

# BMW Group

June 10, 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  
NVS-215

2004 JUN 23 P 3

OFFICE OF  
VEHICLE INVESTIGATION



**RE: Recall Campaign - Fuel Line Clip  
2004 BMW 5-, 6-Series (8-Cylinder Engine)**

04V-303  
(6 pages)

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.

- Manufacturer:** Bayerische Motoren Werke AG (BMW AG)

**Designated Agent:** BMW of North America, LLC  
Woodcliff Lake, NJ 07677
- Make:** BMW

<u>Model Year / Model</u>	<u>Inclusive dates of manufacture</u>
2004 / 5-, 6-Series (8-Cylinder Engine)	09/04/2003 - 04/28/2004
- The number of vehicles affected is approximately 5,820 5-Series and 1,712 6-Series equipped with the 8-cylinder engine.
- The percentage of vehicles estimated to actually contain the defect is unknown at this time, but is estimated to be less than 100%.
- The potential defect involves a circular retention clip at the quick-release coupling along the fuel supply line. This retention clip was inadvertently not installed on certain 8-cylinder engines. As a result, it is possible that in a severe frontal crash, the quick-release coupling could separate. If this happens, it is possible that a small amount of fuel could leak. In some cases, it is also possible that this small amount of fuel could ignite.
- BMW initially became aware of this potential problem in 2004 through quality observations. Subsequent investigations and analyses resulted in an identification of the potential defect, as well as, a determination of the range of potentially affected vehicles.

Company  
BMW of North America, LLC

BMW Group Company

Mailing address  
PO Box 1227  
Westwood, NJ  
07675-1227

Office address  
300 Chestnut Ridge Road  
Woodcliff Lake, NJ  
07677-7731

Telephone  
(201) 307-4000

Fax  
(201) 762-0764

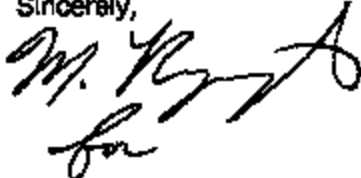
Website  
bmwusa.com



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 circular retention clip will be installed at the quick-release coupling along the fuel supply line on all affected vehicles.  
  
BMW expects to begin and complete owner notification in June 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 Ziwica  
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

June, 2004

## Recall Campaign No. 04V-XXX: Fuel Line Clip

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 2004 Model Year BMW 5-Series and 6-Series vehicles equipped with the 8-cylinder engine (545i, 645Ci, 645Cic). Our records indicate that you are the owner of a potentially affected vehicle.

### **DESCRIPTION OF DEFECT**

The defect involves a circular retention clip at the quick-release coupling along the fuel supply line. This retention clip was inadvertently not installed. As a result, it is possible that in a severe frontal crash, the quick-release coupling could separate. If this happens, it is possible that a small amount of fuel could leak. In some cases, it is also possible that this small amount of fuel could ignite.

**Your vehicle can still be driven; however, do not leave this problem unattended.**

### **PRECAUTIONS**

- 1. CONTACT YOUR AUTHORIZED BMW CENTER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
- 2. BMW recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.**

### **DESCRIPTION OF REPAIR**

The repair will consist of installing a circular retention clip at the quick-release coupling along the fuel supply line of all affected vehicles.

The repair will require approximately one 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