

# BMW



**BMW VOLUNTARY EMISSIONS RECALL CAMPAIGN  
REPROGRAM OBD SOFTWARE  
CAMPAIGN NUMBER: 19E-A02  
Year Model, VIN: 5UXCW2C50KL084626**

October 2019

Dear BMW Owner / Lessee:

BMW of North America is dedicated not only to providing premium vehicles for our customers, but exceptional service as well. To ensure our vehicles are of the highest industry standards, BMW performs ongoing quality analyses throughout a model's life cycle.

### **Description of Issue**

Due to a software bug the OBD monitor for the oxygen sensor heater is disabling itself after the pending fault code is set, so that in the following driving cycles the malfunction cannot be confirmed (no confirmed fault code is set) and MIL will never be illuminated to inform the customer as required by the OBD regulations (a fault healing to reset the stored pending fault could would also not be possible).

### **Repair**

We kindly request that you contact the service department of your authorized BMW center at your earliest convenience to arrange an appointment. The staff will schedule an ideal time for you to drop off the vehicle. This work will be performed free of charge by your authorized BMW center.

Failure to have this complimentary repair work performed could be determined as lack of proper maintenance of your vehicle and may jeopardize your full protection under the emissions warranty provisions.

**For vehicles registered in the state of California:** The California Department of Motor Vehicles, in conjunction with the Air Resources Board, has implemented the Registration Renewal/Recall Tie-In Program which requires the completion of the recall. Upon completion, you will receive a Proof of Correction Certificate. Please save the certificate since the California Department of Motor Vehicles may require it as proof of Emissions Recall Campaign completion.

### **Additional Information**

If you are no longer the owner of this vehicle, please use the enclosed postage-paid postcard to provide us with the name and address of the new owner. If you are a lessor of this vehicle, please forward this letter to your lessee.

Should you have any questions regarding this campaign, please contact your authorized BMW center. If you need additional assistance, contact BMW Customer Relations and Services at 1- 800-525-7417 or via email at [CustomerRelations@bmwusa.com](mailto:CustomerRelations@bmwusa.com).

BMW remains committed to maintaining the highest level of automotive excellence, and we apologize for any inconvenience this repair may cause.

Sincerely,

BMW of North America, LLC

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