

[REDACTED]
Newark, NJ
[REDACTED]
[REDACTED]

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

Greetings:

I am writing pursuant to recalls No. 24V-608, both remedy unavailable and remedy available, ten months later. During the intervening ten months, I experienced hardship, expense and loss of use of my vehicle, Vin # [REDACTED]

The attached documents represent my correspondence to BMW Customer relations. The docs were submitted on [REDACTED] and [REDACTED] by email. I have received no response, to date; not even acknowledgement of receipt.

I hereby submit my belief that BMW has some responsibility for failure to cure the smoke condition they knew about for ten months. Please note the BMW service inspection of [REDACTED] in which it was stated that my warning lights passed the inspection. Meanwhile, the warning lights on my dashboard look like a "xmas tree".

I am being ghosted by BMW and I have no power, unless you say I do. Please help in any way which is fair. Thank You.

[REDACTED]

22

[REDACTED]

Sent from AOL on Android

----- Forwarded Message -----

From: [REDACTED]
To: "customerrelations@bmwusa.com" <customerrelations@bmwusa.com>
Sent: Wed, [REDACTED]
Subject: Fw: Smoke through the vents Recall- [REDACTED] No. 24V-608. 24V -
BMW 528IX 2014
Second submission. Are you there?

Sent from AOL on Android

----- Forwarded Message -----

From: [REDACTED]
To: "customerRelations@bmwusa.com" <customerrelations@bmwusa.com>
Sent: [REDACTED]
Subject: Smoke through the vents Recall- [REDACTED] No. 24V-608. 24V -
BMW 528IX 2014
Dear BMW:

I am writing to document the horrific experience I have had with smoke coming out of my AC vents. I believe that I should be entitled to some help with regard to the current condition of my car and the unnecessary expenses I have incurred. I have approximately 44k miles..

In October 2024, I received a Safety Recall from BMW (Attachment # 1). It stated that I might get smoke coming out of the engine and that I should, "Do not continue to drive the vehicle"

In January 2025, after driving on the highway, I stopped at a light. Smoke began pouring out of the vents. I was coughing and had to open the windows. I went immediately to L & S Auto on 1/30/25. They diagnosed the cause as the Heater Core. Repair cost me \$1300 but the problem persisted. C&C Motors later replaced the valves cov

Ally 10/20/22

TO: MOTIVE, INC.

Service Order 0173-0001
Service Order 0173-0001
Customer [REDACTED]
Address [REDACTED]
City [REDACTED]
State [REDACTED]
Zip [REDACTED]
Phone [REDACTED]
Fax [REDACTED]
E-mail [REDACTED]
Vehicle 2014 BMW 328i
Engine 2.0L I4 16V
Model 328i
Year 2014
Color [REDACTED]
VIN [REDACTED]
License [REDACTED]
Plate [REDACTED]
Registration [REDACTED]
Tax [REDACTED]
Insurance [REDACTED]
Financing [REDACTED]
Leasing [REDACTED]
Other [REDACTED]
Notes [REDACTED]
Technician [REDACTED]
Estimate [REDACTED]
Order [REDACTED]
Part [REDACTED]
Unit [REDACTED]
Price [REDACTED]
Qty [REDACTED]
Unit Price [REDACTED]
Sub Total [REDACTED]
Taxes [REDACTED]
TOTAL [REDACTED]
Payments [REDACTED]
Balance [REDACTED]
Date 07/11/2025

Description of Parts/Labor or Service

Part [REDACTED]
Unit [REDACTED]
Price [REDACTED]
Qty [REDACTED]
Unit Price [REDACTED]
Sub Total [REDACTED]
Taxes [REDACTED]
TOTAL [REDACTED]
Payments [REDACTED]
Balance [REDACTED]
Date 07/11/2025

Thank You For Your Business!

Ally 10/20/22

er and gasket which corrected the problem. They charged the repair to L&S but they were not able to code out the warning lights. My dashboard looks like a Christmas tree with numerous warning lights, including, "Passenger air bag... use your seat belt, chassis zig zag..., turn signal won't turn off, eco stop does not work and the car is sluggish in acceleration. Additionally, during the weeks of repair, my car was scratched!

After all this, I received a letter from BMW in July, 2025 that said, "Remedy is Available". Too late! (Attachment # 3)

On [REDACTED] I presented to BMW of Bloomfield for the recall stated above (T3862, Service Advisor 114895 A. Elmahdy). They were not interested in my report of previous repair and catastrophic consequences, or the documentation presented herein. Attachment #4 documents my visit wherein no problem was found with my warning lights or cv boots. Their estimate of needed repair, at that time, was \$4642.76, including the cv boot.

I paid \$1300 to have my car ruined because BMW had no remedy for a built-in defect. My dashboard warning lights will probably cause a failed inspection so I will still need help; financial or repair. Please help.

Respectfully,

[REDACTED]
 Newark, NJ
 [REDACTED]

Attachment 11.3



**WILLIAM
KIMBLE**

BMW AG has advised that it is investigating reports of a recall of certain BMW 2012-2019 BMW 2 Series, 3 Series, 4 Series, Z4, X1, X2, X3, X4, X5, X6, X7, Z3, Z4, Z5, Z6, Z7, Z8, Z9, Z10, Z11, Z12, Z13, Z14, Z15, Z16, Z17, Z18, Z19, Z20, Z21, Z22, Z23, Z24, Z25, Z26, Z27, Z28, Z29, Z30, Z31, Z32, Z33, Z34, Z35, Z36, Z37, Z38, Z39, Z40, Z41, Z42, Z43, Z44, Z45, Z46, Z47, Z48, Z49, Z50, Z51, Z52, Z53, Z54, Z55, Z56, Z57, Z58, Z59, Z60, Z61, Z62, Z63, Z64, Z65, Z66, Z67, Z68, Z69, Z70, Z71, Z72, Z73, Z74, Z75, Z76, Z77, Z78, Z79, Z80, Z81, Z82, Z83, Z84, Z85, Z86, Z87, Z88, Z89, Z90, Z91, Z92, Z93, Z94, Z95, Z96, Z97, Z98, Z99, Z100, Z101, Z102, Z103, Z104, Z105, Z106, Z107, Z108, Z109, Z110, Z111, Z112, Z113, Z114, Z115, Z116, Z117, Z118, Z119, Z120, Z121, Z122, Z123, Z124, Z125, Z126, Z127, Z128, Z129, Z130, Z131, Z132, Z133, Z134, Z135, Z136, Z137, Z138, Z139, Z140, Z141, Z142, Z143, Z144, Z145, Z146, Z147, Z148, Z149, Z150, Z151, Z152, Z153, Z154, Z155, Z156, Z157, Z158, Z159, Z160, 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Z825, Z826, Z827, Z828, Z829, Z

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/recall to locate your nearest BMW center.

What could happen?

Small drops of liquid from this position 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 1-800-332-4299.

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

2000

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?

[illegible]

Attachment # 4 Page 1

BMW of Bloomfield

UNIT#

INVOICE

425 Bloomfield Ave.

Bloomfield, NJ 07003

Tel: 973-748-8200

Fax: 973-748-4675

www.bmwofbloomfield.com

PAGE 1

SERVICE ADVISOR: 114895 Ahmed A Elmahdy

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DARK GRAPH	14	BMW 528xi			43653/43655	T3862	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09SEP14 IS			13:00 14AUG25		249.00	CASH	14AUG25

R.O. OPENED

READY

OPTIONS:

SOLD-STK:BBL4433 TRN:--}

12:49 14AUG25 14:34 14AUG25

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A 0011800700 B110724 Recall: Coolant Pump Electrical Connector

99 CAMPAIGN/RECALL RELATED REPAIR

288500 WRCL

(N/C)

1 61-13-5-B68-D04 SPLASH PROTECTION CAP:889520

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

0.00

43653 PERFORMED COOLANT PUMP CONNECTOR RECALL B110724/ PICTURES

DOCUMENTED

B Complimentary World Class ARGIS inspection

ARGIS Complimentary World Class ARGIS inspection

288500 INSP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

0.00

C ***PLEASE BE ADVISED - BMW OF BLOOMFIELD IS NOT RESPONSIBLE FOR ANY

PERSONAL BELONGINGS LEFT IN VEHICLE INCLUDING NON-FACTORY

COMPONENTS LOST OR DAMAGED DURING CAR WASH***

WASH ***PLEASE BE ADVISED - BMW OF BLOOMFIELD IS

NOT RESPONSIBLE FOR ANY PERSONAL BELONGINGS

LEFT IN VEHICLE INCLUDING NON-FACTORY

COMPONENTS LOST OR DAMAGED DURING CAR

WASH***

288500 ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

0.00

Service Advisor Direct Dial Phone Numbers:

Ahmed Elmahdy 973-780-9554

Gina Todisco 973-780-9568

Jin Yoon 973-780-9556

Hesh Moussa 973-780-9475

Vince Nasce 973-780-9531

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

"I certify the above email & phone info are current & authorize you to use them regarding this service visit ____x." "Storage fee are applied if the vehicle is not picked up in a timely matter as per management."

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENVIRO/HAZD/RECYCLE FEE	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

#4 112



Front Brake Pads

Declined Repair Estimate:

\$1,176.20

Left Front - 5mm Right Front - 5mm

FRONT BRAKES ARE GETTING LOW, CURRENTLY AT
5MM. THEY ALSO HAVE HEAVY RUST BUILD UP/
RECOMMEND REPLACING FRONT BRAKES COMPLETE

24 Passed Inspection

GENERAL

- ✓ Exterior Lights
- ✓ Front Wiper Blades
- ✓ Rear Wiper Blade(if applicable)
- ✓ Warning Lights

UNDER VEHICLE

- ✓ Fluid Leaks
- ✓ Steering Components
- ✓ Engine/Transmission Mounts
- ✓ CV Boots
- ✓ Suspension
- ✓ Drive Shaft
- ✓ Exhaust System

UNDER HOOD

- ✓ Engine Air Filter
- ✓ Cabin Air Filter
- ✓ Battery Mountings, Terminals, and Wires
- ✓ 12V Battery

Engine Oil

- ✓ Brake Fluid
- ✓ Transmission Fluid
- ✓ Coolant Fluid
- ✓ Hoses and Clamps
- ✓ Drive Belt

BRAKES AND TIRES

- ✓ Rear Brake Pads
Left Rear - 8mm
Right Rear - 8mm
- ✓ Tire Tread Depth
Left Front - 6mm
Right Front - 6mm
Left Rear - 5mm
Right Rear - 5mm
- ✓ Tire Wear Pattern
Wheel Alignment Check Recommended - Pass

OTHER COMMENTS

Alt #5

BMW of Bloomfield

UNIT

INVOICE

425 Bloomfield Ave.
Bloomfield, NJ 07003
Tel: 973-748-8200
Fax: 973-748-4675
www.bmwofbloomfield.com

PAGE 1

SERVICE ADVISOR: 279618 Vincent Nasce

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
DARK GRAPH	14	BMW 528xi			42785/42786	T4756
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE	PAYMENT	INV. DATE
09SEP14 IS			18:00 02OCT24	239.00	CASH	03OCT24
R.O. OPENED		READY	OPTIONS: SOLD-STK:BBL4433 TRN::--}			

11:09 02OCT24	16:35 03OCT24	LIST	NET	TOTAL
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A B120921 Recall: Program Control Units (DME)
99 CAMPAIGN/RECALL RELATED REPAIR

112332 WRCL

(N/C)
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:
42786 PERFORMED RECALL 120921/ PROGRAMMED AND UPDATED VEHICLE AND
DME I LEVEL/ PROGRAMMING FAILED/ PERFORMED BATTERY RESET AND IGNITION
WILL NOT TURN ON/ CREATED TSARA CASE ID [REDACTED] CHECKED OBD CONNECTOR
AS PER CASE BY REMOVING DRIVERS SIDE KICK PANELS/ CONNECTOR OK NO SIGNS
OF TAMPERING/ PERFORMED IRAP SESSION/ AS PER CASE INSTRUCTIONS CLEARED
FAULTS AND PERFORMED 2ND PROGRAMMING SESSION/ PROGRAMMING SUCCESSFUL/
TEST DROVE VEHICLE/ ALL SYSTEMS OPERATE AS DESIGNED

B Complimentary World Class ARGIS inspection
ARGIS Complimentary World Class ARGIS inspection

112332 ISP

(N/C)
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

C MY CORRECT EMAIL ADDRESS IS: _____ CUSTOMER
SIGNATURE: _____ **AUTHORIZE BMW OF BLOOMFIELD AS

ASSIGNED HOME DEALER**

EMAIL MY CORRECT EMAIL ADDRESS

IS: _____ CUSTOMER

SIGNATURE: _____ **AUTHORIZE
BMW OF BLOOMFIELD AS ASSIGNED HOME DEALER**

112332 ISP

(N/C)
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

D ***PLEASE BE ADVISED - BMW OF BLOOMFIELD IS NOT RESPONSIBLE FOR ANY
PERSONAL BELONGINGS LEFT IN VEHICLE INCLUDING NON-FACTORY
COMPONENTS LOST OR DAMAGED DURING CAR WASH***
WASH ***PLEASE BE ADVISED - BMW OF BLOOMFIELD IS
NOT RESPONSIBLE FOR ANY PERSONAL BELONGINGS
LEFT IN VEHICLE INCLUDING NON-FACTORY
COMPONENTS LOST OR DAMAGED DURING CAR

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION
CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES
DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO
INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY
PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY
WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S
REPRESENTATIVE.

"I certify the above email & phone info are current & authorize you to use
them regarding this service visit ____ x." *Storage fee are applied if the
vehicle is not picked up in a timely matter as per management."

STATEMENT OF DISCLAIMER
The factory warranty constitutes all
of the warranties with respect to
the sale of this item/items. The
Seller hereby expressly disclaims all
warranties, either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
ENVIRO/HAZD/RECYCLE FEE	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

DV DANIELS NJ 070

28 NOV 2025 PM 3 L



Administrator

NHTSA

1200 New Jersey Ave, S.E.
Washington DC 20590

205590

