

BMW



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

January 2016

Recall Campaign No. 15V-782: Driveshaft

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 2015-2016 M3 Sedans, M4 Coupes and M4 Convertibles. Our records indicate that you are the owner or lessee of an affected vehicle.

DESCRIPTION OF PROBLEM

This recall involves the driveshaft between the transmission and the rear axle. Due to an error in the driveshaft manufacturing process, a joint may not have been greased which, over time, could cause driveshaft failure.

If the driveshaft failed, this would result in a loss of power to the rear axle and increase the risk of a crash.

PRECAUTIONS FOR YOUR SAFETY

- 1. CONTACT YOUR AUTHORIZED BMW CENTER IMMEDIATELY TO HAVE THE NECESSARY FREE REPAIR PERFORMED AS SOON AS POSSIBLE. You can find your nearest center at www.bmwusa.com/dealers.**
- 2. If you hear a loud clunking noise, or if you suddenly lose power, your vehicle may be experiencing this issue. If this occurs, you should carefully move away from traffic and pull over to a safe location as soon as possible. Contact BMW Roadside Assistance at 1-800-332-4269 to have the vehicle brought to the nearest authorized BMW center.**
- 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 driveshaft will be inspected and, if necessary, replaced.

This **free repair** may take up to two hours; however additional time may be required depending on your authorized BMW center's schedule.



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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

OTHER INFORMATION

If you are no longer the owner/lessee of this vehicle, 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 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 1-800-525-7417 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>.

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

We sincerely apologize for any inconvenience this recall may cause you; however, be assured that BMW is concerned about your safety and security.

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 expenses to be considered for reimbursement, please contact your authorized BMW center. Expenses paid to 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 your previously paid invoice. They will 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 part charges.
- Repair labor, taxes and hazardous waste disposal, when previously paid, are eligible for reimbursement.
- 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.

Your authorized BMW center should 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, your BMW center will also be able to advise you of the manner in which you can expect to receive reimbursement.

Your authorized BMW center should be your primary contact on this issue; however, our Customer Relations and Services Department may be contacted at 1-800-525-7417 for any special assistance that you may require.

In special situations where your authorized BMW center cannot be of assistance, you may submit your written request for reimbursement to:

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

If you intend to submit a request for reimbursement to our Customer Relations and Services department, your vehicle (if it is still in your possession and was repaired at a facility outside of the BMW center network) will need to be inspected at an authorized BMW center before a claim can be accepted for consideration. This is to ensure that prior repairs at an outside facility meet BMW standards for recall completion.