



SIB 11 07 24

RECALL 24V-608: WATER PUMP ELECTRICAL CONNECTOR – RETROFIT SPLASH PROTECTION CAP

2026-01-16

This Service Information Bulletin (Revision 9) replaces SI B11 07 24 **dated December 2025.**

**What's New:**

- Situation updated
- Parts Information updated

<input type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
<input type="checkbox"/>	THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) FRIENDLY

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop if the campaigns have a status of remedy available. Otherwise, please release the vehicle.

**MODEL**

E84 (X1 Sports Activity Vehicle)	E89 (Z4 Roadster)	F10 (5 Series Sedan)	F15 (X5 Sports Activity Vehicle)
F22 (2 Series Coupe)	F23 (2 Series Convertible)	F25 (X3 Sports Activity Vehicle)	F26 (X4 Sports Activity Coupe)
F30 (3 Series Sedan)	F31 (3 Series Sports Wagon)	F32 (4 Series Coupe)	F33 (4 Series Convertible)
F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)		

**AFFECTED VEHICLES**

Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary or Warranty Vehicle Inquiry.

Please make sure you check your dealer inventory as soon as possible. As of August 16, 2024, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

**SITUATION**

BMW AG is conducting a Voluntary Safety Recall (effective August 14, 2024) on certain Model Year 2012 - 2018 BMW vehicles that were produced between February 7, 2011, and June 30, 2018.

This safety recall involves the electric coolant pump’s engine wiring harness socket and plug pin connector.

Small droplets of liquid from the positive crankcase ventilation (PCV) system could drip onto and penetrate into the coolant pump’s electrical socket and plug connector.

Over time, this situation could lead to a short circuit and, in rare cases, a thermal event.

**Important Note: The electrical coolant pump itself has not been recalled. Standalone repairs for failed and/or leaking electrical coolant pumps are not the focus of this recall (Prior and Current Situations).**

**See the Procedure and the Claim Information sections for the Required Additional work, and WarrantyApp photo documentation that applies all performed recall repair situations**

**THE MANDATORY PHOTO DOCUMENTATION REQUIREMENT IS AN IMPORTANT STEP IN CONFIRMING THE REPAIR WAS PERFORMED FOR THE CLAIM SUBMISSION, AND TO ALLOW FOR PAYMENT.**

## **CORRECTION**

1. Inspect the electric coolant pump's socket and plug pin connector (engine harness side and the pump side) for fluid ingress/penetration and corrosion, and repair/replace the affected components as necessary.
2. All Affected Vehicles, retrofit the splash guard/protection cap on the electrical plug connector for the electric coolant pump.

**See the Procedure and the Claim Information sections for the Required Additional work, and WarrantyApp photo documentation that applies all performed recall repair situations.**

**THE MANDATORY PHOTO DOCUMENTATION REQUIREMENT IS AN IMPORTANT STEP IN CONFIRMING THE REPAIR WAS PERFORMED FOR THE CLAIM SUBMISSION, AND TO ALLOW FOR PAYMENT.**

## **PROCEDURE**

### **Vehicles Equipped with a 400-Watt Electric Coolant Pump**

Water pump connector on 400-W electric water pump (1) requires a shield covering on the connector.

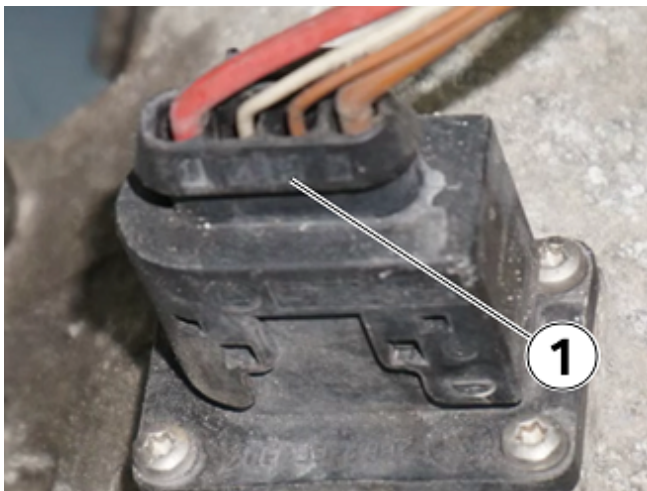
Follow the procedure in the attachment (B110724\_AT\_1 SR Repair Procedure).

### **Vehicles Equipped with a 200-Watt Electric Coolant Pump**

Some vehicles are equipped with a 200-W electric water pump.

**Vehicles with this style pump/connector (shown below) do not require any type of connector shield retrofit or repair.**

For these vehicles, reinstall the components that were removed to perform the required engine harness socket and plug connector inspection.



The 200-W electric water pump engine harness socket and plug connector (1).

**Important Note:**

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Using the WarrantyApp, the minimum required photo documentation is of the unplugged engine harness side connector's four (4) sockets / receptacles for all levels of this repair (Inspection, performing the retrofit with no addition repair needed, or performing the retrofit together with the repair of corroded engine harness plug sockets / receptacles, water pump connector pins, etc. as necessary).

Turn the camera/cellphone flash "ON" or use a separate hand lamp to increase the illumination on all photos.

For good quality documentation on the condition of the vehicle's electric water pump engine harness connector's sockets / receptacles, it is essential that the connector's condition be established to the vehicle's VIN by reporting it through the WarrantyApp under PD category "SI B11 07 24 Coolant Pump Connector."

## **OTHER UNRELATED ENGINE COOLING SYSTEM ISSUES AND REPAIRS**

An affected vehicle may arrive at your center with other unrelated engine cooling system issues that also require repair (including replacing the engine coolant or flushing the cooling system) that are beyond the scope of this Recall.

It is important to initially, and continually as needed during the repair process, notify and discuss with the customer that other cooling system-related diagnosis and repairs may be, or are required, and that this corresponding other repair work is not covered by this Recall.

## **PARTS INFORMATION**

**THE MANDATORY PHOTO DOCUMENTATION REQUIREMENT IS AN IMPORTANT STEP IN CONFIRMING THE REPAIR WAS PERFORMED FOR THE CLAIM SUBMISSION, AND TO ALLOW FOR PAYMENT.**

Use and invoice the part numbers below that apply.

### **1. Primary Recall Remedy Repair – Retrofit Splash Protection Cap**

<b>Installing the splash protection cap.</b>		
<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
61 13 5B68D04	Splash guard/protection cap	1
61 13 5B6CD47	Splash guard/protection cap <b>E84</b>	1

### **2. Consequential Repair – Electrical Coolant Pump Engine Wire Harness Pins and Socket/Plug Connector Housing.**

<b>Repairing the harness side connector and pins (Only if necessary)</b>		
<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
12 52 7539072	Socket housing	1
12 52 1427612	Bushing contact SLK 2,8 ELA	2
12 52 7514556	Bushing contact SLK 5,8 ELA	2
12 52 1748973	Strand sealing	2
12 52 7514562	Strand sealing	2

### **3. Consequential Repair - Electrical Coolant Pump Socket/Plug Connector Housing (In conjunction with Consequential Repair Item 2).**

<b>Replace Electric Water Pump (Only if necessary to address connector pin issues)</b>		
<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
11 51 5D6B769	Coolant pump, electrical (Order this and use until BMW's and Copyright ©2026 BMW of North America, Inc.	1

Then:		
11 51 8635089	Coolant pump, electrical	1
11 51 7602125	ASA bolt	3
07 12 9952119	Hose clamp	2
11 61 2297462	Profile seal set	1
33 30 6772888	Hexagon bolt with flange F15	6
31 10 6783907	Self-tapping screw F07, F10, F11 (Vehicles with subframe reinforcement plate*)	10
31 10 6858433	Hexagon screw with washer F22, F23, F30, F31, F32, F33, F34, F36 (Vehicles with subframe reinforcement plate*)	10

**Sublet - Bulk Supply Materials – In conjunction with Repair Item 3 (Coolant Type that applies is Model Year and Vehicle Model Specific)**

Part Number	Description	Quantity
82 14 1467704	BMW Antifreeze/Coolant (DN = 1 Gallon Concentrate)	Top up as needed

Or:

Part Number	Description	Quantity
83 19 5A32851	HT-12 Antifreeze RTU (Bulk DN = 1/10 Liter) (Pre-mix)	Top up as needed
Or:		
83 19 2468442	BMW Antifreeze/Coolant (DN = 1 Gallon Concentrate) - HT-12	Top up as needed

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalog, or other approved BMW Group resources, according to the respective vehicle type. Invoiced these items separately under the corresponding Repair Code.

**Parts Retention And Return**

The electric water pump's plug-in contacts and connector housing must be kept until the warranty claim has been processed (paid) because then may be requested to be returned to the WPRC.

If they are requested, please return these parts promptly.

**CLAIM INFORMATION**

**THE MANDATORY PHOTO DOCUMENTATION REQUIREMENT IS AN IMPORTANT STEP IN CONFIRMING THE REPAIR WAS PERFORMED FOR THE CLAIM SUBMISSION, AND TO ALLOW FOR PAYMENT.**

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below, including the mandatory required photo documentation, the expanded work packages for the additional work (With WP 1 or 2) that was also required to be performed, and the part numbers listed that apply.

<b>Repair Code:</b>	<b>0011800700</b>	<b>E84 E89 F07 F1x F2x F3x N20 N26 Retrofit splash protection cap on coolant pump connector</b>
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Below are the special flat rate labor operation code choices for this action, obtain the flat rate unit (FRU) allowances for the following that applies.

<b>Plusposition (+)</b>	The vehicle is already in the workshop for another reason and/or repair, identified by the “ <b>(Plusposition)</b> ” reference in the descriptions below.
<b>Main work</b>	The vehicle arrives for this Recall, no other Main work will be performed/claimed during this workshop visit, identified by the “ <b>(Main work)</b> ” reference in the descriptions below

Only one Main work flat rate labor operation code can be claimed per workshop visit.

**Vehicles WITHOUT a 200-Watt Electric Coolant Pump Installed**

Work Package	Labor Operation	Description	Labor Allowance
# 1	00 76 966	Visual inspection, check connector contacts and coolant pump connection, retrofit with protective cap <b>(Plusposition)</b>	As applicable
Or:			
# 2	00 76 316	Visual inspection, check connector contacts and coolant pump connection, retrofit with protective cap <b>(Main work)</b>	As applicable

And:

**REQUIRED FOR ALL REPAIRS**

Expanded WP	Labor Operation	Description (Associated work)	Labor Allowance
E	<b>00 77 541 (SPECIFIC TO THIS RECALL ONLY)</b>	<b>REQUIRED ADDITIONAL WORK/PHOTO DOCUMENTATION THROUGH THE WARRANTY APP UNDER PD CATEGORY “SI B11 07 24 COOLANT PUMP CONNECTOR”</b>	<b>1 FRU</b>

Or, for vehicles with a:

**Vehicles WITH a 200-Watt Electric Coolant Pump Installed**

Work Package	Labor Operation	Description	Labor Allowance
# 3	00 76 992	Visual inspection of connector contacts and coolant pump connection <b>(200 W coolant pump installed) (Plusposition)</b>	As applicable
Or:			
# 4	00 76 334	Visual inspection of connector contacts and coolant pump connection <b>(200 W coolant pump installed) (Main work)</b>	As applicable

And:

**REQUIRED FOR ALL REPAIRS (INCLUDING VEHICLES WITH A 200-WATT ELECTRIC COOLANT PUMP INSTALLED)**

Expanded WP	Labor Operation	Description (Associated work)	Labor Allowance
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E (A thru D are listed below)	<b>00 77 541 (SPECIFIC TO THIS RECALL ONLY)</b>	<b>REQUIRED ADDITIONAL WORK/PHOTO DOCUMENTATION THROUGH THE WARRANTY APP UNDER PD CATEGORY “SI B11 07 24 COOLANT PUMP CONNECTOR”</b>	<b>1 FRU</b>
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And when required:

### Expanded Work Packages for Additional Work (With WP 1 or 2)

Expanded WP	Labor Operation	Description (Associated work)	Labor Allowance
A	00 76 991	Additional work/replace connector housing and connector contacts (not OK after visual inspection)	As applicable
And, if required:			
B	00 76 970	Additional work vehicle test with fault memory deletion	As applicable
And, if required:			
C	00 77 540	Additional work/clean coolant pump connector housing (Oil residue found on the pins, coolant pump replacement not required)	1 FRU
Or, if required:			
D	00 77 542	Additional work/replace coolant pump (Corroded pins found)	As applicable

Or:

Work Package	Labor Operation	Description	Labor Allowance
# 5	00 76 971	Vehicle was already taken care of through another repair or Technical Campaign ( <b>Plusposition</b> )	1 FRU
Or:			
# 6	00 76 332	Vehicle was already taken care of through another repair or Technical Campaign ( <b>Main work</b> )	1 FRU

### Claim Repair Comments

1. Add a comment that confirms that the mandatory required photo documentation was created and is available for the vehicle repaired.

2. Reference the SIB number, the issue (briefly), and the work package (WP) number performed in the technician's RO notes, and in the claim comments (For example: B11 07 24 WP Connector Retrofit WP 1, E, A, B), unless otherwise required by State law.

3. Also, explain the “additional work” that was required and performed.

<b>Sublet Code 4</b>	Reimbursement for the repair-related bulk supply materials (Do not use the BMW part numbers for claim submission)	Up to \$25.00
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Sublet reimbursement calculation for claiming the applicable repair-related bulk supply material (BMW part number) is at the dealer net (DN) price for the full or proportional quantity used plus your center’s handling.

BMW Antifreeze/Coolant: Claim the corresponding sublet dollar amount for the quantity needed to replace what was drained. The one gallon concentrate part number at the quantity for a 50/50 coolant/water solution.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

**BMW Group’s AIR Application Resource for Flat Rate Labor Operation Codes**

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number (last seven (7) characters of the VIN), and click on the “Search” icon. If the “Vehicle Selection” window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the “Flat Rate Units” button and enter a flat rate labor operation code number “without spaces” in the field to the right, click on the “Search” icon to display the corresponding listing of “Flat rate unit group details” that are available and their corresponding FRU allowances.

**Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)**

This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Repair Code noted above as follows:

- Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to SI B01 29 16 for additional information.

**Reimbursements of Recall Remedy Comparable Prior Customer-Pay Repairs (TREAD Act)**

**Important Note: The electrical coolant pump itself has not been recalled. Standalone repairs for failed and/or leaking electrical coolant pumps are NOT eligible for reimbursement.**

BMW of North America, LLC (BMW NA) will reimbursement certain costs for qualifying customer-pay repairs that were performed on Affected Vehicles **prior** to the release of this Safety Recall.

Unless already completed, the primary recall remedy repair to install a splash guard/protection cap on the electric coolant pump’s engine wire harness connector must be performed. Even if the customer previously paid for a repair to address these related consequential issues that may have occurred to the Affected Vehicle before the splash guard/protection cap was available and retrofitted to the vehicle.

**The customer pay repair must primarily be for the repair/replacement the vehicle’s engine wire harness pins and socket/plug connector housing for and to the electric coolant pump, and when applicable, the electric coolant pump for consequential damage to its electrical pins and connector housing.**

**Other unrelated vehicle engine cooling system issues that may have also required repair (including replacing the engine coolant or flushing the cooling system) are beyond the scope of this Recall.**

**The repair facility ‘s procedures to address the above situation must have been performed correctly, adequately, and completely, as required by the applicable BMW Group approved repair standards and instructions.**

For a customer to request reimbursement for a qualifying customer-pay repair performed either by an authorized BMW center or independent repair shop located in the United States (including Puerto Rico), please have them submit their reimbursement request online at [www.BMW-RP.com](http://www.BMW-RP.com) under the following reference:

- BMW Coolant Pump Electrical Connector

**Reimbursement Request Procedure (See Attachment 2, Please provide the Customer a Copy when required)**

The online process is initiated by attaching/sending legible PDF files of the required supporting documentation for the previously paid repair. Please refer to [BMW-RP.com](http://BMW-RP.com) for additional information about what repair order (RO)/invoice documentation is required.

The alternative method to request a reimbursement with the required documentation, either through the mail or by fax, is described below and in the attachment:

BMW Customer Reimbursement Center  
Attention: BMW Coolant Pump Electrical Connector  
P.O. Box 54067  
Hurst, Texas 76054

Fax number: 877-434-2992

**Please allow 4-6 weeks for processing your request.**

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

**FEEDBACK REGARDING THIS BULLETIN**

Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

**Supporting Materials**

- [picture\\_as\\_pdf B110724 24V-608-N20N26WaterPumpElectricalConnector-FAQ-\(13Aug2024\).pdf](#)
- [picture\\_as\\_pdf B110724\\_AT\\_1 SR Repair Procedure 05\\_2025b.pdf](#)
- [picture\\_as\\_pdf B110724\\_AT\\_2 SR TA RBMT Procedure 04\\_2025.pdf](#)
- [picture\\_as\\_pdf B110724 Recall Notice.pdf](#)



## **SAFETY RECALL NOTICE**

To: All Center Operators, Sales Managers, Service Managers, Parts Managers and Warranty Processors

RE: Recall 24V-608: Coolant Pump Electrical Connector – B11 07 24

BMW AG is conducting a Voluntary Safety Recall (effective August 14, 2024) on certain Model Year 2012 - 2018 BMW vehicles that were produced between February 7, 2011, and June 30, 2018.

**Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that Centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.**

**Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.**

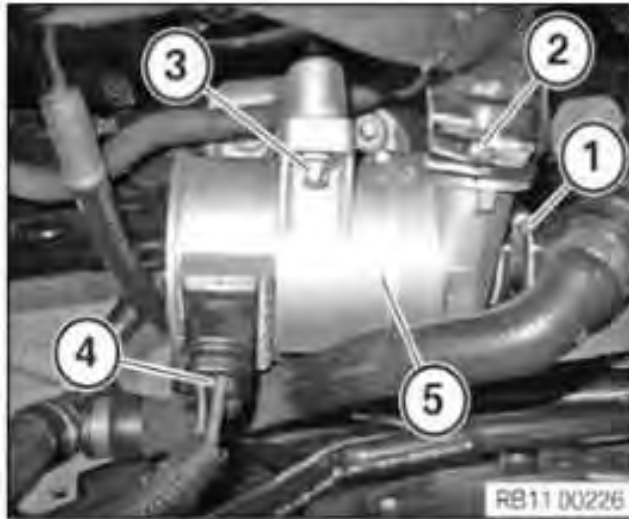
**Please follow any special instructions that we provide to you for the return or disposition of recall parts.**

We appreciate all your assistance with this Recall.

## RECALL 24V-608: COOLANT PUMP ELECTRICAL CONNECTOR

### PROCEDURE 1: CHECKING ELECTRICAL CONNECTOR

- Remove clean air pipe at the bottom, as described in repair instructions **REP 1371165 Remove clean air pipe at bottom.**



- Unlock connector (4) on the coolant pump (5) and pull it off
- Then remove any clips and clamps from the wiring harness and connector of the coolant pump, and guide it out upwards (engine compartment)
- If necessary, check the connector and connector connection on the coolant pump with an endoscope looking for moisture ingress (wet with water or oily) and any existing corrosion
- REQUIRED** - Use the WarrantyApp to provide picture documentation of your findings for all recall repairs, see below.

Check the connector for any oily or wet residue on the wiring on the back of the connector. Refer to the illustrations for examples of clean or contaminated connectors.



If the connector is dry or no contamination proceed to **Procedure 2.**

Connector Not OK – Evidence of Contamination



If there is contamination, check the extent of oil residue on the inside of the connection on the coolant pump (illustrations below).

Coolant Pump Pins Oily but no Corrosion



Oil contamination on the connector or oil residue has made it into the connector on the coolant pump:

Replace the connector housing and the pins on the coolant pump connector (wire harness side).  
Follow Repair Instruction **REP 6113 4-pin in-line connector, DFK ELA system**.

Clean the connector pins on the coolant pump with a suitable spray cleaner (electronics spray cleaner or spray brake cleaner).

Continue to **Procedure 2**



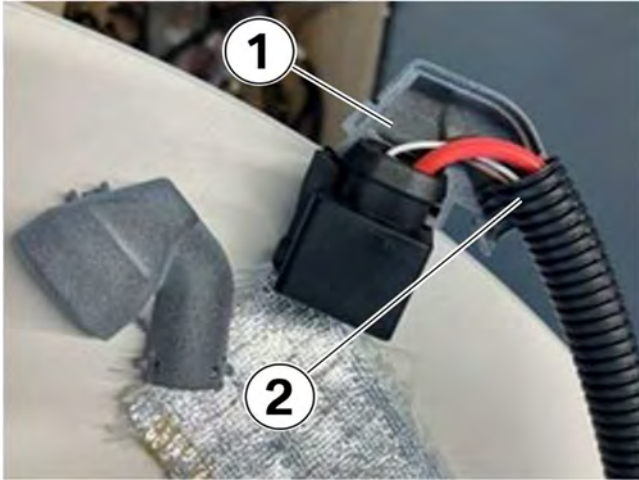
There is oil contamination and the pins on the coolant pump pins show signs of corrosion (illustration above).

Replace the coolant pump following Repair instruction **REP 1151100 Remove and install/replace coolant pump.**

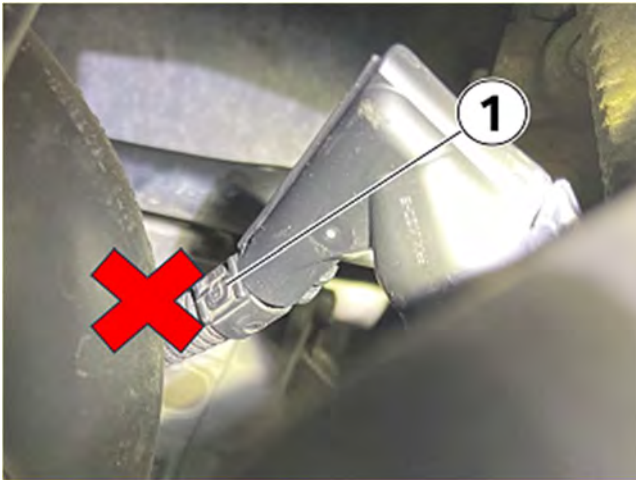
Replace the connector housing and the pins on the coolant pump connector (wire harness side). Follow Repair Instruction **REP 6113 4-pin in-line connector, DFK ELA system.**

Continue to **Procedure 2**

## PROCEDURE 2: INSTALLING SPRAY PROTECTION CAP



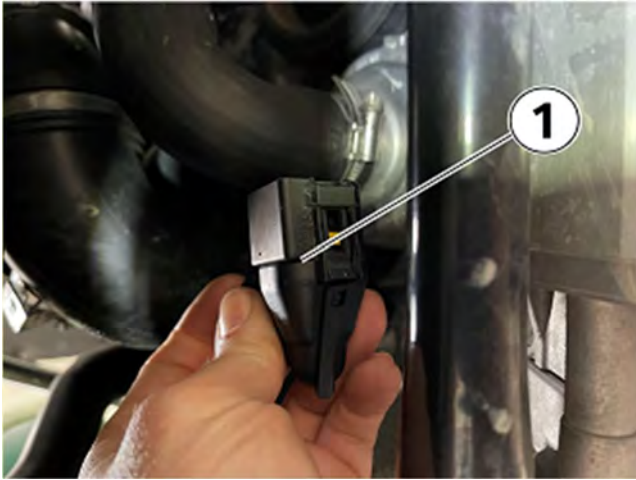
- Install the protective cap (1) over the electrical connector and insert the corrugated harness cover into the protective cap (2)



- NOTE: The cap on the end of the corrugated tube must be removed and discarded (1) before installing the protective cap over the harness



- Place both halves of the spray protection cap on the wiring harness side connector (1) of the coolant pump and lock both halves to one another. There needs to be an audible snap of the two halves on the protection cap



- Proper seating of the protective shield over the electrical connector for the water pump (1)

Reinstall the clean air pipe (**REP 1371165 Remove clean air pipe at bottom**).

Carry out a vehicle test and delete the fault memory, if necessary.

**NOTE:** Photo documentation must be added to the repair order for all levels of this repair (No repair needed, corrosion on pins, etc.).

**Safety Recall**  
**24V-608**  
**Coolant Pump Electrical Connector**  
**(N20/N26 Engine)**  
**Model Year 2012-2018**  
**BMW 2 Series, 3 Series 4 Series, 5 Series, Z4**  
**BMW X1, X3, X4, X5**  
**Issue Date: 08/13/2024**

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**  
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 in the US are potentially affected. Specific models affected include those with the N20 or N26 4-cylinder engine.
- Q2. What is the specific issue?**  
This safety recall involves the water pump's electrical plug connector. Small drops of liquid from the positive crankcase ventilation system could drip onto the water pump's electrical connector. Over time, this could lead to a short circuit and, in rare cases, a thermal event.
- If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**
- Q3. Why are other models / vehicles not included in this Safety Recall?**  
Other models have a different design configuration.
- Q4. Can I continue to drive my vehicle?**  
Yes. However, when you are notified by BMW of this Safety Recall that a remedy is available, please contact an authorized BMW center to schedule an appointment as soon as possible. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall). **If you are not the only driver of this vehicle, please advise all other drivers of this important information.**
- Q5. How did BMW Group become aware of the issue?**  
BMW Group became aware of the issue through its quality control procedures.
- Q6. How will I be informed of this Safety Recall?**  
Owners of potentially affected vehicles will be notified via First Class mail advising them of this Safety Recall. When parts become available, they will receive another letter, requesting that they schedule an appointment with an authorized BMW center as soon as possible to have this Safety Recall performed. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall).
- To ensure BMW has the most up-to-date contact and vehicle information, owners should register their vehicle at [bmwusa.com/myBMW](https://www.bmwusa.com/myBMW). Registration is free and will give them access to other information specific for their BMW vehicle. Alternatively, owners can visit [bmwusa.com/recall](https://www.bmwusa.com/recall) and click on “**Manage recall notices and contact information**”.
- Q7. How will my vehicle be remedied?**  
When the remedy is available, 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 drop down onto the pump.
- Q8. Do I have to wait for BMW to contact me to have the remedy performed?**  
Yes. We are in the process of implementing this Safety Recall to ensure that the necessary parts, tools, and procedures are available. For the latest updates to this recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall).



# BMW

## Safety Recall (SR) Notice B110724 / NHTSA Recall 24V-608

### Water Pump Electrical Connector – Retrofit Splash Protection Cap

Certain Model Year 2012 - 2018 BMW vehicles that were produced between February 7, 2011, and June 30, 2018 are affected.

#### What is the specific issue?

This safety recall involves the electric coolant pump's engine wiring harness socket and plug pin connector.

Small droplets of liquid from the positive crankcase ventilation (PVC) system could drip onto and penetrate into the coolant pump's electrical socket and plug connector.

Over time, this situation could lead to a short circuit and, in rare cases, a thermal event.

**Important Note: The electrical coolant pump itself has not been recalled. Standalone repairs for failed and/or leaking electrical coolant pumps is not the focus of this recall.**

#### Have you previously paid for this repair?

Prior to the announcement of Safety Recall 24V-608, if you previously paid for a repair that addressed / corrected a Water Pump Electrical Connector condensation intrusion issue like the one described above, you may be eligible to be reimbursed for certain previously paid repair costs that qualify.

#### Reimbursement Request Procedure

The online process is initiated by attaching/sending legible PDF files of the required supporting documentation for the previously paid repair. Please refer to [www.BMW-RP.com](http://www.BMW-RP.com) for additional information about what repair order (RO) / invoice documentation is required.

- **BMW Coolant Pump Electrical Connector**

The alternative method to request a reimbursement with the required documentation, either through the mail or by fax, is described below:

BMW Customer Reimbursement Center  
 Attention: **BMW Coolant Pump Electrical Connector**  
 P.O. Box 54067  
 Hurst, Texas 76054

Fax number: 877-434-2992

#### Company

BMW of North America, LLC  
 BMW Group Company

#### Website

[www.bmwusa.com](http://www.bmwusa.com)

**Please allow 4-6 weeks for processing your request.**

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

Sincerely,

BMW of North America, LLC

**BMW Water Pump Electrical Connector – Retrofit Splash Protection Cap Recall  
Previous Customer-Pay Repair Reimbursement – Required Documentation Checklist**

Reimbursement for a qualifying customer pay repair is available to the BMW owner/lessee who incurred the expense. The questions below will assist you in reviewing your repair order/invoice documentation.

Prior Repair Review Questions	Answers - One per Row	
Did the prior repair to your vehicle primarily address moisture that penetrated into the coolant pump's electrical socket and plug connector ? (See the Important Note below)	Yes, next	No
Did you pay for this repair along with any directly related consequential repair work and/or part replacements?	Yes, next	No
Does the repair facility's documentation confirm that moisture intrusion into coolant pump's electrical socket/plug connector was the primary issue with your vehicle?	Yes, proceed to the checklist	No

When a Prior Repair Review Question's result is a "No" response, no further action is required.

**Important Note: The electrical coolant pump itself has not been recalled. Standalone repairs for failed and/or leaking electrical coolant pumps are NOT eligible for reimbursement.**

**Other unrelated vehicle engine cooling system issues that may have also required repair (including replacing the engine coolant or flushing the cooling system) are beyond the scope of this Recall.**

**Required Repair Order (RO) or Invoice Documentation - Checklist**

For a previous repair reimbursement request, please include a completed copy of this page 2 Required Documentation Checklist (one per repair/request) together with legible copies (either a scan, photo, PDF, and/or screenshots) of the following documentation with your name, address, and your preferred contact telephone number(s) and email address(es).

This documentation **must** include the following information:

- Customer name and address
- Vehicle Identification Number ("VIN")
- The date of repair
- The mileage when the repair was performed
- Itemized list of labor charges for all repairs\* including diagnosis
- Itemized list of parts (Part numbers), including any miscellaneous items, billed for all repairs\*

(\* ) For repair orders containing multiple repair line items, reimbursement consideration will only be given to those line-item expenses that are directly related to the specific repair that is now covered by this component issue and repair-specific extended limited warranty.

**Required Proof of Payment Documentation**

Please provide a copy of at least **one** of the following items as valid proof of payment:

- Repair order (RO)/invoice stamped and dated as "PAID"
- Cancelled check
- Signed credit/debit card receipt
- Credit/debit card statement

**BMW of North America, LLC ("BMW NA") reserves the right to review and adjust/reduce the amount that will be reimbursed based on what is normally recognized as customary, fair, and reasonable, to diagnose, perform a repair, or replace a component (including the applicable and scope of replacement parts, and related materials) to address an operational issue with the vehicle.**

**Except for reasonable account number protection measures, illegible, altered/modified, incomplete, non-authentic and/or fabricated repair order/invoice documentation will not be accepted.**