

From: [Broadcast Messaging System](#)
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Subject: Recall 12V-019 Transmission Park Lock 2012 X5 xDrive with N55 Engine and Automatic Transmission
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DCSnet Message
Important



Subject: Recall 12V-019 Transmission Park Lock 2012 X5
xDrive with N55 Engine and Automatic Transmission

BMW of North America, LLC has announced a recall to correct a potential failure of the automatic transmission parking lock on the following X5's:

L986220, L986221, L986392, L986562, L986564, L986606

The transmission parking lock may not engage, even though "P" has been selected by the driver and is displayed.

The affected centers have already been instructed to hold vehicles still in stock. Owners of vehicles already retailed are being contacted at this time. New transmissions have been sent to those centers with affected vehicles.

A list of Questions and Answers has been prepared that should address most inquiries our customers may have. This recall applies only to the six (6) vehicles listed above. Please provide and discuss this information with your staff.

Thank you for your cooperation,

BMW of North America, LLC

Q1. Which models are affected by this recall?

Affected are Model Year 2012 BMW X5 xDrive 35i SAVs manufactured between December 19, 2011 and December 21, 2011.

Q2. Why are other models not affected?

Transmissions for other models have been manufactured according to specification.

Q3. How many models in the US are affected?

The number of Model Year 2012 BMW X5 xDrive 35i SAVs affected in the US is 6 (six).

Q4. What is the specific problem?

The issue involves the automatic transmission's parking lock. The transmission was not manufactured according to specifications. Therefore, engagement of the transmission's parking lock may not occur. This could happen even if the "P" position has been selected and is displayed.

Q5. What can happen?

Vehicle rollaway could occur, even though transmission position "P" has been selected and is displayed.

Q6. Can the driver become aware of the problem?

No.

Q6a. What should I do if I notice this condition in my vehicle?

When parking and before leaving your vehicle please make sure that the parking position "P" is engaged AND the parking brake is engaged.

Do not park on a hill/incline.

If you need BMW Roadside Assistance, they may be reached at 1-800-332-4269.

Q7. What corrective measures will be taken?

The automatic transmission will be replaced on your vehicle.

Q8. How did BMW become aware of the problem?

BMW became aware of the problem through its quality control procedures.

Q9. Is BMW aware of any accidents or injuries associated with the recall?

No.

Q10. Can customers continue to drive their vehicles?

Yes, but we recommend that owners of affected vehicles, who receive a letter asking them to have this service performed by their authorized BMW SAV center, do so as soon as possible.

Should you need BMW Roadside Assistance, they can be reached at 1-800-332-4269.

We recommend that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.

If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Please be aware of the following:

When parking and before leaving your vehicle please make sure that the parking position "P" is engaged AND the parking brake is engaged.

Do not park on a hill/incline.

If you need BMW Roadside Assistance, they may be reached at 1-800-332-4269

Q11. How will customers be informed of the recall?

Owners of affected vehicles will receive a letter via First Class mail asking them to schedule an appointment with their authorized BMW SAV center.

Q12. How will the recall be performed?

Affected customers who make an appointment will have the automatic transmission replaced on their vehicle.

Q13. How long will the repair take?

This repair should take approximately 8 hours; however, additional time may be required depending upon the BMW SAV center's scheduling and processing. The repair will be performed free of charge by your authorized BMW SAV center.

Q14. How many models have experienced this problem?

The exact number is unknown at this time.

Q15. When will I receive my owner notification letter?

Mailings are planned to start in January.

Q16. Do I have to wait for my recall letter in order to have my recall performed?

Yes. We are in the process of implementing the recall campaign to ensure that the necessary parts are at the dealers prior to sending out the owner notification letters.

Q17. I see the "TREAD Act Customer Reimbursement Plan" attached to my letter. Can you explain what that is about? Am I eligible for reimbursement?

If you have already had this repair performed at your own expense, you may be eligible for reimbursement of certain expenses that you incurred.

Attachments:

No Attachments No Attachments

Recipients: BMW SAV (Light Trucks), All Offerings, All Regions, All Areas, All Departments, All Personnel