

# BMW



**December, 2011**

## **Recall Campaign No. 11V-438: Lamps in Rear Quarter Panel**

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 2002-05 3-Series sedans. Our records indicate that you are the owner of a potentially affected vehicle.

We sincerely apologize for any inconvenience this may cause you.

### **IMPORTANT NOTICE**

Please note that, at the present time, we do not yet have sufficient parts in which to conduct this recall; however, we will notify you as soon as parts become available which is anticipated to occur in December.

You may continue drive your car; however, in the interim, see PRECAUTIONS FOR YOUR SAFETY below. If you believe your vehicle is experiencing this condition, and are concerned with continuing to drive, you may contact BMW Roadside Assistance at 1-800-332-4269 to have your vehicle brought to the nearest Authorized BMW Center.

### **DESCRIPTION OF PROBLEM**

The issue involves the rear lamps on your vehicle. Specifically, it involves the portion of the lamp in the vehicle's rear quarter panel. Due to material specification and environmental factors, one or more lamp functions (tail, brake, turn-signal) within the rear quarter panel may stop working.

Please note that the other portion of the rear lamp, in the vehicle's trunk lid, is not affected.

Failure to observe the following precautions, in conjunction with traffic and road conditions, and the driver's reactions, could increase the risk of a crash.

**Company**  
BMW of North America, LLC

BMW Group Company

**Mailing address**  
PO Box 1227  
Westwood, NJ  
07675-1227

**Telephone**  
(800) 525-7417

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(201) 930-8362

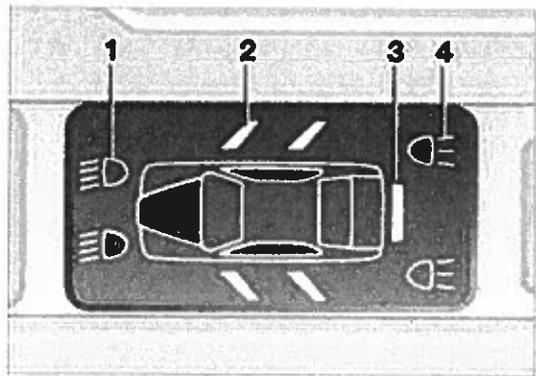
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## **PRECAUTIONS FOR YOUR SAFETY**

- 1. If the vehicle is experiencing this condition, a number of visual and audible warnings are provided. If the condition involves the tail lamp or brake lamp, then a warning symbol is provided in the vehicle's "message center" in the instrument panel. Item 2 below contains an image, from the Owner's Manual, of the warning symbol. If the condition involves the turn signal, then the turn signal symbol in the instrument panel flashes (and sounds) at twice its normal frequency. In addition, each time the vehicle is started, an audible signal is made.**
- 2. The image below, from the Owner's Manual, depicts the warning symbol (see icon "4") that is displayed in the vehicle's "message center" in the instrument panel if the tail lamp or brake lamp is experiencing this condition.**



- 3. If one of the tail lamp warning symbols appear (4), please drive carefully and rear lamps are not working.**
- 4. If this condition is present, and if you feel unsafe, please contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest Authorized BMW Center.**
- 5. BMW recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.**
- 6. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

## **DESCRIPTION OF REPAIR**

An additional electrical ground connection to the circuit of the lamps in the vehicle's rear quarter panel will be installed. The lamps will also be checked for proper functionality. If they are not operating properly, then they will be repaired which could include replacement of the lamp's 8-pin connector housing, if necessary.

The actual repair will require approximately one 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.

**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, and we will notify you as soon as parts become available, currently scheduled for December.

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](mailto: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