

**From:** [Broadcast Messaging System](#)  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** Sunroof Glass Shattered While Driving  
**Date:** Thursday, October 02, 2014 1:15:30 PM

Publish Date: October 01, 2014  
From: Technical Service  
Expiration Date: October 31, 2014

DCSnet Message  
**Important**



Subject: **Sunroof Glass Shattered While Driving**

**Message Recipients: Service Managers, Shop Foremen, and Technicians**

**Message Text:**

Situation: The sunroof glass shatters for no apparent reason.

Vehicles affected: All with sunroof

Cause: The root cause is not known.

Field:

In order to understand and identify the root cause of the situation, we are looking for parts for analysis. We are requesting the complete sunroof cassette in cases where the sunroof glass broke or shattered while driving.

If there is a vehicle in your service center with this complaint, please perform the following:

- 1) Inspect the vehicle and sunroof for any signs of outside influence (rock, stone impact, etc.).
- 2) If the sunroof glass exploded on its own, the edge where the glass broke will be pointed up towards the sky.
- 3) Submit a PuMA Info Only case with pictures attached.
- 4) Replace the complete sunroof cassette.
- 5) Do not discard/scrap the defective part.
- 6) Further details regarding the defective part will be provided or received via the Warranty System.

Sincerely,

Lul Ramkissoon

Lul.Ramkissoon@bmwna.com

Attachments:  
No Attachments No Attachments

Recipients: MINI Passenger Cars, Service, All Regions, All Areas, All Departments, All Personnel  
BMW SAV (Light Trucks), Service, All Regions, All Areas, All Departments, All Personnel  
BMW Passenger Cars, Service, All Regions, All Areas, All Departments, All Personnel

