

Q1. Which models are affected by this Recall?

Affected are BMW 5 Series and 6 Series models, as follows:

<u>Model Year/Model</u>	<u>Production Dates</u>
2004-10 5 Series Sedan	Jun. 1, 2003-Dec. 31, 2009
2006-10 5 Series Sports Wagon	Mar. 1, 2005-Mar. 31, 2010
2004-10 6-Series Coupe	Sep. 1, 2003-Jul. 31, 2010
2004-10 6-Series Convertible	Dec. 1, 2003-Jul. 31, 2010
2006-10 M5 Sedan	Jul. 1, 2005-Dec. 31, 2009
2007-10 M6 Coupe	Feb. 1, 2006-Jul. 31, 2010
2007-10 M6 Convertible	Jul. 1, 2006-Jul. 31, 2010

Q2. Why are other models not affected?

Other models have a different battery cable insulated bulkhead connector configuration and routing.

Q3. How many models in the US are affected?

The number of BMW vehicles in the US affected is approximately 367,000.

Q4. What is the specific problem?

The issue involves the bolt connecting the positive battery cables at the insulated bulkhead connector in the vehicle's trunk. The positive battery cable routed from the battery in the trunk to the engine compartment consists of one cable in the trunk, and a separate cable at the vehicle's underbody. These two cables are connected via a bolt connection in the vehicle's trunk. This bolt connection is secured to the trunk floor panel by an insulated bulkhead connector.

In rare cases, the insulated bulkhead connector may have been incorrectly attached to the trunk floor panel. Over time, this can lead to a loosening of the bolt connection.

Q5. What can happen?

If the bolt connection becomes loose, an increase in electrical resistance at this cable connection could occur. In isolated instances, this could cause the cable connection to overheat. In addition, an incorrectly attached insulated bulkhead connector could allow humidity to accumulate at this location, causing current leakage and increasing the possibility of an overheat condition.

In an extreme case, overheating could lead to smoldering of the floor mat that could lead to a fire in the vehicle trunk area; and ultimately a vehicle fire, even in a vehicle with the ignition in the off position.

Q6. Can the driver become aware of the problem?

It may be possible to be aware of this condition if a plastic burning smell is noticed.

Q6a. What should I do if I notice this condition in my vehicle?

If driving, pull off the road to a safe location away from traffic, and switch off the engine. All occupants should carefully exit the vehicle and move to a location away from traffic. Do not continue to drive your vehicle.

If you notice a plastic burning smell, burning and/or smoke, immediately exit the vehicle and call 911.

Otherwise, contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.

Q7. What corrective measures will be taken?

The insulated bulkhead connector of the battery cable bolt connection will be inspected and secured as necessary. In addition, protective grease will be added to the area and the battery cable plastic cover will be replaced with a new version.

Q8. How did BMW become aware of the problem?

BMW became aware of the problem through its quality control procedures.

Q9. Is BMW aware of any accidents or injuries associated with the Recall?

No.

Q9a. Is BMW aware of any fires associated with this Recall?

We are aware of a limited number of instances in which there was smoldering of the battery cable and localized heat damage in the vehicle trunk.

Q10. Can customers continue to drive their cars?

Yes, but we recommend that owners of affected vehicles who receive a letter asking them to have this service performed by their authorized BMW center, do so as soon as possible.

Should you need BMW Roadside Assistance, they can be reached at 1-800-332-4269.

We recommend that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.

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

Please be aware of the following:

Should this condition occur, pull off the road to a safe location away from traffic, and switch off the engine. All occupants should carefully exit the vehicle and move to a location away from traffic. Do not continue to drive your vehicle.

If you notice a plastic burning smell, or burning and/or smoke, immediately exit the vehicle and call 911.

Otherwise, contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.

Q11. How will customers be informed of the Recall?

Owners of affected vehicles will receive a letter via First Class mail asking them to schedule an appointment with their authorized BMW center.

Q12. How will the Recall be performed?

Affected customers who make an appointment will have the insulated bulkhead connector of the battery cable bolt connection inspected and secured as necessary. In addition, protective grease will be added to the area and the battery cable plastic cover will be replaced with a new version.

Q13. How long will the repair take?

This repair should take approximately 1 hour; however, additional time may be required depending upon the BMW center's scheduling and processing. The repair will be performed free of charge by your authorized BMW center.

Q14. How many models have experienced this problem?

The exact number is unknown at this time.

Q15. When will I receive my owner notification letter?

Letters are planned to be mailed starting in April and ending in May.

Q16. Do I have to wait for my Recall letter in order to have my Recall performed?

Yes. We are in the process of implementing the Recall Campaign to ensure that the necessary parts are at the dealers.

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.