

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: Oil Pump Update
Date: Monday, October 15, 2012 3:58:03 PM

Publish Date: October 15, 2012
From: Parts Logistics
Expiration Date: October 29, 2012

DCSnet Message
Urgent



Subject: **Oil Pump Update**

To: Parts and Service

Re: Oil Pump Update

As of today, BMWNA has shipped over 750 oil pumps.

As some may know, there were pumps requested in error. In some cases, the vehicle remains at the port and will be repaired prior to shipping, other oil pumps have shipped to an incorrect location or the customer may have been at a different Center.

We will open a one-time special return for the parts associated with this repair. Return requests will be honored through Thursday, October 18th only. Please contact Johnnie Irving at (662) 560-5510 or Johnnie.Irving@bmwna.com and a special return without penalty will be generated. **On Friday, October 19th these parts will be flagged as non-returnable.**

All Center requests for a sold vehicle have been filled as of today. **If you have not received the parts for a VIN sent prior to today please send another request to Directship@bmwna.com.**

There should be a very limited amount of vehicles in Center inventory that still need the repair. Please only order what is needed as these parts are non-returnable.

If your Center needs an oil filter for regular service, please send an email to Directship@bmwna.com with the quantity needed. We will continue to ship the filter with the recall parts and send an update when the block is removed.

Thank you

Parts Logistics

Attachments:
No Attachments No Attachments

Recipients: BMW Passenger Cars, Part Sales, All Regions, All Areas, Service, All Personnel
BMW Passenger Cars, Part Sales, All Regions, All Areas, Parts, All Personnel