



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



April 25, 2025

[REDACTED]
[REDACTED]
Grant, AL [REDACTED]

NEF-109 rrr
Ref. No. 11616711

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2011 BMW 328i vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigations. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. You indicate that your MY 2011 BMW 328i experienced the safety defect identified in NHTSA Safety Recall Campaign No. 23V707. The aluminum bolts that secure the housing for the variable camshaft timing adjustment (VANOS) fractured and caused significant damage. You paid to repair your vehicle because the problem occurred prior to you receiving the recall notification. You contacted BMW and the dealer for a reimbursement; however, your attempts have not been successful.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. If you have not received a reimbursement denial notice, we encourage you to continue to work with BMW and your dealer for assistance with your claim.

While researching your problem we identified that NHTSA Safety Recall Campaign No. 24V513 is incomplete on your vehicle (enclosed). The original steering wheel may have been replaced with a sport or M-sport steering wheel equipped with an inflator that can explode during deployment in certain MY 2006 through MY 2011 BMW 3 Series Sedans. We encourage you to contact BMW and your local dealer to schedule an appointment to complete the recall as soon as possible.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

A black rectangular redaction box covering the signature of Randy Reid.

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

Enclosure

2011

BMW 328i Sedan (S. Africa)**VIN:** [REDACTED]

Recall data refreshed on Apr 18, 2025

1 Unrepaired Recalls

associated with this VIN

Jul 03, 2024**Manufacturer Recall Number NA****NHTSA Recall Number 24V513****Recall Status** Recall Incomplete**Summary**

DRIVER'S FRONT AIR BAG: This recall campaign involves a sport, or M-sport, steering wheel equipped with the Takata PSDI-5 inflator. Some customers may have switched their original steering wheel which was not affected, to the sport, or M-sport, steering wheel which may include a potentially affected inflator.

Safety Risk

In the event of a crash necessitating deployment of the driver's front air bag, the inflator could rupture, causing metal and other debris to be propelled through the air bag cushion material striking the driver or other occupants in the vehicle, potentially resulting in serious injury or death. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

Remedy

The driver's front air bag module will be checked and, if a Takata PSDI-5 inflator is found, it will be replaced for free which should take about one hour.

Manufacturer's Notes

For additional information or assistance, please contact Customer Relations and Service at 1-800-525-7417 or via Email at

CustomerRelations@bmwusa.com

Find a **dealer**.

Locate a dealer near you to get your vehicle repaired.

A rectangular button with a thin blue border. Inside, there is a magnifying glass icon followed by the word "GO" in a bold, sans-serif font.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: **1-888-327-4236** or TTY: **1-888-275-9171** or file an online complaint with NHTSA.

Where's my VIN?

Every vehicle has a unique **vehicle identification number** often referred to as a VIN. Look on the lower left of your car's windshield for your 17-character VIN. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

What information will display in the search results?

- When searching by license plate or VIN, you'll learn if a specific vehicle needs to be repaired as part of a recall.
- When searching by a vehicle's year, make and model, or for car seats, tires or equipment, you'll get general results for recalls, investigations, complaints and manufacturer communications.

What will the license plate and VIN search show?

- An unrecalled recall for a vehicle from [certain manufacturers](#).
- If the vehicle has no unrecalled recalls, you will see the message: "0 unrecalled recalls associated with this VIN."

What won't the license plate and VIN search show?

- A safety recall that has already been repaired.
- Some recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage).
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications.
- Manufacturer customer service or other non-safety recall campaigns.
- A recall involving an international vehicle.

Why is the license plate search result showing a different vehicle?

License plate information is generated from state department of motor vehicles. If the search result shows a vehicle you previously owned, rather than your new vehicle with the same license plate, [contact your state DMV](#) to request your vehicle information be updated. In the meantime, you can search for recalls using your vehicle's VIN.

Other search options, including by NHTSA ID

You can also search for recalls and safety issues information by [NHTSA ID](#) and [complaints by keyword](#)