



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

Your BMW – Chassis Number XXXXXXX
Safety Related Recall: BMW E7x F0x and F1x
Defect Code – 00 11 8302 00: Replace Exhaust Turbocharger Coolant Pump
Production period: 11.2007 - 02.2011
Commencement date: 30/03/2012

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 on the Turbo Charger's additional electric coolant pump in the engine compartment. The cause is dissolved plastic additives in the coolant pump for the exhaust turbocharger. At high temperatures, the deposited plastic additives may cause a short-circuit, which in very rare cases may cause overheating and scorching on the coolant pump. As such, the possibility of a fire in the engine compartment, or in the vehicle itself, cannot be completely ruled out.

To ensure that this area of your vehicle is in perfect working order, it is therefore necessary to replace the additional coolant pump 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

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