

Fwd: Reimbursement

From:

Date: Thursday, September 25, 2025, 10:40 AM EDT

Sent from my iPhone

Begin forward

From:

Date:

To:

Sub

To Whom it may Concern,

I am referring you to the recall on my 2013 BMW-328xi. The vin number is [REDACTED]. The recall is for the water pump electrical connector. My water pump failed at an independent repair service center that specializes in BMW repair, which in turn was the closest service center to where the vehicle broke down. I paid out of pocket for the repair. Now there is a recall on this part, I would appreciate reimbursement for the charges. I am enclosing a copy of the invoice.

Thank you so much for your time in this matter.

22
I had my sister print for me as my printer was broke.

BMW



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [REDACTED]
Recall Campaign No. 24V-608: Water Pump Electrical Connector

**Remedy is
Available**

[REDACTED]
MONROE TWP, N
[REDACTED]

July 2025

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with 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 2012-2018 BMW 2 Series, 3 Series, 4 Series, 5 Series, Z4, X1 SAV, X3 SAV, X4 SAC, and X5 SAV models. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

We are pleased to inform you that we are ready to perform this recall. **If you have not had this recall performed, please contact your authorized BMW center immediately to schedule an appointment.** Please visit bmwusa.com/dealer to locate your nearest BMW center.

What could happen?

This safety recall involves the water pump's electrical plug connector. Small drops of liquid from the positive crankcase ventilation system could drip down onto the water pump's electrical connector. Over time, this could lead to a short circuit and, in rare cases, a thermal event or a fire.

If you notice smoke from the engine compartment, your vehicle may be experiencing this issue. Do not continue to drive the vehicle. All occupants should exit the vehicle and move to a safe location away from traffic. Dial 911 in the event of an emergency. If it is not an emergency, contact BMW Roadside Assistance at 1-800-332-4269.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

What will BMW do?

The water pump, and the connector, will be inspected and, if necessary, replaced, and a shield will be installed to divert any fluid that might drip down onto the pump, for free which should take about one hour.

There may be some options to help overcome the inconvenience of bringing your vehicle in for service, if needed. Contact your local BMW center to check what may be available.

What if I am not the current owner of this vehicle?

If you changed your address or sold the vehicle, please let us know by visiting bmwusa.com/mybmw or by contacting BMW Customer Relations (see left side of page for contact info). **If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.**

What if I have additional questions?

For the latest updates to this recall, please visit bmwusa.com/recall. If you had this repair performed at your own expense, and are looking for information about possible reimbursement, please click on "Reimbursement for Prior Customer Pay Repairs Related to a Safety Recall (TREAD Act)".

Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, please contact BMW Customer Relations.

If your BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.nhtsa.gov>.

Please be assured that your safety is important to us, and we sincerely apologize if this recall causes any inconvenience.

Sincerely,

BMW of North America, LLC

Spanish translation on back side
Traducción en español en el lado inverso

Company
BMW
of North America, LLC

BMW Group Company

Mailing Address
PO Box 1227
Westwood NJ 07675-
1227

Telephone
(800) 525-7417

Fax
(201) 930-8362

E-mail
CustomerRelations@
bmwusa.com

Internet
bmwusa.com

DISCOUNT AUTO CENTERS



"Professional, Courteous, Affordable Automotive Service"

293 Spotswood Englishtown Rd. Monroe Twp NJ 08831

Invoice #
Original Es

732 251 9959
Weekdays 8am-6pm

Invoice

Paid Balance Due: \$0.00

MONROE TWP., NJ

2013 BMW - 328xi
2L In-Line4 (122CI) VIN(C)
License Pla
Odometer: In 115,430
Engine Hr: In 0.0

VIN
Color: gray

Work Complete: 05/24/2024
Service Advisor:
Customer ID: 5174

Type	Description	Part #	Qty/Hr	Sale/Rate	Total
Job Title					\$1,566.64
Note	overheating				
Note	84327, 5.3 qts, 5/30 synth				
Labor	Change Motor Oil Lube Chassis Changed Motor Oil & Replaced Filter, Added Synthetic Motor Oil, Lube Chassis, Check all Fluid Levels		0.25 hr		\$19.99
Part	OIL FILTER	XXXX	1.00	\$9.99	\$9.99
Part	Full Synthetic Motor Oil	XXXX	5.30	\$9.99	\$52.95
Labor	WATER PUMP - Remove & Replace - 2.0L Eng,Turbocharger		4.50 hr	\$79.99	\$359.96
Part	WATER PUMP - 2.0L Eng	11 51 8 635 089	1.00	\$926.43	\$926.43
Part	blue bmw oe coolant	blue bmw oe cool	2.00	\$49.99	\$99.98
Parts: \$1,089.35		Labor: \$379.95		Tax: \$97.34	
				Total: \$1,566.64	

Thank you for your business.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 12,000 MILES or 12 MONTHS whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Labor	\$379.95
Parts	\$1,089.35
Subtotal	\$1,469.30
Labor Tax	\$25.17
Parts Tax	\$72.17
Order Total:	\$1,566.64

Payment

Visa Paid \$1566.64 on 5/24/2024

DV DANIELS NJ 070

16 OCT 2025 PM 2 L



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

20590-

