

BMW



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, TEST15V 189

July 2015

Recall Campaign No. 15V-189: Fuel Pump

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 BMW 2 and 3 Series, and Model Year 2014-2015 4 Series vehicles. Our records indicate that you are the owner of an affected vehicle.

IMPORTANT NOTICE

Please note that we had informed you of this matter by letter in May and indicated that we were not ready to perform this recall. We are pleased to inform you that we are now ready, and we encourage you to schedule an appointment with your authorized BMW center as soon as possible to have this recall performed.

DESCRIPTION OF PROBLEM

This recall involves the fuel pump. Over time, an internal part of the fuel pump may not function correctly. If this occurs, it will eventually result in pump failure. If the fuel pump fails, the vehicle may not start, or the engine may stall without the ability to restart the vehicle increasing the risk of a crash.

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 observe a "Check Engine" or "Service Engine Soon" warning lamp in the instrument cluster, your vehicle may be experiencing this issue. You should immediately contact the nearest authorized BMW center to arrange for inspection and service.**
- 3. In the event of stalling, you should carefully move away from traffic and pull over to a safe location as soon as possible and stop the vehicle. You should contact BMW Roadside Assistance at 1-800-332-4269 to have the vehicle brought to the nearest authorized BMW center. You should not continue to drive the vehicle.**



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- 4. 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 pump will be replaced.

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

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