

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6) CL-11002425 - 8616

June 30, 2017

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, DC 20590

AUG -4 2017

Dear NHTSA:

I am writing to notify your agency that a BMW dealership would not honor a published safety recall.

On June 27, 2017, the Electric Auxiliary Water Pump failed on my 2011 BMW 750LI XDRIVE. Upon research on the NHTSA, I found that the defect should be covered by a recall (NHTSA Campaign Number 11V521000, see attached printout from your Website). However, BMW refused to honor recall. I took the vehicle in to Ray Catena BMW of Westchester (543 Tarrytown rd., White Plains, NY 10607, 914-761-5555) on 6/27/2017. I showed them the printout of NHTSA Campaign Number 11V521000. Service manager said even though the recall included the 2011 BMW 750LI XDRIVE, my specific car was not part of the recall. A call into the BMW customer-service hotline resulted in the same answer. They charged me \$949.31 to have the part replaced.

I would appreciate it if you could investigate this matter and offer an explanation.

If you need further information, please contact me at [REDACTED]

Sincerely,
[REDACTED]

[REDACTED], Hartsdale, NY [REDACTED]

22

ET
9.21.17
in

December, 2011

Recall Campaign No. 11V-521: Electric Auxiliary Water Pump

Dear BMW Owner:

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 2008-11 5-Series, 5-Series Gran Turismo, 7-Series, X5 SAV, and X6 SAV vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

We sincerely apologize for any inconvenience this may cause you.

DESCRIPTION OF PROBLEM

The issue involves the electric auxiliary water pump on your vehicle. The pump helps cool the engine by conducting heat away from the engine's turbocharger. The pump can overheat or fail. This could lead to a smoldering of the pump. An engine compartment or vehicle fire could occur. Please note that this could happen even in cases in which the ignition is off.

Do not leave this problem unattended. Please take note of and observe the following precautions.

PRECAUTIONS FOR YOUR SAFETY

- 1. CONTACT YOUR AUTHORIZED BMW CENTER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
- 2. If the water pump fails, or if there is a reduction in engine cooling, a warning message will, in most cases, appear in the instrument cluster's "message center" during driving and when stopping the vehicle.**
- 3. In some cases, a plastic burning smell, or burning and/or smoke from the front of the vehicle may be noticed. Should any of these warnings occur, pull off the road to a safe location away from traffic, and switch off the engine. If you notice a plastic burning smell, or burning and/or smoke from the front of the vehicle, do not open the hood. All occupants should carefully exit the vehicle and move to a location away from traffic. Do not continue to drive your vehicle. Contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest Authorized BMW Center.**
- 4. BMW recommends parking your vehicle outdoors until repairs have been performed.**
- 5. BMW recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.**
- 6. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

United States Department of Transportation



Look up another vehicle Year Make Model or VIN



VEHICLE COMPARISON TOOL
Compare safety information

2011 BMW 750LI XDRIVE 4 DR 4WD



EVORX IMAGES

1	INVESTIGATIONS 0
RECALLS	COMPLAINTS 20

Not been rated

OVERALL SAFETY RATING

Safety Ratings.

NHTSA's 5-Star Safety Ratings help consumers compare vehicle safety when searching for a car. More stars mean safer cars.

Learn about crash test ratings →

FRONTAL CRASH SIDE CRASH ROLLOVER

OVERALL FRONTAL CRASH

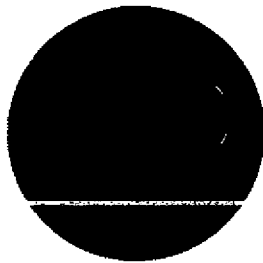
The frontal barrier test simulates a head-on collision between two similar vehicles each moving at 35 mph. The rating also considers the force of impact is measured to each crash test dummy's head, neck, chest, pelvis, legs and feet.

Overall Front Star Rating	NOT RATED
Front Driver Side	NOT RATED
Front Passenger Side	NOT RATED

Recommended Safety Technologies

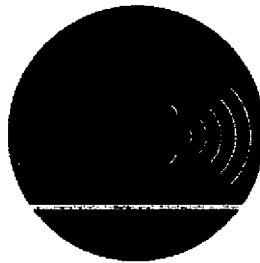
Look for vehicles with these safety technologies. These features have met NHTSA performance tests.

[Learn about safety technology →](#)



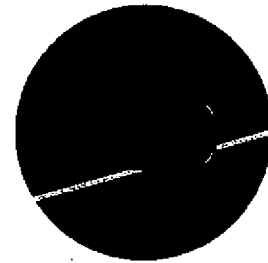
Electronic Stability Control

⊕ STANDARD



Forward Collision Warning

⊕ OPTIONAL



Lane Departure Warning

⊕ OPTIONAL

[All vehicle safety features ▾](#)

Recalls & Safety Issues.

This is a record of safety issues for vehicles of this year, make, model and trim. If you are a vehicle owner, search for recalls by your Vehicle Identification Number (VIN). The vehicle identification number tells you if your car is

COMPLAINTS RECALLS INVESTIGATIONS MANUFACTURER COMMUNICATIONS

1 Recalls

for 2011 BMW 750LI XDRIVE

FILTER RECALLS BY AFFECTED COMPONENTS

All (1) ENGINE AND ENGINE COOLING (1)

October 20, 2011 NHTSA CAMPAIGN NUMBER: 11V521000

ELECTRIC AUXILIARY WATER PUMP

THIS COULD LEAD TO A SMOLDERING OF THE PUMP OR AN ENGINE COMPARTMENT OR VEHICLE FIRE.

NHTSA Campaign Number: 11V521000

Manufacturer BMW OF NORTH AMERICA, LLC

Components ENGINE AND ENGINE COOLING

Potential Number of Units Affected 32,084

Summary

BMW IS RECALLING CERTAIN MODEL YEAR 2011 5-SERIES, MODEL YEAR 2010-2011 5-SERIES GRAN TURISMO, MODEL YEAR 2009-2011 7-SERIES, MODEL YEAR 2010-2011 X5 SAV, AND MODEL YEAR 2008-2011 X6 SAV VEHICLES EQUIPPED WITH 8- OR 12-CYLINDER, TURBOCHARGED, ENGINES BECAUSE THE CIRCUIT BOARD FOR THE ELECTRIC AUXILIARY WATER PUMP CAN OVERHEAT.

Remedy

BMW WILL NOTIFY OWNERS, AND DEALERS WILL REPLACE THE AUXILIARY WATER PUMP FREE OF CHARGE. THE SAFETY RECALL BEGAN ON DECEMBER 19, 2011. OWNERS MAY CONTACT BMW CUSTOMER RELATIONS AND SERVICES AT 1-800-525-7417.

Notes

THIS RECALL WAS EXPANDED TO INCLUDE ADDITIONAL VEHICLES IN APRIL 2012. SEE RECALL NO. 12V161. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov) .

12 Affected Products ▾

14 Associated Documents ▾

Request Research (Services fees apply)

RAY CATENA BMW OF WESTCHESTER

543 Tarrytown Road

WHITE PLAINS, NY 10607

(914) 761-5555

FAX (914) 328-7290

SEE REVERSE
SIDE FOR WARRANTY INFORMATION
ALL PARTS NEW EXCEPT AS NOTED
N.Y.S. REGISTERED
REPAIR SHOP NO. 7121177

THERE IS A \$25.00 RETURN CHECK FEE. A \$25.00 PER DAY STORAGE CHARGE WILL APPLY TO ALL VEHICLES LEFT MORE THAN 24 HOURS AFTER CUSTOMER NOTIFIED FOR PICK UP.



0901IBMC

CUSTOMER NO.	ADVISOR JORGE GHIGGIA	TAG NO. 24746	INVOICE DATE 06/29/17	INVOICE NO.
	LABOR RATE 158.00	LICENSE NO.	MILEAGE 47,049	COLOR SPACE GRAY
	YEAR / MAKE / MODEL 11/BMW/750LXI/750LXI		DELIVERY DATE 12/24/10	DELIVERY MILES
HARTSDALE, NY	VEHICLE ID NO. WBAK8C85XBC		SELLING DEALER NO. 30460	PRODUCTION DATE 11/01/10
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/27/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 47052

LABOR & PARTS

1 17BMZZCOOL COOLING SYSTEM TECH(S) 92382 837.40

CUSTOMER STATES THE ENGINE TEMP TOO HIGH, DRIVE MODERATELY PLEASE CHECK
TEMP NEVER WENT PAST HALFWAY MARK AND NO SIGNS OF LEAK
TURBO COOLANT PUMP FAULTY
VERIFIED COMPLAINT. COOLANT LEVEL OK. PERFORMED SHORT TEST.
FOUND FAULT CODE FOR TURBO COOLANT PUMP BLOCKED.
ACTIVATION OF PUMP THROUGH ISTA UNSUCCESSFUL. R&R TURBO COOLANT PUMP. CLEARED FAULTS. VERIFIED TURBO COOLANT PUMP NOW FUNCTIONING PROPERLY. TEST DROVER APROX 10 MILES. OK.
E

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	11-51-7-629-916	AUXILIARY WATER PUM	101.89	101.89
JOB # 1	2	07-12-9-952-107	HOSE CLAMP	5.01	10.02
JOB # 1 TOTAL PARTS					111.91
JOB # 1 TOTAL LABOR & PARTS					949.31

2 01BMZZCK OIL TIRES AND FLUIDS TECH(S) 92382 0.00

CHECK TIRE PRESSURES AND FLUID LEVELS
CHECKED TIRES AND TOPPED FLUIDS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

3 01BMZZ OIL SERVICE/KEY DATA TECH(S) 92382 3.20

CUSTOMER STATES CHANGE OIL AND FILTER PER KEY READER DATA
PERFORMED OIL CHANGE AS PER CBS DATA

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	PK220	F01 750LXI OIL CHANGE	****	
JOB # 3	1	11-42-7-583-220	SET OIL SERVICE ITEM	26.67	26.67
JOB # 3	90	83-21-2-450-384	OIL	85.50	85.50
JOB # 3	1	83-19-2-221-702	BMW WINDSHIELD WASH	3.79	3.79
JOB # 3 TOTAL PARTS					115.96
JOB # 3 TOTAL LABOR & PARTS					179.16

4 61BMZZ21519 CHG BATTERY TECH(S) 92382 237.00

TECH NOTICED BATTERY IS WEAK
UPON BRINGING VEHICLE INTO SHOP FOR SERVICE, BATTERY DISCHARGE LIGHT WAS ILLUMINATED. PERFORMED SHORT TEST.
FOUND MULTIPLE UNDERVOLTAGE FAULTS. RAN TEST PLAN AND FOUND BATTERY TO BE BAD. R&R 12V BATTERY. REGISTERED REPLACEMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	61-21-2-353-812	EP BATTERY 92AH	260.00	260.00
JOB # 4 TOTAL PARTS					260.00

*****OUR ENTIRE STAFF STRIVES FOR EXCELLENCE*****

RAY CATENA BMW OF WESTCHESTER

543 Tarrytown Road

WHITE PLAINS, NY 10607

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SIDE FOR WARRANTY INFORMATION
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N.Y.S. REGISTERED
REPAIR SHOP NO. 7121177

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09011BMCS

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	JORGE GHIGGIA	24746	06/29/17	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
	158.00		47,049	SPACE GRAY
	YEAR / MAKE / MODEL		DELIVERY DATE	STOCK NO.
	11/BMW/750I XT/750I XT		12/24/10	
HARTSDALE, NY	VEHICLE ID NO.		SELLING DEALER NO.	DELIVERY MILES
	WBAK8C85XBC4		30460	
	F.T.E. NO.	P.O. NO.	R.O. DATE	PRODUCTION DATE
			06/27/17	11/01/10
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
		MO: 47052		

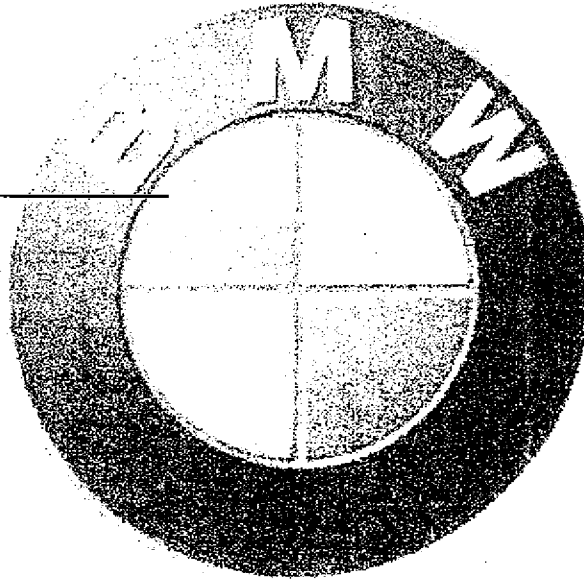
JOB # 4 TOTAL LABOR & PARTS 497.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$158.00 (+TAX)

TOTALS

THANK YOU for choosing WESTCHESTER BMW as your servicing dealer. WE APPRECIATE your patronage and are looking forward to fulfilling your needs at your next visit. Should you have any questions PLEASE take a moment and ask one of our representatives to assist you.	TOTAL LABOR....	1137.60
	TOTAL PARTS....	487.87
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	119.88
	TOTAL INVOICE \$	1745.35

CUSTOMER SIGNATURE



*****OUR ENTIRE STAFF STRIVES FOR EXCELLENCE*****

CUSTOMER COPY

[END OF INVOICE] 04:15pm

