April 2013

Recall Campaign No. 13V-017: Drivetrain

Dear Electronaut:

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 2011 ActiveE vehicles. Our records indicate that you are the driver of a potentially affected vehicle.

We sincerely apologize for any inconvenience this may cause you.

IMPORTANT

We contacted you by telephone and by email to let you know that your vehicle is affected by this Recall, but were unable to reach you. Therefore, we are sending you this letter, and request that you contact your authorized BMW ActiveE center to schedule an appointment as soon as possible.

Should you have any questions or need assistance, please call BMW ActiveE Customer Relations at 1-855-236-1025 or email at ActiveECustomerRelations@bmwusa.com.

DESCRIPTION OF PROBLEM

This Recall involves the drivetrain. On affected vehicles, the sealing of the electric motor housing may be inadequate. This can allow a lack of grease to occur on the transmission gear shaft, causing a possible loss of lubrication. Over time, this could lead to excessive wear of the gearing and, ultimately, to a loss of vehicle propulsion, increasing the risk of a crash.

DESCRIPTION OF REPAIR

The drivetrain connection will be inspected, and the sealing system will be updated. If the electric motor gearing is significantly worn, it will be replaced.

The sealing system update may take up to 2 days. If the electric motor gearing needs to be replaced, it may take more than 2 days, depending upon parts availability. Additional time may be required, depending upon the center's schedule. The repair will be performed free of charge by your authorized BMW ActiveE center.

PRECAUTIONS FOR YOUR SAFETY

1. **CONTACT YOUR AUTHORIZED BMW ActiveE CENTER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**

2. **IF YOU NEED TO LOCATE THE NEAREST AUTHORIZED BMW ActiveE CENTER, PLEASE CONTACT BMW ActiveE CUSTOMER RELATIONS AT 1-855-236-1025 OR VIA EMAIL AT ActiveECustomerRelations@BMWUSA.COM. YOU CAN ALSO CONTACT BMW ROADSIDE SPECIFICALLY FOR ActiveE at 1-800-497-9940.**

3. **If this condition occurs while driving, your vehicle will lose power. If this happens, carefully move away from traffic and pull over to a safe location as soon as possible. Do not continue to drive your vehicle. Contact BMW ActiveE Roadside Assistance at 1-800-497-9940 immediately to have your vehicle brought to the nearest authorized BMW ActiveE center.**

4. **If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

OTHER INFORMATION

As an ActiveE driver, should you need BMW Roadside Assistance, they can be contacted at 1-800-497-9940.

Should you have any questions about this campaign, please contact your authorized BMW ActiveE 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 ActiveE Customer Relations at 1-855-236-1025, or via email at ActiveECustomerRelations@bmwusa.com.

If the BMW ActiveE 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 recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.

BMW OF NORTH AMERICA, LLC