

# BMW Group

April 1, 2004

Mr. Kenneth N. Weinstein  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
400 7<sup>th</sup> Street, SW  
Washington, DC 20590

RECEIVED  
NHTSA-215

2004 APR 12 P 12:51

OFFICE OF  
DEFECTS INVESTIGATION

04V-182  
(6 pages)

**RE: Recall Campaign - Engine Stalling  
2003-04 BMW Z4**

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>
2003-04 / Z4	02/19/2003 - 10/13/2003

3. The number of vehicles affected is approximately 13,769.

4. The percentage of vehicles estimated to actually contain the defect is 100%.

5. The potential defect involves the electric fuel pump. It is possible that under certain environmental conditions, for example, driving during high ambient temperatures in combination with high altitudes (over 5,000 ft.), vapor lock in the fuel pump could occur. This could cause the engine to stall. If this were to happen, the engine would be unable to be restarted for approximately 15 to 20 minutes.

The name, business address, telephone number, and contact person of the fuel pump supplier is:

INERGY Automotive Systems  
Dr. Roger Schollmayer  
Ingolstaedter Str. 40  
D-80807 Munich  
Germany  
Tel.: 011-49-89-350-96710

Company  
BMW of North America, LLC

BMW Group Company

Mailing address  
PO Box 1227  
Westwood, NJ  
07675-1227

Office address  
500 Chestnut Ridge Road  
Woodcliff Lake, NJ  
07677-7751

Telephone  
(201) 307-4000

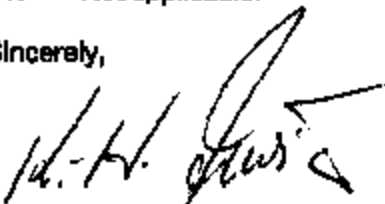
Fax  
(201) 782-0764

Internet  
bmwusa.com



6. BMW initially became aware of this potential problem in 2003 through field reports. Subsequent investigations and analyses resulted in an identification of the potential defect, as well as, a determination of the range of potentially affected vehicles.  
  
BMW has received no reports, nor is BMW otherwise aware of any accidents or injuries related to the defect.
7. Not applicable.
8. BMW will conduct a recall campaign to remedy the affected vehicles. Specifically, a resistor will be installed in the electrical line leading to the fuel pump of affected vehicles. This will reduce the power output of the fuel pump and preclude an occurrence of vapor lock.  
  
BMW expects to begin and complete owner notification in April 2004.
9. A copy of the Service Bulletin will be submitted when available.
10. A draft copy of the owner notification letter is attached.
11. Not applicable.

Sincerely,



Karl-Heinz Ziwick  
Vice President  
Engineering US

Attachment

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

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 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.

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

April, 2004

## Recall Campaign No. 04V-XXX: Engine Stalling

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 and 2004 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 electric fuel pump of your vehicle. Under certain environmental conditions, for example, driving during high outside temperatures in combination with high altitudes, it is possible that the engine could stall due to a condition known as "vapor lock". If this were to occur, the engine would not be able to be restarted for approximately 15 to 20 minutes.

If stalling were to occur, you would be unable to maintain vehicle speed or accelerate. 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. **If you experience engine stalling while driving, pull over carefully as soon as possible to a safe location and away from traffic. Do not continue to drive your vehicle. Contact BMW Roadside Assistance at 1-800-332-4289 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 installing a resistor in the electrical line powering the fuel pump in order to prevent an occurrence of vapor lock.

The repair will require approximately ½ hour. 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 your 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)**

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