

# BMW



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

July 2016

### Recall Campaign No. 16V-333: ISOFIX BRACKET

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 2011-2016 BMW X3 Sports Activity Vehicles and X4 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 vehicle's lower anchor bars for use in attaching child restraint systems. When specifically used with ISOFIX-type rigid-style connector child restraint systems, the lower anchor bars could become damaged over the lifetime of the vehicle. This rigid-style connector is mainly used in Europe, but is available in the US.

See the image below illustrating the rigid-style connectors.



If the vehicle's lower anchor bar(s) become damaged during vehicle operation, this would increase the risk of injury to a child in a child restraint system attached to the lower anchor bars in a crash.

**Please note:** This issue has only been known to occur with an ISOFIX-type rigid-style connector child restraint system. **Therefore, if you use a LATCH-type connector child restraint system, which includes adjustable belts and clips, your vehicle is unlikely to experience this condition.**

**You should have the vehicle's lower anchor bars repaired 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](http://www.bmwusa.com/dealers).

#### **What precautions can you take?**

This issue could be noticed when attempting to attach a child restraint system if the lower anchor bar is loose. It could also be noticed during vehicle operation if the child restraint system appears to be loose.



#### **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

If you believe the bar is loose, please attach the child restraint system using the vehicle's safety belt. Please refer to both the vehicle's and the child restraint system's Owner's Manuals for specific instructions.

**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?**

A reinforcing bracket will be welded to the lower anchor bars and the vehicle body. 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](mailto: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.