

December 22, 2025

NHTSA
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

RE: Defective BMW Oil Filter Housing and Heat Management Module

I recently experienced a low coolant notification on my 2019 BMW 330i. I took it to the nearest repair shop for diagnosis. The technician reported that the oil filter housing and head management module had failed. I had it repaired at a cost of over \$2600. Please review the attached certified letter (with additional details) that I sent to BMW USA, along with a photograph of the failed parts. Upon receipt of my letter, a representative from BMW called me and declined to accept any responsibility for the repair and expressed no concern about the parts.

The following is additional information regarding the failed part and the safety risk it presents:

Mechanical failure of the oil filter housing and heat management module is a documented, widespread issue for 2019 BMW 330i (B48 engine) models, often occurring around 50,000–65,000 miles.

Safety Hazards and Mechanical Consequences

The failure of these integrated components creates severe risks to both the vehicle and its occupants:

- **Engine Seizure or Fire:** A failure in the oil filter housing can cause coolant and engine oil to mix internally (often called "milkshake" oil). This contamination destroys the oil's lubricating properties, leading to rapid engine wear, catastrophic failure, or potential fire if oil leaks onto hot exhaust components.
- **Sudden Power Loss:** Failure of the heat management module—which acts as an electronically controlled thermostat—can cause the engine to enter "Limp Mode," significantly reducing power while driving, which may increase the risk of a collision in high-speed traffic.
- **Catastrophic Overheating:** Because these engines lack traditional temperature gauges, a cracked housing can lead to rapid coolant loss and severe overheating without warning, potentially warping the cylinder head.

Why These Components Fail

The recurring nature of these failures is widely attributed to BMW's choice of materials and design:

- **Plastic Composite Construction:** The original equipment (OE) oil filter housing is made of a plastic composite rather than aluminum. Continuous exposure to high-pressure fluids and



extreme heat cycles causes the plastic to become brittle and crack, typically starting at the internal coolant passages.

- **Integrated Design Flaws:** By combining the oil filter housing with coolant junctions and placing the plastic heat management module directly above it, BMW created multiple potential failure points in a single, high-stress area.
- **Material Degradation:** Owners and technicians report that the plastic "crumbles" internally, indicating the material cannot withstand the standard operating temperatures of the B48 engine over time.

Thank you for reviewing my complaint and please let me know if I can provide additional information or clarification.

Sincerely,

The Villages, FL

[REDACTED]
[REDACTED]
The Villages, FL [REDACTED]
[REDACTED]
[REDACTED]

December 8, 2025

USPS Certified, Return Receipt
BMW of North America, LLC
Customer Relations Department
P.O. Box 1227
Westwood, NJ 07675-1227

Dear BMW Customer Relations Team,

I am writing to express my serious concerns regarding a recent mechanical failure in my 2019 BMW 330i, VIN W [REDACTED] which has approximately 63,000 miles on it. Specifically, the oil filter housing and heat management module failed, necessitating an unexpected and costly repair. As a loyal BMW owner, I am disappointed by this issue, which appears to stem from a manufacturing defect, and I am requesting reimbursement for the repair expenses I incurred.

On November 10, 2025, I brought my vehicle to Precision German Auto Care, where the technicians diagnosed the failure of the oil filter housing and heat management module. The repair involved replacing these components at a total cost of 2,628.50 including parts and labor. During my conversation with the shop owner, he informed me that mine was the third similar repair they had performed on BMW 3 Series models in the past month alone. This pattern suggests a potential widespread manufacturing defect affecting multiple vehicles, rather than an isolated incident due to normal wear and tear. Given that my 330i is still relatively low-mileage and has been maintained according to BMW's recommended service schedule, I believe this failure is not attributable to owner negligence but to a flaw in the design or production of these parts.

I have attached copies of the repair invoice and a photo of the damage. As a valued customer who expects the high standards of quality and reliability associated with the BMW brand, I kindly request full reimbursement for the repair costs. Addressing this matter promptly would go a long way in restoring my confidence in BMW vehicles and preventing similar issues for other owners.

Thank you for your attention to this concern. I look forward to your prompt response and can be reached at [REDACTED] to discuss this further.

Sincerely,

[REDACTED]

ENCL.

Precision German Auto Care

2844 West Main Street Unit A

Leesburg, FL 34748

Phone: 352-805-4324

INVOICE 4326

Number:

Save old parts ☐ Y ☐ N (Core may apply)**FLORIDA REGISTRATION:****MV104397**

____ month/____ mile warranty on all parts and labor unless otherwise specified.

Proposed completion date:

Mon 11/10/2025

Date / Time :

11/14/2025 12:20 pm

Work Completed Date :

Fri 11/14/2025

Lady Lake, FL

Home

Cust ID

2019 BMW - 330i

2L, In-Line4 (122CI) VIN(Not Available), 8 speed Automatic (

Lic # :

Odometer In: 63180

VIN #

*U/Used R/Rebuilt RC/Reconditioned	NC/No Chg/Warranty	RD/Reduced		
Part Description / Number	Qty	Sale	Ext	Labor Description
OIL FILTER HOUSING 11 42 8 580 414	1.00	755.00	755.00	(11/5) CUSTOMER REPORTS LOW COOLANT MESSAGE, DROPPING OFF FOR INSPECTION
OIL FILTER KIT HU6014/1Z	1.00	26.50	26.50	REMOVE AND REPLACE OIL FILTER HOUSING UNIT, DISCOUNTED TWO HOURS
BMW/MERCEDES FULL SYNTHETIC OIL 0W20 LM22046	5.50	15.75	86.63	
COOLANT/ANTIFREEZE 83 19 2 468 442	1.00	33.99	33.99	
INTAKE MANIFOLD GASKETS 11 61 9 486 362	4.00	14.35	57.40	
EXPANSION TANK HOSE 17 12 8 654 824	1.00	56.85	56.85	
HEAT MANAGEMENT MODULE (THERMOSTAT ASSEMBLY) 11 5 38 642 560	1.00	446.65	446.65	
Shop Supplies		58.52	58.52	
[Payments - [Payments - Visa - \$2,628.50]]				
Charges based on: Hourly rate ☐ Flat rate ☐ Both apply ☐				
Intended Method: Cash ☐ Check ☐ Charge ☐				

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$ 150. ____ I REQUEST A WRITTEN ESTIMATE. ____ I DO NOT REQUEST A WRITTEN ESTIMATE. AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL. ____ I DO NOT REQUEST A WRITTEN ESTIMATE. SIGNED _____ DATE _____

Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. I hereby authorize the above repairs, including sublet work, along with the necessary materials. You and your employees may operate my vehicle for the purpose of testing, inspection and delivery at my risk. If I cancel repairs prior to their completion for any reason, a tear down and reassembly fee of \$ _____ will be applied.

SIGNED: _____ DATE _____

A storage fee of \$ _____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. *FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ***FS403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

Labor:	935.00
Parts:	1,521.54
SubTotal:	2,456.54
Tax:	171.96
Total:	2,628.50
Bal Due:	\$0.00

Precision German Auto Care

2844 West Main Street Unit A

Leesburg, FL. 34748

Phone: 352-805-4324

PGAUTOCARE.COM

PrecisionGermanAuto@gmail.com

Date : 11/14/2025

Receipt

Received from: [REDACTED]

Paid on Account: 004326

Invoice Amount: \$2,628.50

Previous Balance: \$2,628.50

Payments:

<u>Date</u>	<u>Type</u>	<u>Payment Amount</u>
11/14/2025	Visa	\$2,628.50

Remaining Balance for this Invoice :

PAID

Total Payments on this Receipt: \$2,628.50				Balance Due: = \$0.00
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- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

BMW of North America, LLC
Customer Relations
PO Box 1227
Westwood, NJ 07675-1227

X

C. Date of Delivery	
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WESTWOOD, NJ 07675

☐ Priority Mail Express®
☐ Registered Mail™
☐ Registered Mail Restricted Delivery
☒ Signature Confirmation™
☐ Signature Confirmation Restricted Delivery

T.V., FL

NHTSA
1200 New Jersey Ave, SE
West Building
Washington, DC 20590



US 21
First
Class