

**15V-189**  
**Model Year 2014-2015 BMW 2, 3, and 4 Series**  
**Fuel Pump**

**Q1. Which models are affected by this Recall?**

Affected are certain Model Year 2014 BMW 2 and 3 Series, and Model Year 2014-2015 BMW 4 Series gasoline engine models produced between September 2013 and September 2014.

<u>Model Year / Model</u>	<u>Inclusive Dates of Manufacture</u>
2014 / 228i Coupe and M235i Coupe	10/7/2013 - 3/05/2014
2014 / 320i, 320xi, 328i, 328xi, 335i, 335xi, ActiveHybrid 3	9/13/2013 - 4/12/2014
2014 / 328xi Gran Turismo, 335xi Gran Turismo	9/13/2013 - 3/05/2014
2014 / 328xi Sports Wagon	9/13/2013 - 12/17/2013
2014 / 428i Convertible, 428xi Convertible, 435i Convertible	11/23/2013 - 3/05/2014
2014 / 428i Coupe, 428xi Coupe, 435i Coupe, 435xi Coupe	9/13/2013 - 3/05/2014
2015 / 428i Gran Coupe, 428xi Gran Coupe, 435i Gran Coupe	11/26/2013 - 3/03/2014

**Q2. How many vehicles in the US are affected by this Recall?**

The number of BMW vehicles affected in the US is approximately 18,054.

<u>Model Year / Model</u>	<u>Number of Units Affected</u>
2014 / 228i Coupe and M235i Coupe	952
2014 / 320i, 320xi, 328i, 328xi, 335i, 335xi, ActiveHybrid 3	11,046
2014 / 328xi Gran Turismo, 335xi Gran Turismo	954
2014 / 328xi Sports Wagon	88
2014 / 428i Convertible, 428xi Convertible, 435i Convertible	838
2014 / 428i Coupe, 428xi Coupe, 435i Coupe, 435xi Coupe	4,166
2015 / 428i Gran Coupe, 428xi Gran Coupe, 435i Gran Coupe	10

**Q3. What is the nature of this Recall?**

This Recall involves the fuel pump. Over time, some of the internal parts of the fuel pump may not continue to work properly. If this occurs, it will eventually result in a non-working pump.

**Q3a. Why are other models not affected?**

Other models were manufactured with fuel pumps produced to specifications.

**Q4. What can happen?**

If the fuel pump stops working, the driver may experience a no-start condition or, in rare cases, a stalling condition without the ability to restart the vehicle.

**Q5. Can I continue to drive my vehicle?**

Yes. However, if you observe a "Check Engine" or "Service Engine Soon" warning lamp and in the instrument cluster, you should immediately contact the nearest authorized BMW center to arrange for inspection and service.

In the event of stalling, you should carefully move away from traffic and pull over to a safe location as soon as possible and stop the vehicle. You should contact BMW Roadside

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Assistance at 1-800-332-4269 to have the vehicle brought to the nearest authorized BMW center. You should not continue to drive the vehicle.

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

**Q6. What corrective measures will be taken?**

The fuel pump will be replaced.

**Q7. How did BMW become aware of the problem?**

BMW became aware of the problem through its quality control procedures.

**Q8. Is BMW aware of any accidents or injuries associated with the Recall?**

No.

**Q9. How will I be informed of the Recall?**

Owners and lessees of affected vehicles will receive a letter via First Class mail asking them to schedule an appointment with their authorized BMW center.

**Q10. When will I receive my owner notification letter?**

BMW mailed you an initial letter in May advising you of this issue. An additional letter will be mailed when parts become available, requesting that you bring your vehicle to your authorized BMW center for service and repair. No action was required on your part after you received the initial letter.

**Q11. How will the Recall be performed?**

The fuel pump will be replaced.

**Q12. How long will the repair take?**

This repair should take approximately one (1) hour for the fuel pump replacement; however, additional time may be required, depending upon your center's schedule. The repair will be performed free of charge by your authorized BMW center.

**Q13. How many vehicles have experienced this condition?**

The number of vehicles with this condition is unknown.

**Q14. Do I have to wait for my Recall letter in order to have my Recall performed?**

Yes. BMW is in the process of implementing the Recall Campaign to ensure that the necessary parts, tools, and procedures are at your authorized BMW center.