

## **Recall Update: PCV Valves and Blower Resistors Available for Customer Repairs**

Customer notifications are in the mail and Recall Masters are ready to help raise completion rates on the 2017 recall.

An update on raising the completion rate on the approximately 1.4 million vehicles recalled for PVC Valve or Blower Resistor replacements.

On the PCV Valves we have about 100,000 currently in the system and about 50,000 of the Blower Resistor.

BMW NA is doing several things to drive more customers to dealers for repairs.

Updated XTime scheduling software will alert dealers to open recalls so they schedule time for the repairs.

Dealer coaching, with a pilot program with Recall Masters to help with outreach to your customer base and set-up process and procedures for handling recalls.

Customers are receiving notifications, with 700,000 for the PCV Valve sent by the end of October and 700,000 for the Blower Resistor to be mailed by early December.

Other outreach methods include notifications in monthly statements to BMW Financial Services customers and using tools identified in the Takata recall to contact vehicle owners.

Aftersales, BMW Dealer Direct  
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