



Title *Name* *Surname*
Address 1
Address 2
Address 3..State..Post Code

Your BMW – Chassis Number XXXXXXX
Safety Related Recall: BMW E70, E71, E8x, F01, F02.
Defect Code – 00 13 0802 00: Replace diesel fuel filter heater
Production period: 08.2008 - 06.2009
Commencement date: 05/09/2011

Dear *Title* *Surname*

We have obtained your address details via the Australian national VIN registry as being the current registered owner of the above mentioned BMW vehicle. BMW Germany has notified us of a product safety recall that affects your vehicle.

Quality monitoring at BMW Group has revealed that a short circuit may occur in the area of the fuel filter heater on your vehicle. This may result in a short-term discharge of the starter battery. The vehicle can no longer be started. However, in an unfavourable case, if a short-circuit occurs when the vehicle is in motion, this may also lead to a fire in the vehicle when it is switched off.

To ensure that this area of your vehicle is in perfect working order, it is therefore necessary to replace The fuel filter heater should therefore be replaced on your vehicle.

We ask that you **contact your preferred Authorised BMW Dealer** as soon as possible to discuss a suitable appointment time. The inspection and repair will take approximately 1 hour to complete and will be free of charge.

If you are no longer the registered owner of this vehicle, we would appreciate your advice of the current owner details. Alternatively, we ask that you let us know if your vehicle is no longer in service.

We sincerely appreciate your understanding and assistance in this safety recall action. Please accept our apologies for any inconvenience that may be caused as a result of this matter.

If you have any questions regarding this, please contact your preferred BMW Dealer or BMW Group Australia on 1800 813 299.

Yours sincerely

Colin Batten
Customer Relations Manager

Company
BMW Australia Ltd
A.C.N. 004 675 129
A.B.N. 11 004 675 129

BMW Group Company

Postal address
P.O. Box 745
Mulgrave, Vic. 3170

Company address
783 Springvale Road
Mulgrave, Vic. 3170

Reception
+61 (0) 3 9264 4000

BMW Customer
Interaction Centre
Telephone
133 BMW
(133 269)
Fax
1800 350 528

Email
info@bmw.com.au

Internet
www.bmw.com.au
www.mini.com.au

Chairman
Guenther Seemann

Managing Director
Phil Horton

Director – Finance &
Administration
Peter Buchauer