



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [INSERT VIN]

July 2016

Recall Campaign No. 16V-311: Front 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 2011 BMW X5 Sports Activity Vehicles and X6 Sports Activity Coupes. Our records indicate that you are the owner or lessee of a potentially affected vehicle.

What is the issue?

This recall involves the front driveshaft's universal joint(s) which may not have been produced to specifications. In rare cases, water and/or dirt may, over time, lead to corrosion resulting in noise or vibration. After prolonged driving under such conditions, the universal joint(s) may eventually break.

If the universal joint(s) broke, power to the front axle would no longer be available. However, power to the rear axle would still be available. After prolonged operation in such a condition, damage to additional components could occur, and continued driving would no longer be possible. Depending upon traffic conditions and the driver's reactions, this could increase the risk of a crash.

You should have the front driveshaft replaced as soon as possible. Please contact your authorized BMW center immediately to schedule an appointment. You can locate your nearest BMW center at www.bmwusa.com/dealers.

What precautions can you take?

If corrosion of the joint(s) occurred, it would initially be noticed by noise and/or vibration. If the universal joint(s) broke, power to the front axle would no longer be available. 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. **If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

What will BMW do?

The front driveshaft will be replaced. This free repair will take approximately three hours.

If you already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

What if you are not the current owner of this vehicle?

If you are no longer the vehicle owner/lessee, please fill out the enclosed postage-paid card so we can update our records. If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee within ten days.

To ensure BMW of North America, LLC has your most recent contact and vehicle information, please register your vehicle at <http://www.bmwusa.com/myBMW>. Registration is free of charge, and will give you access to factory initiated campaigns and other information specific to your BMW vehicle.

What if you have questions or experience problems?

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 are properly seated and restrained at all times.

Sincerely,

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.