

BMW



September 2013

Recall Campaign No. 13V-339: Fuel Filter Heater

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 2009 and 2010 X5 xDrive 35d Sports Activity 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

The issue involves the Fuel Filter Heater (FFH) unit which is used for warming up the diesel fuel at low outside temperatures. A short-circuit could develop within the unit, draining the vehicle's battery.

In most cases, it would not be possible to start the vehicle due to a dead battery. However, in a rare case, the unit could overheat and eventually lead to a vehicle fire, even if the vehicle is parked unsupervised.

Do not leave this problem unattended. Please take note of and observe the following precautions.

Company

BMW of North America, LLC

BMW Group Company

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PRECAUTIONS FOR YOUR SAFETY

1. **CONTACT YOUR AUTHORIZED BMW CENTER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
2. **If you encounter a non-starting condition, your vehicle may be experiencing this condition. Contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.**
3. **BMW recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.**
4. **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 Fuel Filter Heater (FFH) unit on your vehicle will be replaced.

The actual repair will require approximately two hours; 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