

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: ActiveE Drive Motor Sealing Safety Recall
Date: Friday, January 18, 2013 11:39:37 AM

Publish Date: January 18, 2013
From: Technical Service
Expiration Date: February 01, 2013

DCSnet Message 
Important

Subject: **ActiveE Drive Motor Sealing Safety Recall**

To: Service Managers, Service Advisors, Shop Foremen,

Certain Model Year 2011 BMW Active E vehicles are subject to a safety Recall requiring inspection of the electric motor drive splines. During the inspection, an improved seal will be installed to ensure proper lubrication of the splines. If the inspection shows significant damage to the splines, the electric motor will be replaced.

Today, Friday, January 18, the BMW NA Customer Relations department will begin contacting drivers of affected vehicles. Due to the extensive repair time and limited availability of parts, vehicles will be prioritized based on service history (greasing of EME splines) and current mileage. Drivers of high-priority vehicles will be asked to make an immediate appointment with their ActiveE center. Lower priority vehicles can be scheduled approximately 4 weeks later.

A Service Information bulletin with complete instructions will be published on January 22, 2013. Instructions for reimbursement of alternate transportation costs will be provided in the warranty section of the Service Information bulletin to be published. **Do not order any parts at this time.**

Vehicles included in the accompanying VIN list are affected by this Recall and are provided for information only.

The attached Questions and Answers list should address most inquiries customers may have. Please provide and discuss this information with your staff. Customers may also be directed to the ActiveE Hotline number should they have further questions. The number is (855) 236-1025.

Sincerely,

Technical Service

Attachments:  [E82E_DCS_VINs\[80f78fc9\].pdf](#)  [ActiveE-PowerTrain_QA \[80f78fc8\].pdf](#)  [ActiveE_email\[80f78fc7\].pdf](#) 
[E82E_DCS_VINs\[80f78fc9\].pdf](#)
 [ActiveE-PowerTrain_QA \[80f78fc8\].pdf](#)
 [ActiveE_email\[80f78fc7\].pdf](#)

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