

**From:** Broadcast Messaging System  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** BMW Recall 18V-XXX: TurboCord Portable EV Charger  
**Date:** Wednesday, September 26, 2018 12:29:19 PM

Publish Date: September 26, 2018  
From: Technical Service  
Expiration Date: October 09, 2018

DCSnet Message  
**Urgent**



**Subject: BMW Recall 18V-XXX: TurboCord Portable EV Charger**

BMW Group is conducting a Voluntary Safety Recall (effective September 26, 2018) on certain BMW TurboCord chargers which can be used with Model Year 2014-2019 BMWi BEV and Rex vehicles and BMW Plug-In Hybrid-Electric vehicles.

Approximately 4,825 vehicles are affected by this recall.

Attachments:

- B61 12 18 (BMW) and Recall Notice
- B61 13 18 (BMW) and Recall Notice
- Q&A
- Faulty Serial Number Check
- Customer Agreement Form
- Step-by-Step Dealer Process Guide

Sincerely,  
Technical Service

Attachments:

- [Faulty Serial Numbers Check BMW MINI\[81cc9ce9\].pdf](#)
- [B611318 Recall Notice\[81cc9ce8\].pdf](#)
- [B611318\[81cc9ce7\].pdf](#)
- [B611218 Recall Notice\[81cc9ce6\].pdf](#)
- [B611218\[81cc9ce5\].pdf](#)
- [2018-eVehicles-TurboCordPortableCharger-CustomerAgreement\[81cc9ce4\].pdf](#)
- [2018-eVehicles-BMW-MINI-TurboCordPortableCharger-QA-\(24Sep2018\)\[81cc9ce3\].pdf](#)
- [180925 Dealer Process Rev01\[81cc9c5e\].pdf](#)
- [Faulty Serial Numbers Check BMW MINI\[81cc9ce9\].pdf](#)
- [B611318 Recall Notice\[81cc9ce8\].pdf](#)
- [B611318\[81cc9ce7\].pdf](#)
- [B611218 Recall Notice\[81cc9ce6\].pdf](#)
- [B611218\[81cc9ce5\].pdf](#)
- [2018-eVehicles-TurboCordPortableCharger-CustomerAgreement\[81cc9ce4\].pdf](#)
- [2018-eVehicles-BMW-MINI-TurboCordPortableCharger-QA-\(24Sep2018\)\[81cc9ce3\].pdf](#)
- [180925 Dealer Process Rev01\[81cc9c5e\].pdf](#)

Recipients: BMW Passenger Cars, CC-All  
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel



## RECALL 18V-XXX: CHECK BMW TURBOCORD PORTABLE EV CHARGER

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

### MODEL

|            |                    |
|------------|--------------------|
| F15 (X5e)  | G12 (740Le, 745Le) |
| F30 (330e) | G30 (530e)         |

### SITUATION

BMW Group is conducting a Voluntary Safety Recall (effective September 26, 2018) on certain BMW TurboCord chargers which can be used with Model Year 2016-2019 BMW Plug-In Hybrid-Electric vehicles produced from 07/13/2015 to 08/20/2018.

Approximately 2,593 vehicles are affected by this recall.

Affected vehicles show the campaign as "Open" when checked either in Warranty Vehicle Inquiry, AIR or ISPA Next and identified with the description: **0061840400 B611218 Recall: Check TurboCord Portable EV Charger**. All of the other systems including DAR and the RDR system will show the Stop Sale Sign starting tomorrow. Please utilize the Inventory Campaign Details under ROSS which shows all vehicles that have a Stop Sale in your inventory.

### CAUSE

Affected cables were not produced to specifications due to one or more incompatible capacitors on the printed circuit board assembly. An affected cable could overheat and lead to a thermal event or present a shock hazard to the user.

### CORRECTION

Inspect the serial number printed on the TurboCord Charger label, either on the charger body 110/240V wall plug, or on the shipping box. Enter the serial number into the "Serial Number Check" attachment, and find out if it is affected by this Recall.

Replace the TurboCord Charger with the improved part, if the serial number matches one of the affected serial number ranges.

In the interim, until the improved TurboCord Charges are available, use the attached "Dealer Process" chart to address vehicles in your inventory.

The defective TurboCord Charger should be returned to the BMW WPRC Parts Return Center, via a normal parts return process.

## PROCEDURE

|   |   |
|---|---|
|  <p>GRUSB6118-13</p>   | <p>BMW TurboCord Portable EV Charger 110/240V</p>   |
|  <p>GRUSB6118-14</p>   | <p>Serial number location on the product label placed on the TurboCord Charger shipping box</p> |
|  <p>GRUSB6118-15</p> | <p>Serial number location on the charger body of the TurboCord Charger</p>                      |

## WARRANTY INFORMATION

|                            |                          |  |
|----------------------------|--------------------------|--|
| <p><b>Defect Code:</b></p> | <p><b>0061840400</b></p> |  |
|----------------------------|--------------------------|--|

The campaign Defect Code (00 61 84 04 00) must be used for these Recall repair claim submissions, the corresponding flat rate labor operations will be added as soon as this information is finalized.

### Stop-Sale Override during Vehicle RDR: Recall Repair Completed

You will need to have the repair order (RO) number and the RO date to retail (RDR) an affected vehicle once it is repaired as applicable.

Please ensure the claim for this Recall repair is promptly submitted through DCSnet via normal claim entry once the campaign information becomes available as noted above.

**NOTE:**

As an interim solution to process vehicles affected by Stop-Sale, use the attached procedure "Dealer Process".

**ATTACHMENTS**

View PDF attachment [B611218 Recall Notice](#).

View PDF attachment [180925 Dealer Process Rev01](#).

View PDF attachment [2018-eVehicles-BMW-MINI-TurboCordPortableCharger-QA-\(24Sep2018\)](#).

View PDF attachment [2018-eVehicles-TurboCordPortableCharger-CustomerAgreement](#).

View PDF attachment [Faulty Serial Numbers Check BMW MINI](#).

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## **SAFETY RECALL NOTICE**

To: All Center Operators, Sales Managers, Service Manager, Parts Manager and Warranty Processor

RE: Recall 18V-XXX: BMW TurboCord Portable EV Charger B61 12 18

BMW Group is conducting a Voluntary Safety Recall (effective September 26, 2018) on certain BMW TurboCord chargers which can be used with Model Year 2016-2019 BMW Plug-In Hybrid-Electric vehicles produced from 07/13/2015 to 08/20/2018.

Owners will be notified by First Class mail about the Recall and will be instructed to bring their chargers in for a free inspection and, if necessary, replacement when new parts are available from the supplier.

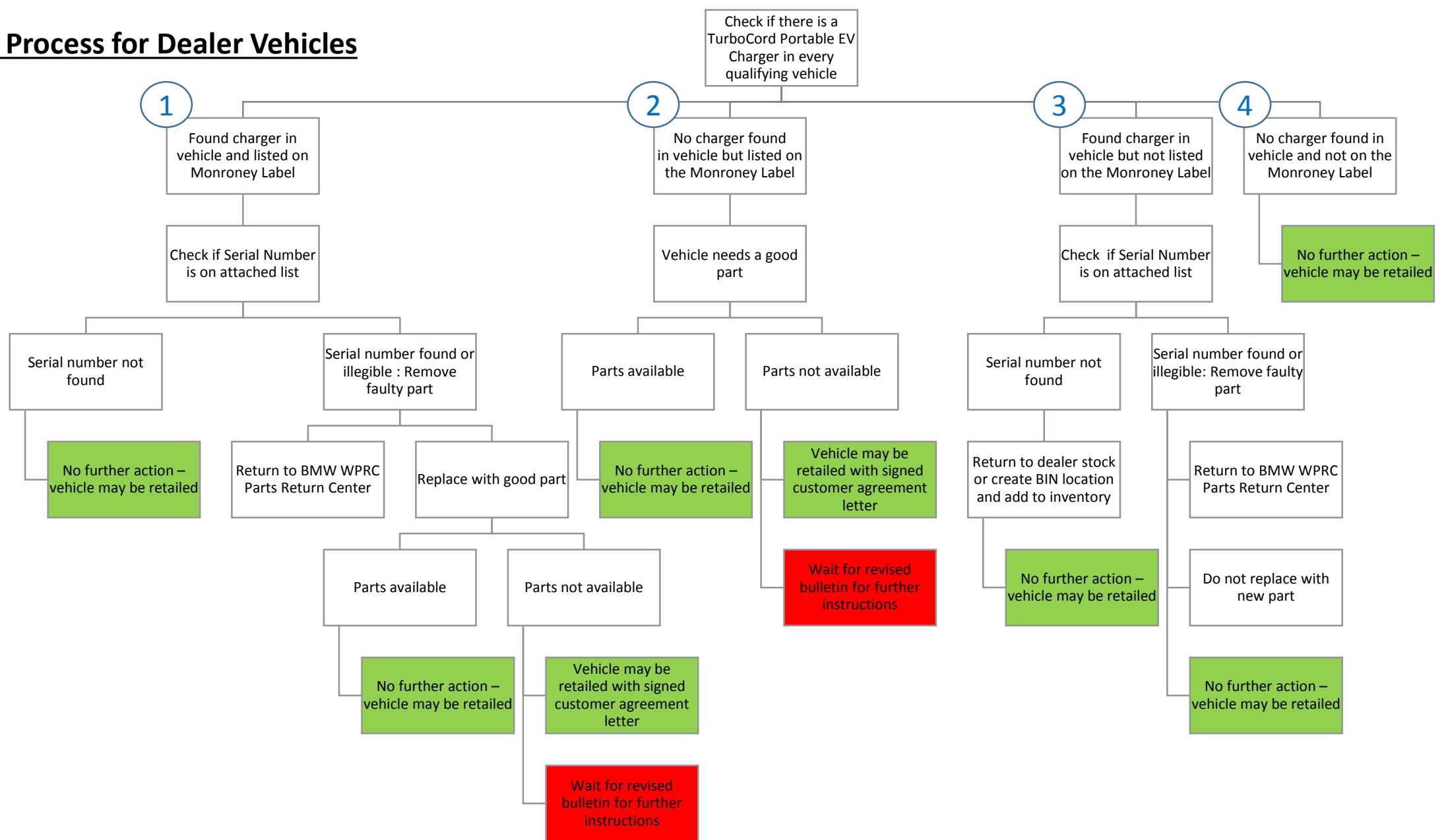
**Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.**

**Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.**

**Please follow any special instructions that we provide to you for the return or disposition of recall parts.**

We appreciate all your assistance with this Recall.

# Check Process for Dealer Vehicles



**Sales:** If you follow the chart and have removed the faulty charger (if applicable), the vehicle can be retailed. Please follow the RDR override instructions under the Warranty section of the bulletin.

For easy find, use CTRL + F, or  
click on Edit on toolbar and select Find

| Faulty Serial # | Brand | Faulty Serial # | Brand | Faulty Serial # | Brand | Faulty Serial # | Brand |
|-----------------|-------|-----------------|-------|-----------------|-------|-----------------|-------|
| SBE02151809486  | BMW   | SBE02201809705  | BMW   | SBE02211809752  | BMW   | SBE02211809798  | BMW   |
| SBE02181809669  | BMW   | SBE02201809706  | BMW   | SBE02211809753  | BMW   | SBE02211809799  | BMW   |
| SBE02181809670  | BMW   | SBE02201809707  | BMW   | SBE02211809754  | BMW   | SBE02211809800  | BMW   |
| SBE02181809671  | BMW   | SBE02201809708  | BMW   | SBE02211809755  | BMW   | SBE02211809801  | BMW   |
| SBE02181809672  | BMW   | SBE02201809709  | BMW   | SBE02211809756  | BMW   | SBE02211809802  | BMW   |
| SBE02181809673  | BMW   | SBE02201809710  | BMW   | SBE02211809757  | BMW   | SBE02211809803  | BMW   |
| SBE02181809674  | BMW   | SBE02201809711  | BMW   | SBE02211809758  | BMW   | SBE02211809804  | BMW   |
| SBE02181809675  | BMW   | SBE02201809712  | BMW   | SBE02211809759  | BMW   | SBE02211809805  | BMW   |
| SBE02181809676  | BMW   | SBE02201809713  | BMW   | SBE02211809760  | BMW   | SBE02211809806  | BMW   |
| SBE02181809677  | BMW   | SBE02201809714  | BMW   | SBE02211809761  | BMW   | SBE02211809807  | BMW   |
| SBE02181809678  | BMW   | SBE02201809715  | BMW   | SBE02211809762  | BMW   | SBE02211809808  | BMW   |
| SBE02181809679  | BMW   | SBE02201809716  | BMW   | SBE02211809763  | BMW   | SBE02211809809  | BMW   |
| SBE02181809680  | BMW   | SBE02201809717  | BMW   | SBE02211809764  | BMW   | SBE02211809810  | BMW   |
| SBE02181809681  | BMW   | SBE02201809718  | BMW   | SBE02211809765  | BMW   | SBE02211809811  | BMW   |
| SBE02181809682  | BMW   | SBE02211809719  | BMW   | SBE02211809766  | BMW   | SBE02211809812  | BMW   |
| SBE02181809683  | BMW   | SBE02211809720  | BMW   | SBE02211809767  | BMW   | SBE02211809813  | BMW   |
| SBE02181809684  | BMW   | SBE02211809721  | BMW   | SBE02211809768  | BMW   | SBE02211809814  | BMW   |
| SBE02181809685  | BMW   | SBE02211809722  | BMW   | SBE02211809769  | BMW   | SBE02211809815  | BMW   |
| SBE02181809686  | BMW   | SBE02211809723  | BMW   | SBE02211809770  | BMW   | SBE02211809816  | BMW   |
| SBE02181809687  | BMW   | SBE02211809724  | BMW   | SBE02211809771  | BMW   | SBE02211809817  | BMW   |
| SBE02181809688  | BMW   | SBE02211809725  | BMW   | SBE02211809772  | BMW   | SBE02211809818  | BMW   |
| SBE02191802026  | MINI  | SBE02211809726  | BMW   | SBE02211809773  | BMW   | SBE02211809819  | BMW   |
| SBE02191802029  | MINI  | SBE02211809727  | BMW   | SBE02211809774  | BMW   | SBE02211809820  | BMW   |
| SBE02191802030  | MINI  | SBE02211809728  | BMW   | SBE02211809775  | BMW   | SBE02211809821  | BMW   |
| SBE02191802031  | MINI  | SBE02211809729  | BMW   | SBE02211809776  | BMW   | SBE02211809822  | BMW   |
| SBE02191802032  | MINI  | SBE02211809730  | BMW   | SBE02211809777  | BMW   | SBE02211809823  | BMW   |
| SBE02191802041  | MINI  | SBE02211809731  | BMW   | SBE02211809778  | BMW   | SBE02211809824  | BMW   |
| SBE02191802042  | MINI  | SBE02211809732  | BMW   | SBE02211809779  | BMW   | SBE02211809825  | BMW   |
| SBE02191802043  | MINI  | SBE02211809733  | BMW   | SBE02211809780  | BMW   | SBE02211809826  | BMW   |
| SBE02191802044  | MINI  | SBE02211809734  | BMW   | SBE02211809781  | BMW   | SBE02211809827  | BMW   |
| SBE02201809689  | BMW   | SBE02211809735  | BMW   | SBE02211809782  | BMW   | SBE02211809828  | BMW   |
| SBE02201809690  | BMW   | SBE02211809736  | BMW   | SBE02211809783  | BMW   | SBE02211809829  | BMW   |
| SBE02201809691  | BMW   | SBE02211809738  | BMW   | SBE02211809784  | BMW   | SBE02211809830  | BMW   |
| SBE02201809692  | BMW   | SBE02211809739  | BMW   | SBE02211809785  | BMW   | SBE02211809831  | BMW   |
| SBE02201809693  | BMW   | SBE02211809740  | BMW   | SBE02211809786  | BMW   | SBE02211809832  | BMW   |
| SBE02201809694  | BMW   | SBE02211809741  | BMW   | SBE02211809787  | BMW   | SBE02211809833  | BMW   |
| SBE02201809695  | BMW   | SBE02211809742  | BMW   | SBE02211809788  | BMW   | SBE02211809834  | BMW   |
| SBE02201809696  | BMW   | SBE02211809743  | BMW   | SBE02211809789  | BMW   | SBE02211809835  | BMW   |
| SBE02201809697  | BMW   | SBE02211809744  | BMW   | SBE02211809790  | BMW   | SBE02211809836  | BMW   |
| SBE02201809698  | BMW   | SBE02211809745  | BMW   | SBE02211809791  | BMW   | SBE02211809837  | BMW   |
| SBE02201809699  | BMW   | SBE02211809746  | BMW   | SBE02211809792  | BMW   | SBE02211809838  | BMW   |
| SBE02201809700  | BMW   | SBE02211809747  | BMW   | SBE02211809793  | BMW   | SBE02211809839  | BMW   |
| SBE02201809701  | BMW   | SBE02211809748  | BMW   | SBE02211809794  | BMW   | SBE02211809840  | BMW   |
| SBE02201809702  | BMW   | SBE02211809749  | BMW   | SBE02211809795  | BMW   | SBE02211809841  | BMW   |
| SBE02201809703  | BMW   | SBE02211809750  | BMW   | SBE02211809796  | BMW   | SBE02211809842  | BMW   |
| SBE02201809704  | BMW   | SBE02211809751  | BMW   | SBE02211809797  | BMW   | SBE02211809843  | BMW   |

For easy find, use CTRL + F, or  
click on Edit on toolbar and select Find

| Faulty Serial # | Brand | Faulty Serial # | Brand | Faulty Serial # | Brand | Faulty Serial # | Brand |
|-----------------|-------|-----------------|-------|-----------------|-------|-----------------|-------|
| SBE02211809844  | BMW   | SBE02211809892  | BMW   | SBE02211809939  | BMW   | SBE02211809986  | BMW   |
| SBE02211809845  | BMW   | SBE02211809893  | BMW   | SBE02211809940  | BMW   | SBE02211809987  | BMW   |
| SBE02211809846  | BMW   | SBE02211809894  | BMW   | SBE02211809941  | BMW   | SBE02211809988  | BMW   |
| SBE02211809847  | BMW   | SBE02211809895  | BMW   | SBE02211809942  | BMW   | SBE02211809989  | BMW   |
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| SBE02211809849  | BMW   | SBE02211809897  | BMW   | SBE02211809944  | BMW   | SBE02211809991  | BMW   |
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| SBE02211809860  | BMW   | SBE02211809908  | BMW   | SBE02211809955  | BMW   | SBE02211810002  | BMW   |
| SBE02211809862  | BMW   | SBE02211809909  | BMW   | SBE02211809956  | BMW   | SBE02211810003  | BMW   |
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| SBE02211809868  | BMW   | SBE02211809915  | BMW   | SBE02211809962  | BMW   | SBE02211810009  | BMW   |
| SBE02211809869  | BMW   | SBE02211809916  | BMW   | SBE02211809963  | BMW   | SBE02211810010  | BMW   |
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| SBE02211809875  | BMW   | SBE02211809922  | BMW   | SBE02211809969  | BMW   | SBE02211810016  | BMW   |
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| SBE02211809887  | BMW   | SBE02211809935  | BMW   | SBE02211809981  | BMW   | SBE02231810028  | BMW   |
| SBE02211809888  | BMW   | SBE02211809936  | BMW   | SBE02211809983  | BMW   | SBE02231810029  | BMW   |
| SBE02211809889  | BMW   | SBE02211809937  | BMW   | SBE02211809984  | BMW   | SBE02231810030  | BMW   |
| SBE02211809891  | BMW   | SBE02211809938  | BMW   | SBE02211809985  | BMW   | SBE02231810031  | BMW   |



For easy find, use CTRL + F, or  
click on Edit on toolbar and select Find

| Faulty Serial # | Brand | Faulty Serial # | Brand | Faulty Serial # | Brand | Faulty Serial # | Brand |
|-----------------|-------|-----------------|-------|-----------------|-------|-----------------|-------|
| SBE02231810032  | BMW   | SBE02231810078  | BMW   | SBE02231810125  | BMW   | SBE02231810171  | BMW   |
| SBE02231810033  | BMW   | SBE02231810079  | BMW   | SBE02231810126  | BMW   | SBE02231810172  | BMW   |
| SBE02231810034  | BMW   | SBE02231810080  | BMW   | SBE02231810127  | BMW   | SBE02231810173  | BMW   |
| SBE02231810035  | BMW   | SBE02231810081  | BMW   | SBE02231810128  | BMW   | SBE02231810174  | BMW   |
| SBE02231810036  | BMW   | SBE02231810082  | BMW   | SBE02231810129  | BMW   | SBE02231810175  | BMW   |
| SBE02231810037  | BMW   | SBE02231810083  | BMW   | SBE02231810130  | BMW   | SBE02231810176  | BMW   |
| SBE02231810038  | BMW   | SBE02231810084  | BMW   | SBE02231810131  | BMW   | SBE02231810177  | BMW   |
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| SBE02231810046  | BMW   | SBE02231810092  | BMW   | SBE02231810139  | BMW   | SBE02231810185  | BMW   |
| SBE02231810047  | BMW   | SBE02231810093  | BMW   | SBE02231810140  | BMW   | SBE02231810186  | BMW   |
| SBE02231810048  | BMW   | SBE02231810094  | BMW   | SBE02231810141  | BMW   | SBE02231810187  | BMW   |
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| SBE02231810050  | BMW   | SBE02231810097  | BMW   | SBE02231810143  | BMW   | SBE02231810189  | BMW   |
| SBE02231810051  | BMW   | SBE02231810098  | BMW   | SBE02231810144  | BMW   | SBE02231810190  | BMW   |
| SBE02231810052  | BMW   | SBE02231810099  | BMW   | SBE02231810145  | BMW   | SBE02231810191  | BMW   |
| SBE02231810053  | BMW   | SBE02231810100  | BMW   | SBE02231810146  | BMW   | SBE02231810192  | BMW   |
| SBE02231810054  | BMW   | SBE02231810101  | BMW   | SBE02231810147  | BMW   | SBE02231810193  | BMW   |
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| Faulty Serial # | Brand | Faulty Serial # | Brand | Faulty Serial # | Brand | Faulty Serial # | Brand |
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| SBE02261810836  | BMW   | SBE02261810884  | BMW   | SBE02261810930  | BMW   | SBE02261810976  | BMW   |

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click on Edit on toolbar and select Find

| Faulty Serial # | Brand | Faulty Serial # | Brand | Faulty Serial # | Brand | Faulty Serial # | Brand |
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click on Edit on toolbar and select Find

| Faulty Serial # | Brand | Faulty Serial # | Brand | Faulty Serial # | Brand | Faulty Serial # | Brand |
|-----------------|-------|-----------------|-------|-----------------|-------|-----------------|-------|
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| Faulty Serial # | Brand | Faulty Serial # | Brand |
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| SBE02301811604  | BMW   |                 |       |
| SBE02301811605  | BMW   |                 |       |
| SBE02301811607  | BMW   |                 |       |



**Accessory (Port-Installed / Dealer / Online)  
TurboCord Portable Charger  
18V-xxx / 18E-xxx  
Electric / Plug-In Hybrid-Electric Vehicles  
*Last Updated 09/24/2018***

**Note:**

This **\*\*\*Accessory-Based\*\*\*** Safety Recall involves the BMW / MINI TurboCord Portable Charger (“charging cable”) produced by supplier Webasto Charging Systems, Inc. It is a “Level 2” charger, i.e., it is capable of connecting the vehicle with a 240Volt electrical outlet for “fast” charging of an Electric / Plug-In Hybrid-Electric vehicle. It is *not* the “Level 1” Occasional Use Cable (OUC) which connects the vehicle to a standard 120Volt electric outlet.

**BMW Level 2 Charger**



**Affected**

**MINI Level 2 Charger**



**Affected**

**Occasional Use Cable (OUC)**



**Not Affected**

The charger is available for BMW / MINI customers as an accessory (port-installed, dealer, online).

Please refer to [www.bmwcharging.com](http://www.bmwcharging.com) / [www.minicharging.com](http://www.minicharging.com) for further information.

Owners may have purchased a non-BMW-branded / non-MINI-branded affected cable via other sales channels / third-party providers. The supplier did not provide BMW Group with any identifying information for those charging cables and, therefore, BMW Group cannot support the Safety Recall for those non-branded charging cables.

**Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**

Approximately 3,500 BMW / MINI Electric / Plug-In Hybrid-Electric vehicles were processed at Vehicle Distribution Centers (VDC) during the time period (approximately May – Sep) when an affected charging cable may have been installed. Also, approximately 600 affected cables may have been purchased by customers at a BMW center / MINI dealer and/or online.

The following table identifies the specific vehicle models and model years which are potentially affected:

| Series | Model                       | Model Year |
|--------|-----------------------------|------------|
| F30    | 330e                        | 2016-2018  |
| G30    | 530e / 530e xDrive          | 2018-2019  |
| G12    | 740Le xDrive                | 2017-2019  |
| I01    | i3 BEV / i3 Rex             | 2014-2019  |
| I01    | i3 Sport BEV / i3 Sport Rex | 2018-2019  |
| I12    | i8 / i8 Roadster            | 2014-2019  |
| F15    | X5 xDrive40e                | 2016-2018  |
| F60    | MINI Cooper SE Countryman   | 2018-2019  |

**Accessory (Port-Installed / Dealer / Online)  
TurboCord Portable Charger  
18V-xxx / 18E-xxx  
Electric / Plug-In Hybrid-Electric Vehicles  
*Last Updated 09/24/2018***

**Q2. What is the specific issue?**

The charging cable was not produced to specifications by the supplier. Specifically, some components on its integrated circuit board are incompatible.

**Q3. What can happen as a result of this issue?**

The charging cable could present a risk of a thermal event, and it could present a risk of a shock hazard, increasing the risk of injury.

**Q4. How did BMW Group become aware of this issue?**

BMW Group became aware of this issue through its quality control procedures.

**Q5. Why are other BMW Group charging cables not included in this Safety Recall?**

Affected Level 2 charging cables have been identified by the supplier by Serial Number. Therefore, the list of affected and unaffected Level 2 charging cables is known. The Level 1 OUC, as noted above, is not affected.

**Q6. Can I determine if this issue exists on my Level 2 charging cable?**

Your BMW center / MINI dealer will make this determination. Affected Level 2 charging cables have been identified by the supplier by Serial Number. Therefore, please contact an authorized BMW center / MINI dealer. They will inspect and, if necessary, replace an affected cable.

**Q7. Can I continue to use my Level 2 charging cable (until a replacement is available)?**

No.

When you receive a *letter via First Class mail* from BMW / MINI informing you of this Safety Recall, and asking you to have this Safety Recall performed by an authorized BMW center / MINI dealer, please do so as soon as possible. If you are not the only user of the Level 2 charging cable, please advise all other users of this important information.

***i3 BEV / i3 Sport BEV Owners***

While we realize that not using the Level 2 charging cable is inconvenient, we are recommending not to use it due to the Safety Recall. Therefore, until a new cable is available, please use the Occasional Use Cable (OUC). We apologize for the temporary inconvenience.

**Q8. How will my Level 2 charging cable be repaired?**

Affected Level 2 charging cables have been identified by the supplier by Serial Number. Therefore, please contact an authorized BMW center / MINI dealer. They will inspect and, if necessary, replace an affected cable.

**Accessory (Port-Installed / Dealer / Online)  
TurboCord Portable Charger  
18V-xxx / 18E-xxx  
Electric / Plug-In Hybrid-Electric Vehicles  
*Last Updated 09/24/2018***

**Q9. Is BMW Group aware of any injuries, or fires involving these Level 2 charging cables associated with this Safety Recall?**

No.

**Q10. How will I be informed of this Safety Recall?**

In November, all BMW / MINI Electric / Hybrid-Electric vehicle owners will receive a *letter via First Class mail* asking them to schedule an appointment with their authorized BMW center / MINI dealer to have the Safety Recall performed. When you receive your letter, please have this Safety Recall performed by an authorized BMW center / MINI dealer as soon as possible. You can locate your nearest authorized BMW center at [www.bmwusa.com/dealers](http://www.bmwusa.com/dealers), or MINI dealer at [www.miniusa.com/dealer](http://www.miniusa.com/dealer).

**Q11. How long will the repair take?**

It shouldn't take long at all. An authorized BMW center / MINI dealer will inspect and, if necessary, replace an affected cable. The inspection and replacement will be performed for free by your authorized BMW center / MINI dealer.

**Q12. Do I have to wait for my letter in order to have my charging cable inspected / replaced?**

Yes. BMW / MINI are waiting for new charging cables from the supplier.

**Q13. 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 replaced the charging cable at your own expense, you may be eligible for reimbursement of certain expenses that you incurred.

September 25, 2018

Dear BMW / MINI Owner:

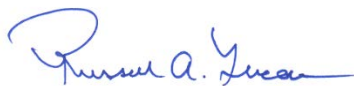
BMW /MINI recently discovered that the TurboCord Portable Charger (“Level 2 charging cable” or “charging cable”) that you purchased was not produced to specifications by the supplier and presents a safety risk. Accordingly, we have provide notice of this issue to the National Highway Traffic Safety Administration (NHTSA). Furthermore, as required, we will need to replace your charging cable with a new one that is not affected by this issue.

Our supplier has not yet been able to produce a sufficient quantity of new cables and, for this reason, we cannot yet provide you with a new charging cable. We sincerely apologize for this temporary inconvenience.

When a sufficient quantity of new parts are available, we will notify you to return to your authorized BMW center / MINI dealer so that we are able to provide you with the new charging cable.

Please be assured that your safety is important to us, and we appreciate your understanding and patience at this time.

Sincerely,



Russ Lucas  
VP, Recall Implementation  
BMW of North America, LLC

Customer Acknowledgement

BMW / MINI

TurboCord Portable Charger

I \_\_\_\_\_ am taking delivery of a BMW / MINI Electric or Electric or Hybrid-Electric vehicle VIN: \_\_\_\_\_ and acknowledge that my BMW center / MINI dealer has removed the TurboCord Portable Charger ("charging cable") from the vehicle prior to the vehicle being delivered to me on this day \_\_\_\_\_, \_\_\_\_\_, 2018.

I also understand that BMW / MINI will inform me when a new charging cable is available so that I may return to the BMW center / MINI dealer to receive the new charging cable at no charge.

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

Dealer \_\_\_\_\_ Dealer Number \_\_\_\_\_

Dealer Signature \_\_\_\_\_

BMW center / MINI dealer: Please send a copy to [TurboCordSupport@bmwna.com](mailto:TurboCordSupport@bmwna.com) and keep a copy of this form in your customer file.