




SI B11 05 18
Engine

April 2018
Technical Service

RECALL 18V-248: ELECTRONIC AUXILIARY WATER PUMP

New information provided by this revision is preceded by this symbol  .

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

This Service Information bulletin replaces SI B11 05 18 **dated April 2018**

What's New:

- Situation updated
- Procedure has been added
- Parts Information has been added
- Warranty Information has been added

MODEL

Models with N63 Engine	Models with S63 Engine	Models with N74 Engine
5 Series (F07, F10)	X5M (E70)	7 Series (F02)
6 Series (F12,F13)	X6M (E71)	
7 Series (F01, F02) incl. Alpina		
7 Series ActiveHybrid (F04)		
X5 (E70)		
X6 (E71)		
X6 Hybrid (E72)		



SITUATION

The electronic circuit board of the auxiliary coolant pump could short circuit. This short circuit may cause the auxiliary water pump to overheat. In rare cases where overheating occurs, a fire in the engine compartment is possible.



AFFECTED VEHICLES

This Recall Campaign involves on certain Model Year 2008 - 2012 BMW vehicles with N63, S63 and N74 engines that were produced from November 2007 through November 2011.

Approximately 23,164 vehicles are affected by this recall.

Affected vehicles will show the campaign as "Open" when checked either in Warranty Vehicle Inquiry, AIR or

ISPA Next and identified with the description: **0011730400 B110518 Recall: Electronic Auxiliary Coolant Pump**

Affected customers will be notified in June 2018 via First Class mail.

UPDATE! **PROCEDURE**

Replace the auxiliary water pump for the turbochargers. Refer to Repair Instruction RA 11 53 090 **Removing and installing/replacing auxiliary water pump for exhaust turbocharger (N63)** for replacement of the pump and proper coolant bleeding procedures.

UPDATE! **PARTS INFORMATION**

Part Number	Description	Quantity
11 51 7 629 913	Auxiliary water pump (E72 X6 Hybrid)	1
11 51 7 629 914	Auxiliary water pump (F02 N74)	1
11 51 7 629 915	Auxiliary water pump (F04 w/N63)	1
11 51 7 629 916	Auxiliary water pump (F01, F02, F10, F07, F12, E70, E71 w/N63)	1
11 51 7 629 917	Auxiliary water pump (E7X w/S63, Alpina B7)	1
11 15 1 726 339	Hose clamp	2
82 14 1 467 704	ANTIFREEZE	See sublet below

UPDATE! **WARRANTY INFORMATION**

Reimbursement for this Recall will be via normal claim entry utilizing the following information:

Defect Code:	0011730400	
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The vehicle is already in your workshop

Labor Operation:	Labor Allowance:	Description:
00 66 631	8 FRU (F01, F02, F07, F10, F11, F12, F13);	Replace auxiliary coolant pump (Plus work)
" "	11 FRU (F04);	" "
" "	12 FRU (E70 S63, E71 S63);	" "
" "	15 FRU (E70 N63, E71 N63);	" "
" "	17 FRU (F02 N74);	" "
" "	25 FRU (E72)	" "

Or:

The vehicle arrives at your workshop for this Recall repair

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Labor Operation:	Labor Allowance:	Description:
00 66 073	9 FRU (F01, F02, F07, F10, F11, F12, F13);	Replace auxiliary coolant pump (Main work)
" "	13 FRU (F04);	" "
" "	13 FRU (E70 S63, E71 S63);	" "
" "	17 FRU (E70 N63, E71 N63);	" "
" "	19 FRU (F02 N74);	" "
" "	26 FRU (E72)	" "

And:

Sublet – Bulk Materials

Sublet Code 4	Up to \$10.00	Reimbursement for the repair-related bulk materials (Do not use the part numbers for claim submission)
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Sublet reimbursement calculation for claiming repair-related bulk materials (BMW part numbers) is at the dealer net price for the “quantities used” plus your center’s handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

And, as applicable:

Consequential Repair(s)

When additional work and/or parts are required as a “direct result” of the issue being address in this Service Information bulletin, claim these items under the defect code listed above together with the corresponding labor operations listed in the KSD2.

Please explain the reason for this repair work (the why and what) on the repair order and in the claim comments section.

And, as applicable:

Alternative Mobility Solution (AMS) for Vehicle Owners

This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Defect Code noted above as follows:

- Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to SI B01 29 16 for additional information.

TREAD Act - Previous Customer-Pay Repairs

If your center is presented with a reimbursement request for a “qualifying customer-pay repair” that was performed on an “affected vehicle” prior to the release of this Recall Service Information bulletin, BMW of North America, LLC (“BMW NA”) will reimburse this previous repair.

Customer-pay Invoice Review and Reimbursement Procedure

1. Review and verify that the previous customer-pay invoice (BMW center or independent repair shop) contains a repair that was performed to “address the issue” described in this “Recall” Service Information bulletin.
2. If this prior repair qualifies, reimburse the customer (labor and parts).
3. Submit for this customer-paid repair expense under Defect Code **85 99 00 12 NA**, as follows:
 - Sublet Code “3”
 - Dollar amount (with no markup)
 - Comment: Recall Campaign 18V-248: Electronic Auxiliary Water Pump - Reimbursement for allowable expenses that relate to performing a prior qualifying customer-pay repair.
 - Itemize the sublet amount on the repair order and in the claim comments
4. Retain the “original” customer pay invoice in your files; this documentation may be requested by BMW during the claim review process).

Note: A previously reimbursed repair, a repair performed on a non-affected vehicle, and/or, the diagnosis and repair of other “unrelated issues” on an affected or non-affected vehicles does not qualify for reimbursement.

This claim submission for the “prior customer-pay reimbursement,” when it is submitted as outlined under Defect Code “85 99 00 12 NA,” **will not close** the “Open” Safety Recall on the vehicle.

The applicable “open” Recall repair must still be performed on the vehicle.

SI B11 05 18: ALTERNATE TRANSPORTATION MEASURES (ATM)

For this recall, please use the following alternate transportation measures for those customers who have concerns about driving their affected BMW vehicle while they wait to have this safety-recall completed.

A. Enhanced Car Rental Procedure

For those customers with eligible Affected Vehicles needing mid to long-term alternate transportation car rentals, please refer to the Enhanced Car Rental Procedure option attachment for important information about:

1. The rental car allowance;
2. Safety-Recalled BMW_Vehicle Condition_Assessment Form; and the
3. Self-Storage Agreement.

The following is required to be performed **prior** to supplying the customer the rental vehicle and submitted via the email address below within two **(2) business days** of supplying the rental vehicle:

- Fully complete the attached **Safety Recalled BMW Vehicle Condition/Assessment Form and if applicable, the Self-Storage Agreement** (Save either as pdf or print and scan to attach to the email)
- Create an email with the Subject: Safety Recall Rental Request - VIN: ##### (Customer’s VIN- last seven)
- In the body of the email, please include the start date of the rental, the part number(s) that are not available and any other information that is relevant to the situation

- Provide a center contact person's name, phone number and email address.
- Please send this VIN-specific email to Recall.rentalrequest@bmwna.com with the completed **Safety Recalled BMW Vehicle Condition/Assessment Form** and if applicable, the **Self-Storage Agreement** attached for review.

A BMW NA representative will respond to your e-mail with instructions on how to proceed.

B. AMP Vehicles

Subject to availability and at the discretion of your center, provide the owner/operator of an Affected Vehicle in a comparable AMP Vehicle Loaner.

Owner/Operator Self-Storage Vehicle Agreement Form

With the customer's agreement and consent, you may allow the customer to retain and self-store their affected vehicle until the parts and/or repair procedure become available for this safety-recall.

Please print out the attached **Owner/Operator Self-Storage Agreement Form** and fill in the recall and customer's information. Please have the customer read and sign this agreement.

Required Documentation

A copy of the customer's completed and signed vehicle storage agreement form must be maintained in your center's Vehicle History File and if necessary, be provided to BMW NA upon request.

Please, also keep copies of all the corresponding safety recall parts and/or SIB-related information and documentation, vehicle's condition/assessment form and rental car invoices in the customer's Vehicle History File as applicable.

Customer Escalations

If you have an escalated customer situation concerning this safety-recall, please send an e-mail to recall.customerescalations@bmwna.com for review.

Please include the customer's name, their 17-character Vehicle Identification Number (VIN) and a brief explanation of their Safety Recall-related issue.

Safety Recall Repair Completion

As with any repair, once the corresponding safety recall-related parts and/or repair procedure become available from BMW NA, every effort must be made to immediately schedule service appointments at your center so this safety-recall repair can be performed on these vehicles.



Note: The client will have five (5) days after the safety-related recall repair (completion) date to

pick up their vehicle.

After five days, any additional time he/she remains in the rental car vehicle will be at the owner's/operator's expense.

ATM CLAIM SUBMISSION INFORMATION

Reimbursement for this specific safety-recall related car rental expenses is via normal claim entry, as a separate line item, utilizing the following information:

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Defect Code:	11009999RV	Rental Reimbursement – Safety-Recall Parts Supply/Repair Procedure Issues
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And:

Sublet Code 3	Sublet at cost	Reimbursement for an alternate transportation vehicle through one of our preferred third-party rental car providers
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Mid to Long-Term Car Rentals

Due to the current part supply situation, BMW NA anticipates that some customers may require alternate transportation for thirty (30) days or more. As a result, you may have to submit more than one claim for rental car reimbursement, before your center has the parts necessary to fix an Affected Vehicle.

For these cases, BMW NA recommends that your center submit a claim for the rental car reimbursement at 30-day or monthly intervals (invoice after each 30 day or month of rental car usage); explain the situation in the claim comments; and reference the email you sent by date.

Please note: If the above Enhanced Car Rental Procedure is not adhered to and BMW NA does not receive the required email about this the rental, the corresponding claim submissions will be declined or debited.

Thank you for your continued cooperation and support.

Posted: Wednesday, May 9, 2018

ATTACHMENTS

View PDF attachment [B110518 Recall Notice](#).

View PDF attachment [2018-Aux.WaterPump-QA-\(23Apr2018\)](#).

View PDF attachment [B110518 Safety-Recalled BMW Vehicle Condition Assessment Form](#).

View PDF attachment [B110518 Vehicle Owner Operator Self-Storage Agreement](#).

View PDF attachment [B110518 Enhanced Car Rental Procedure](#).

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SAFETY RECALL NOTICE

To: All Center Operators, Sales Managers, Service Manager, Parts Manager and Warranty Processor

RE: Recall 18V-248: Electronic Auxiliary Water Pump B11 05 18

BMW Group is conducting a Voluntary Safety Recall (effective April 25, 2018) on certain Model Year 2008 - 2012 BMW vehicles with N63, S63 and N74 engines that were produced from November 2007 through November 2011. The issue involves the electric auxiliary water pump for these turbocharged engines.

Owners will be notified by First Class mail about the Recall and will be instructed to bring their vehicles in for a free repair when parts are available.

Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.

Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.

Please follow any special instructions that we provide to you for the return or disposition of recall parts.

We appreciate all your assistance with this Recall.

Recall 18V - 248: SI B11 05 18 - Alternate Transportation Measures

Enhanced Car Rental Procedure (Mid to Long-Term Alternate Transportation)

Customer requests alternate transportation while they wait for their affected vehicle to be repaired, prior to providing the customer with alternate transportation:

- Fully complete the attached **Safety Recalled BMW Vehicle Condition/Assessment Form and Self Storage Agreement**(Save either as pdf or print and scan to attach to the email)
- **Within 2 days of supplying the rental vehicle**, create an email with the Subject: Safety Recall Rental Request - VIN: ##### (Customer's VIN- last seven)
- In the body of the email, please include the start date of the rental, the part number(s) and or repair procedures that are not available and any other information that is relevant to the situation
- Provide a center contact person's name, phone number and email address.
- Please send this VIN-specific email to Recall.rentalrequest@bmwna.com with the completed **Safety Recalled BMW Vehicle Condition/Assessment Form and Self Storage Agreement** attached for review.
- A BMW NA representative will respond to your e-mail with instructions on how to proceed.

Alternate Transportation is Approved

Please provide the customer with a vehicle through one of our preferred third-party rental car providers (Hertz or Enterprise), BMW will reimburse the following:

BMW Rental Vehicles	<ul style="list-style-type: none"> • Up to \$64.00 a day; plus any • Market surcharge (if applicable); plus the • CDW* (Collision Damage Waiver) protection - when the rental vehicle agreement "signee" accepts this "optional" coverage; plus • Taxes
Non-BMW Rental Vehicles	<ul style="list-style-type: none"> • Up to \$44.00 a day; plus any • Market surcharge (if applicable); plus the • CDW* (Collision Damage Waiver) protection - when the rental vehicle agreement "signee" accepts this "optional" coverage; plus • Taxes

Invoice these allowable rental car expenses (Excluding fuel) as a separate line item on the repair order as outlined below.

Note: Aftersales Area Manager (AAM) "Field Authorization" (FAS) is not required.

Rental Vehicle Invoice - Required Information for Claim Submission

In order to be reimbursed for the above, your center must itemize the rental car invoice in the claim comments, please ensure that you always include the following information:

Rental Vehicle Invoice - Line items	Required Information to be provided
Brand of rental vehicle in use	BMW or Non-BMW Vehicle - Model year and description
Rental period	Total number of days
Market surcharge (If applicable)	Cost per day and the total amount
CDW* (Collision Damage Waiver)	Cost per day and the total amount
Taxes	Total amount

Recall 18V - 248: SI B11 05 18 - Alternate Transportation Measures

Other Optional Protection/Insurance Coverage

BMW will only reimburse the cost of the applicable Collision Damage Waiver (CDW)* protection that the rental vehicle agreement “signee” accepted.

***Note:** The Collision Damage Waiver (CDW), this may also be referred to as the Loss Damage Waiver (LDW) or the Physical Damage Waiver (PDW).

If your customer wants to obtain other optional protection or insurance coverage, for example:

- SLP/SLI/LIS (Supplemental Liability Protection or Insurance/Liability Insurance Supplement); and/or
- PAI (Personal Accident Insurance); and/or
- PEC (Personal Effects Coverage);

The cost of this optional coverage would be at the owner's/operator's expense.

Important Note

If the customer believes they have access to optional protection/insurance coverage that will apply to their loaner car or rental vehicle either through their credit card company and/or personal car insurance (including other drivers and/or total loss), please encourage them to verify if and what additional coverage is available to him or her.

SI B11 05 18: Safety-Recalled BMW - Vehicle Condition/Assessment Form

Please provide the following information: Date: _____

Center Number: _____ BMW Center Name: _____

Center Contact – Name: _____

Center Contact – Phone number: _____

Center Contact – email: _____

BMW Client's Name: _____

Client's BMW VIN (Last Seven): _____ **Model Year:** _____

BMW Model: _____ **Current Mileage:** _____

Safety Recall - Service Information bulletin number SI B 11 05 18 (18V - 248)

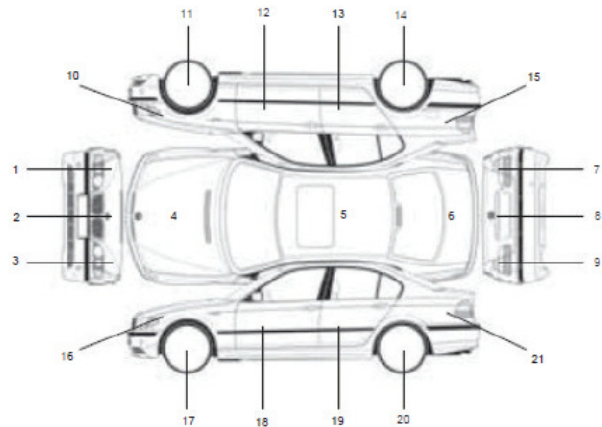
Type of Alternate Transportation provided to the Customer

Select the one that applies: AMP Rental (BMW) Rental (Non-BMW)

Overall and Specific Conditions of the Recalled BMW Vehicle

Select the overall condition below that applies:

- Very Good/Clean**
- Good/Clean**
- Average**
- Fair/Poor and below**



Item	V. Good	Good	Avg.	Poor	Comments (with the reference number as needed)
Paint					
Body					
Interior					
Carpeting					
Engine					
Transmission					
Axles					
Suspension					
Other Items/Installations/Issues				Comments (as applicable)	
BMW Approved Accessories					
Vehicle Modifications					
Aftermarket Equipment/Accessories					
CARFAX™ or other noted issues					

Please attach or scan/attach this form with the email being sent to Recall.rentalrequest@bmwna.com

SI B11 05 18 - Recalled BMW Vehicle: Owner/Operator Self-Storage Agreement Form

You, _____ are the owner/lessee of a model year _____
(Name Print)

BMW _____ VIN: _____ ("Vehicle") _____ ("Mileage")
(Last Seven)

You have been informed that your BMW Vehicle (referenced above) is subject to the following Safety Recall issued by BMW of North America, LLC ("BMW NA"):

Recall 18V - 248	Electronic Auxiliary Water Pump
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The replacement part(s) and/or repair procedure to perform this Safety Recall repair are not available at this time.

The authorized BMW center is providing you with a loaner/rental vehicle to drive until BMW NA notifies you that the recall-related parts and/or repair procedure are available to be performed on your Vehicle, or until such time, the authorized BMW center requests you to return the loaner/rental vehicle, whichever occurs first.

The authorized BMW center will allow you to take your Vehicle (referenced above) home and store it (**outside when applicable and necessary**) while you are driving the loaner/rental vehicle.

You must therefore agree to the following:

- You will drive the Vehicle directly home, store it (as noted above) outside and not drive it again, other than to return it to the BMW center when the parts and/or repair procedure becomes available to perform the Recall repair
- You will store your Vehicle at your home, or another safe location of your choice, at your own risk
- You will ensure that the vehicle's keys are secured and inaccessible to others
- You will maintain your Vehicle and will not alter, modify or sell the Vehicle (except in the case of a leased vehicle, which you may return at the expiration of your lease, if that time pre-dates the availability of the replacement parts and/or repair procedure to perform the Recall)
- You understand that you will be responsible for any and all damages caused to the Vehicle if it is driven prior to the performance of the Recall repair, other than directly to or from the BMW center

By signing below, you expressly agree to all of the terms and conditions set forth herein.

Name (Print)

Name (Signature) Today's Date

Address (Print)

City/State/Zip (Print)

Telephone Number (OK to text message: Y / N) (Circle one)

Email(s)

Status: i.e., owner, lessor, lessee, operator, etc. (Print)

**Electric Auxiliary Water Pump for Turbocharger
Safety Recall 18V-248
Model Year 2007-2012
BMW / MINI
*Last Updated 4/23/2018***

Q1. Which models are included in this Safety Recall?

Included are approximately 46,996 vehicles (BMW – 23,164 / MINI – 23,832) in the US, with approximate volumes and production dates as noted below.

BMW

Series	Model	Model Year	Approx. Volume	Production Dates
F10	550i, 550i xDrive	2011 – 2012	5,700	Apr 23, 2010 – Sep 14, 2011
F07	550i Gran Turismo, 550i Gran Turismo xDrive	2010 – 2012	687	Jul 30, 2009 – Sep 8, 2011
F13	650i Coupe, 650i xDrive Coupe	2012	495	Dec 10, 2010 – Sep 15, 2011
F12	650i Convertible, 650i xDrive Convertible	2012	2,053	Jan 12, 2011 – Oct 31, 2011
F01 / F02	750i, 750Li, 750i xDrive, 750Li xDrive, 760Li (including Alpina B7)	2009 – 2012	8,417	Oct 14, 2008 – Sep 13, 2011
F04	ActiveHybrid7	2011 – 2012	322	Sep 24, 2010 – Sep 6, 2011
E70	X5 xDrive50i, X5 M	2010 – 2012	3,853	Jul 3, 2009 – Nov 19, 2011
E71	X6 xDrive50i, X6M	2008 – 2012	1,614	Nov 15, 2007 – Nov 18, 2011
E72	X6 Hybrid	2010 – 2011	23	Sep 14, 2009 – Sep 12, 2011

MINI

Series	Model	Model Year	Approx. Volume	Production Dates
R55	Cooper S Clubman, JCW Clubman	2008 – 2012	2,779	Jan 28, 2008 – Sep 23, 2011
R56	Cooper S, JCW	2007 – 2012	8,762	Jun 28, 2007 – Sep 23, 2011
R57	Cooper S Convertible, JCW Convertible	2011 – 2012	2,192	Oct 28, 2010 – Sep 23, 2011
R58	Cooper S Coupe, JCW Coupe (2 Seater)	2012	420	Jun 22, 2011 – Sep 23, 2011
R59	Cooper S Roadster, JCW Roadster (2 Seater)	2012	10	Aug 11, 2010 – Sep 21, 2011
R60	Cooper S Countryman, Cooper S Countryman ALL4	2011 – 2012	9,669	Jan 19, 2011 – Sep 30, 2011

Q2. What is the specific issue?

The issue involves the electric auxiliary water pump on the models equipped with 4-cylinder turbocharged engines (MINI) and 8- and 12-cylinder turbocharged engines (BMW). The auxiliary pump is controlled electronically by an engine control unit. After switching off the engine, the electric auxiliary water pump conducts heat away from the turbocharger.

Under certain conditions, the pump's electronic circuit board can malfunction. The malfunction can occur as a result of certain design features in combination with high operating temperatures.

Q3. What can happen as a result of this issue?

If the pump's electronic circuit board malfunctions, it can overheat. In an extreme case, overheating of the circuit board can lead to smoldering of the water pump. If smoldering occurs, it cannot be excluded that this may also lead to an engine compartment or vehicle fire.

Q4. This sounds familiar. Was there a similar recall before?

Yes, the BMW Group conducted similar recalls in 2011 and 2012.

Electric Auxiliary Water Pump for Turbocharger
Safety Recall 18V-248
Model Year 2007-2012
BMW / MINI
Last Updated 4/23/2018

Q5. Why are additional models being added?

The pump supplier produced additional pumps that did not meet specifications.

Q6. Why are other BMW Group vehicles not included in this Safety Recall?

Other vehicles have a different electric auxiliary water pump design.

Q7. How did BMW Group become aware of this issue?

BMW Group became aware of this issue through its quality control procedures.

Q8. Can I determine if this issue exists in my vehicle?

If you notice a plastic burning smell, or burning and/or smoke from the front of the vehicle, your vehicle may be experiencing this issue.

Q9. What should I do if I notice this condition in my vehicle?

Should this condition occur, pull off the road to a safe location away from traffic, and switch off the engine. If you notice a plastic burning smell, or burning and/or smoke from the front of the vehicle, do not open the hood. All occupants should carefully exit the vehicle and move to a location away from traffic. Do not continue to drive your vehicle.

Contact BMW Roadside Assistance at 1-800-332-4269 or MINI Roadside Assistance at 1-866-646-4772 immediately to have your vehicle brought to the nearest authorized dealer.

Q10. Can I continue to drive my vehicle?

Yes. However, when you receive a letter asking you to have this recall performed by an authorized BMW center / MINI dealer, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q10a. I am nervous about continuing to drive my vehicle. Can I get a loaner vehicle? Is alternate transportation available?

If you request a loaner vehicle and replacement parts are not available, we have directed our authorized BMW centers / MINI dealers to assist customers with alternate transportation needs.

Q11. Should I park my car in the garage, because this condition can occur when the engine is off?

The BMW Group recommends parking your vehicle outdoors until repairs have been performed.

Q12. How will my vehicle be repaired?

The electric auxiliary water pump will be replaced on your vehicle.

Q13. Is BMW Group aware of any accidents, injuries or fires involving these BMW Group vehicles associated with this Safety Recall?

There are no known accidents or injuries associated with this Safety Recall. While the number of fires has not been confirmed, a limited number may be related to this issue.

Electric Auxiliary Water Pump for Turbocharger
Safety Recall 18V-248
Model Year 2007-2012
BMW / MINI
Last Updated 4/23/2018

Q14. How will I be informed of this Safety Recall?

You will receive a letter in June via First Class mail advising you of this recall. Depending upon vehicle model and parts availability, this letter may request you to schedule an appointment with an authorized BMW center / MINI dealer to have this recall performed. In cases where parts are not immediately available, you will receive a second letter when parts become available, advising you to schedule an appointment with an authorized BMW center / MINI dealer at that time to have this recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealers or authorized MINI dealer at www.miniusa.com/dealer.

To ensure the BMW Group has your most recent contact and vehicle information, please register your vehicle at www.bmwusa.com/myBMW or <https://ol.miniusa.com/>. Registration is free, and will give you access to factory initiated campaigns and other information specific to your vehicle.

Q15. How long will the repair take?

This repair will take approximately 1 hour; however, additional time may be required depending upon your dealer's schedule. The repair will be performed for free by your authorized BMW center / MINI dealer.

Q16. Do I have to wait for my letter to have my vehicle serviced?

Yes. We are in the process of implementing the recall campaign to ensure that the necessary parts are at the BMW centers / MINI dealers prior to sending out the owner notification letters. For the latest updates to this recall, please visit www.bmwusa.com/recall or www.miniusa.com/recall.

Q17. I see the "TREAD Act Customer Reimbursement Plan" attached to my letter. Can you explain what that is about? Am I eligible for reimbursement?

If you have already had this repair performed at your own expense, you may be eligible for reimbursement of certain expenses that you incurred.