BMW

August 2012

Recall Campaign No. 12V-302: Electric Power Steering (EPS) Assist Control Module

Dear BMW Owner:

This notice is sent to you in accordance with the requirements of 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 ActiveE and 2012 BMW Z4 vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

We sincerely apologize for any inconvenience this may cause you.

DESCRIPTION OF PROBLEM

This recall involves the Electric Power Steering (EPS) assist control module. This module may not function properly. If this happens, a sudden loss of power steering assist may occur. However, manual steering capability is retained, although the effort required to steer the vehicle will be more difficult.

A warning symbol illuminated in yellow in the instrument cluster will appear and an audible warning will be activated.

Please note that, after the engine is shut off and then restarted, the EPS module may function properly. In that case, the warning symbol in the instrument cluster will no longer appear, and the audible warning will not activate. However, the condition may occur again.

DESCRIPTION OF REPAIR

The Electric Power Steering (EPS) assist control module on your vehicle will be replaced.

The actual repair will require approximately four hours; however, additional time may be required depending on the BMW center's schedule. This work will be performed free of charge by your authorized BMW center / BMW ActiveE center.

Do not leave this problem unattended. Depending upon traffic, road conditions, and the driver's reactions, the risk of a crash may increase.

PRECAUTIONS FOR YOUR SAFETY

1. **CONTACT YOUR AUTHORIZED BMW CENTER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE. FOR CUSTOMERS WITH A MODEL YEAR 2011 BMW ActiveE, PLEASE CONTACT YOUR BMW ActiveE CENTER.**

2. **If you need to locate the nearest authorized BMW ActiveE center, please contact BMW ActiveE customer relations at 1-855-236-1025, or via email at ActiveECustomerRelations@BMWUSA.com you can also contact BMW Roadside specifically for ActiveE at 1-800-497-9940.**

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BMW of North America, LLC

BMW Group Company

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(800) 525-7417

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(201) 930-8362

E-mail
CustomerRelations@
bmwusa.com

Website
bmwusa.com

3. **If you experience a loss of power steering assist while driving, you may continue to drive your vehicle, but drive cautiously and carefully. If you feel uncomfortable with this condition, then you should pull over carefully as soon as possible to a safe location and away from traffic; do not continue to drive your vehicle. Contact BMW Roadside Assistance at 1-800-332-4269 (1-800-497-9940 for ActiveE drivers) immediately to have your vehicle brought to the nearest authorized BMW center / BMW ActiveE center.**

4. **If the vehicle is experiencing this condition, the warning symbol depicted below will be illuminated in yellow in the vehicle's instrument cluster. Please refer to the Description of Problem section above for more details regarding the warning symbol.**

5. **If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

OTHER INFORMATION

Should you need BMW Roadside Assistance, they can be contacted at 1-800-332-4269 (1-800-497-9940 for ActiveE drivers).

If you are no longer the owner of this vehicle, we would appreciate your furnishing us with the name and address of the new owner, using the enclosed postage-paid card.

If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee with 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 campaign, please contact your authorized BMW center / BMW ActiveE center

Again, we sincerely apologize for any inconvenience this may cause you.

We appreciate your confidence in our product, and we wish to do everything we can to retain your confidence. Should you need additional assistance, you may contact BMW Customer Relations and Services at 1-800-525-7417, or via email at CustomerRelations@bmwusa.com or BMW ActiveE Customer Relations at 1-855-236-1025, or via email at ActiveECustomerRelations@bmwusa.com.

If the 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.

BMW OF NORTH AMERICA, LLC