

BMW



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, 14V-674SAMPLE

December 2014

Recall Campaign No. 14V-674: Fuel Tank

Dear BMW Owner/Lessee:

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 Model Year 2014 BMW i8 vehicles. Our records indicate that you are the owner of an affected vehicle.

IMPORTANT NOTICE

BMW has previously contacted you via phone and/or Email to inform you of this important matter. We are sending you this additional notification in the interest of you, our valued customer. If you have not yet addressed this issue, we request that you do so at this time. Therefore, if you have not yet scheduled an appointment with an authorized BMW center, we urge you to do so as soon as possible.

DESCRIPTION OF PROBLEM

This recall involves the fuel tank. One of the welds on the bottom of the fuel tank may not meet specifications and may have weakened the surrounding tank area. If the weld does not meet specifications, a fuel leak could occur. In the presence of an ignition source, a fuel leak could lead to a fire.

PRECAUTIONS FOR YOUR SAFETY

- 1. CONTACT YOUR AUTHORIZED BMW CENTER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
- 2. If you notice a fuel odor, or see fuel drips on the ground during refueling, your vehicle may be experiencing this issue.**
- 3. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

DESCRIPTION OF REPAIR

The fuel tank will be inspected and, if necessary, replaced.

The actual repair will require approximately one (1) hour for fuel tank inspection and, if necessary, a subsequent four (4) hours for fuel tank replacement; however, additional time



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Company
BMW of North America, LLC

BMW Group Company

Mailing Address
PO Box 1227
Westwood, NJ
07675-1227

Telephone
(800) 525-7417

Fax
(201) 930-8362

E-mail
CustomerRelations@
bmwusa.com

Website
bmwusa.com

may be required depending on the BMW center's schedule. This work will be performed free of charge by your authorized BMW center.

OTHER INFORMATION

If you are no longer the owner of this vehicle, we request that you provide us with the name and address of the new owner using the enclosed postage-paid card so that we can contact the new owner regarding this issue. If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee within ten days. 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 recall, please contact your authorized BMW center. Should you need additional assistance, you may contact BMW Customer Relations and Services via Email at CustomerRelations@bmwusa.com or by calling 1-855-236-1025 from 9 AM to 9 PM Eastern Time, Monday through Friday. We appreciate your confidence in our product, and we intend to do everything we can to retain it.

If your 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, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We sincerely apologize for any inconvenience this issue may cause you.

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

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 your payment 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 repair procedure must meet BMW standards.

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.
- The Manufacturer's Suggested Retail Price (MSRP) for BMW Genuine Parts 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.

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 and Services 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 and Services Department
BMW of North America, LLC
P.O. Box 1227
Westwood, NJ 07675-1227

Please note, if you choose to submit a request for reimbursement to the Customer Relations and Services department, your vehicle will still need to be inspected (if it is still in your possession) at an authorized BMW center before a claim can be submitted for consideration. This is to ensure that prior repairs associated with this recall completed at an outside facility meet BMW standards.