BMW



October 2011

Recall Campaign No. 11V-476: Front Driveshaft Bolts

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 328i xDrive and 335i xDrive sedans. 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

The issue involves the front driveshaft attachment bolts. The attachment bolts may not have been tightened to specification. If the bolts were not tightened to specification, then they could become loose. Over time, they could continue to loosen, leading to a loss of power to the front wheels and ultimately a vehicle breakdown.

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

PRECAUTIONS FOR YOUR SAFETY

Company BMW of North America, LLC

BMW Group Company

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- 1. CONTACT YOUR AUTHORIZED BMW CENTER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.
- 2. If the vehicle is experiencing this condition, you may hear a noise and/or feel a vibration coming from the front of the vehicle.
- 3. If this condition is occurring, 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 immediately to have your vehicle brought to the nearest authorized BMW center.
- 4. BMW recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.
- 5. 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 front driveshaft attachment bolts will be removed and replaced.

The actual repair will require approximately one half hour; however, additional time may be required depending on the BMW center's scheduling and processing. This work will be performed free of charge by your authorized BMW center.

OTHER INFORMATION

Should you need BMW Roadside Assistance, they can be contacted at 1-800-332-4269.

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 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 campaign, please contact your authorized BMW 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.

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 OF NORTH AMERICA, LLC