woodcliff Lake, NJ 07677
2. **Make:** BMW

<u>Model Year/Model</u>	<u>Inclusive dates of manufacture</u>
2003 / Z4	03/21/2003 – 04/02/2003
3. The number of vehicles affected is approximately 180 Z4 models.
4. The percentage of vehicles estimated to actually contain the defect is approximately 15%.
5. The potential defect involves the front 18" tires. In rare occasions, it is possible that the tire has been damaged during the mounting process to the rim. Consequently, a loss of tire pressure, or a tire failure, could occur.
6. BMW initially became aware of the potential problem by quality control processes in April 2003. Based on subsequent field analyses and inspections, a determination of the range of potentially affected vehicles was established.

BMW has received no reports, nor is BMW otherwise aware, of any accidents or injuries related to the defect.

Company
BMW of North America, LLC
BMW Group Company

Mailing address
PO Box 1227
Washwood, NJ
07876-1227

Office address
300 Chestnut Ridge Road
Woodcliff Lake, NJ
07877-7731

Telephone
(201) 307-4000

Fax
(201) 307-4066

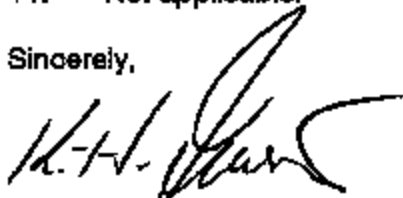
Internet
bmwusa.com



7. Not applicable.
8. BMW will conduct a recall campaign to unseat the tire from its rim, inspect for any damage, and then reseat the tire. If inspection reveals that a front tire has incurred damage during the mounting process, it will be replaced.

BMW plans to send owner notification letters in May 2003.
9. A copy of the Service Bulletin will be prepared and submitted when available.
10. A draft copy of the owner notification letter is attached.
11. Not applicable.

Sincerely,



Karl-Heinz Zhwica
General Manager
Environmental Engineering

Attachment

**TREAD ACT CUSTOMER REIMBURSEMENT PLAN
(BMW of North America, LLC)**

03V-214 ③ of ⑥

**Customer Reimbursement for Safety Related Recall Repairs
Effective with Safety related recalls Initiated January 15, 2003**

The customer is encouraged to request reimbursement from their authorized BMW center. Alternatively, the customer may submit the request for reimbursement to the following address:

Customer Relations Department
BMW of North America, LLC
P.O. Box 1227
Westwood, NJ 07675-1227

In all cases:

- Repair expenses pertaining to the subject of the safety recall are reimbursable, not consequential expenses such as towing, rental, accommodations, damage repairs, etc.
- Expenses from repair facilities outside of the BMW center network will be considered; however, the procedure must meet BMW standards and use BMW Genuine Parts.
- When BMW Genuine Parts are used, the Manufacturer's Suggested Retail Price (MSRP) will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by BMW are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.
- BMW will not reimburse for prior repairs that did not utilize BMW Genuine Parts.

The authorized BMW center will request a copy of the owner notification letter, as well as, a copy of the owner's previously paid invoice, and then inspect the vehicle (if still in the possession of the invoice holder) to determine the scope and quality of the previous repair. Claims shall be processed within 60 days of receipt.

DRAFT

May xxx, 2003

03V-214 ④ of ⑥

Recall Campaign No. 03V-XXX: Front 18" Tire

Dear BMW Owner:

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 2003 Model Year BMW Z4 vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

DESCRIPTION OF DEFECT

The defect involves the front 18" tires. In rare occasions, it is possible that a tire has been damaged during the mounting process to the rim. Consequently, a loss of tire pressure, or a tire failure, could occur.

Your vehicle can still be driven; however, for the safety of the driver and any passengers, do not leave this problem unattended. A loss of front tire pressure, or a sudden tire failure, could occur. Depending on traffic conditions and the driver's reactions, this could lead to a crash.

PRECAUTIONS

- 1. CONTACT YOUR AUTHORIZED BMW CENTER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
- 2. Drive carefully, and avoid excessive steering maneuvers when possible. If a loss of tire pressure occurs while driving, pull off the road as soon as possible to a safe 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.**
- 3. If you are not the only driver of this vehicle, please advise all other drivers of this important information.**

DESCRIPTION OF REPAIR

The repair will consist of unseating the tire from its rim, inspecting for any damage, and then reseating the tire to its rim. If inspection reveals that a front tire has incurred damage during the mounting process, it will be replaced.

The repair will require approximately 1 ½ hours. This work will be performed *free of charge* by your Authorized BMW center. Additional time may be required depending on the BMW center's scheduling and processing.

OTHER INFORMATION

If you are no longer the owner of this vehicle, we would appreciate you furnishing us with the name and address of the new owner, using the enclosed postage-paid card.

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

If you have already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

Should you have any questions about this campaign, please contact your Authorized BMW center.

We appreciate your confidence in our product, and we wish to do everything we can to retain your confidence. Should you need additional assistance, you may contact BMW Customer Relations at 1-800-831-1117.

If the 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, 400 Seventh St., S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

BMW OF NORTH AMERICA, LLC

**TREAD ACT CUSTOMER REIMBURSEMENT PLAN
(BMW of North America, LLC)**

03V-214 ⑥ or ⑦

If you have paid for the repair described in the attached letter, and you would like to be considered for reimbursement, please contact your authorized BMW center. Expenses from repair facilities outside of the BMW center network will be considered; however, the procedure must meet BMW standards and use BMW Genuine Parts.

Your authorized BMW center will request a copy of your owner notification letter, as well as, a copy of your previously paid invoice, and then inspect the vehicle (if it is still in your possession) prior to submitting a claim on your behalf to BMW of North America, LLC for reimbursement.

Please note the following:

- Only a repair that is the subject of this safety recall is reimbursable. Consequential expenses such as towing, rental, accommodations, damage repairs, etc will not be reimbursed.
- When BMW Genuine Parts are used, the Manufacturers Suggested Retail Price (MSRP) will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by BMW are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.
- BMW will not reimburse for prior repairs that did not utilize BMW Genuine Parts.

We anticipate that your authorized BMW center will be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair. If you qualify for such a reimbursement, they will also be able to advise you of the manner in which you could receive reimbursement.

We recommend that your authorized BMW center be your primary contact on this issue; however, our Customer Relations Department may be contacted at 1-800-831-1117 for any special assistance that you may require.

Alternatively, you may submit your request for reimbursement to the following address:

Customer Relations Department
BMW of North America, LLC
P.O. Box 1227
Westwood, NJ 07675-1227