

May 27, 2010

Addressee Name  
Address  
City, State ZIP

## **NOTICE OF SAFETY RECALL**

**Part:** BMW Steering Center Tie Rod, also known as a Center Drag)  
**Part no.:** Part number 32 21 1 096 057

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

FCP Groton, LLC has decided that a defect, which relates to motor vehicle safety, exists in a group of Steering Center Tie Rods, also known as a Center Drags. As a result of the defect, the shaft of the steering center tie rod may shear-off causing, without warning, immediate and complete loss of vehicle control.

Recently, you purchased a steering center tie rod from that group.

Although we do not know if the steering center tie rod that you purchased from us is affected by this defect, your safety is of great concern to us. Therefore, we are assuming that it is affected by the defect and strongly requesting you to replace it as discussed below.

Use of larger than original equipment manufactured (O.E.M.) wheels or non-OEM specification shocks may contribute to causing it to shear-off.

To reduce the chance of losing control of your vehicle and causing serious injury, including death, you should not drive your vehicle until you have had the steering center tie rod replaced.

Please contact us at our toll-free number, (877) 634 – 0063, to arrange for a replacement steering center tie rod to be sent to you or your mechanic by express delivery. This will be at no charge to you. At that time, we will also provide you with a code so that you can return the part via prepaid courier once it has been replaced.

We strongly recommend that you have a certified mechanic perform the installation and tire alignment. To complete the replacement, the steering center tie rod must be removed and the replacement steering center rod must be replaced. This process takes about 1.4 hours. After it has been replaced, the front wheels must be realigned, which requires an additional half hour.

We will pay the cost to complete the installation. Please have your shop contact us at the toll-free number to arrange for payment directly to the shop.

You may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>, if you believe that:

- 1) We have failed or are unable to remedy the defect without charge; or
- 2) We have failed or are unable to remedy the defect without charge within a reasonable time (which is defined as not longer than 60 days after you requested us to complete the replacement).

Thank you for your loyal patronage.

Sincerely,

Nick Bauer  
FCP Groton  
50 School House Road  
Old Saybrook CT 06475



50 School House Rd.  
Old Saybrook, CT 06475

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