

BMW



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, 15V-147TEST

June 2015

Recall Campaign No. 15V-147: Head Protection System (HPS)

Dear BMW Owner/Lessee:

This notice is sent to you in accordance with 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 2014-2015 BMW X5 Sports Activity Vehicles. Our records indicate that you are the owner of an affected vehicle.

DESCRIPTION OF PROBLEM

This recall involves the Head Protection System (HPS). The HPS air bag was not produced to specifications and therefore may not provide sufficient restraint capability in a crash when it deploys, increasing the risk of injury.

PRECAUTIONS FOR YOUR SAFETY

- 1. CONTACT YOUR AUTHORIZED BMW CENTER IMMEDIATELY TO SCHEDULE AN APPOINTMENT TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE. You can locate your nearest BMW center at www.bmwusa.com/dealers.**
- 2. 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 Head Protection System on either the left side or the right side (as determined from BMW's production records) of your vehicle will be replaced.

This free repair will take approximately four hours; however, additional time may be required depending upon your authorized BMW center's schedule. You may request alternative transportation from your BMW center.



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OTHER INFORMATION

If you are no longer the vehicle owner/lessee, we request that you provide us with the name and address of the new owner/lessee using the enclosed postage-paid card so that we can contact the new owner/lessee regarding this recall. If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee within ten days.

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 1-800-525-7417 from 9 AM to 9 PM Eastern Time, Monday through Friday.

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 recall may cause; however, be assured that BMW is concerned about your safety and security.

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

BMW of North America, LLC