U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
24-JAN-2018 MAR 15 2018	Reference No. 11064617

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City OXARD → Camarillo	State CA	Zip Code [redacted]	Evening Telephone Number [redacted]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
5UXFE435X8L[redacted]	BMW	X5	2008

Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
8/23/16	Excellence Auto Direct 214-584-6969		6	Premium
Original Owner ☐	Dealer's City: Addison	State: TX / Zip Code: 75001		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
Auto	☒ Antilock Brakes ☒ Cruise Control	V6 3.0L AWD	Failed engine	02-DEC-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)	Failure Mileage	Failure Speed
	111778	60

INFORMATION R
OF INFORMATIO

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2008 BMW X5. WHILE DEPRESSING THE ACCELERATOR PEDAL, THE VEHICLE STALLED WHILE GOING UP A STEEP HILL WITHOUT WARNING. THE VEHICLE WAS TAKEN TO RUSNAK BMW (3645 AUTO MALL DR, THOUSAND OAKS, CA 91362, (805) 433-9576) WHERE IT WAS DIAGNOSED WITH A FAILED VALVE IN THE ENGINE. THE CONTACT WAS INFORMED BY THE DEALER THAT THE ENGINE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED DUE TO COST. THE MANUFACTURER WAS NOTIFIED AND A CASE WAS OPENED. NO FURTHER ASSISTANCE WAS OFFERED. THE FAILURE MILEAGE WAS 111,778.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

see attached. Engine failed resulting in immediate loss of speed on highway w/ no shoulder or exits on mountain. 18-wheeler trucks almost hit me

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use $300

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Office of Defects Investigation, NEF-100
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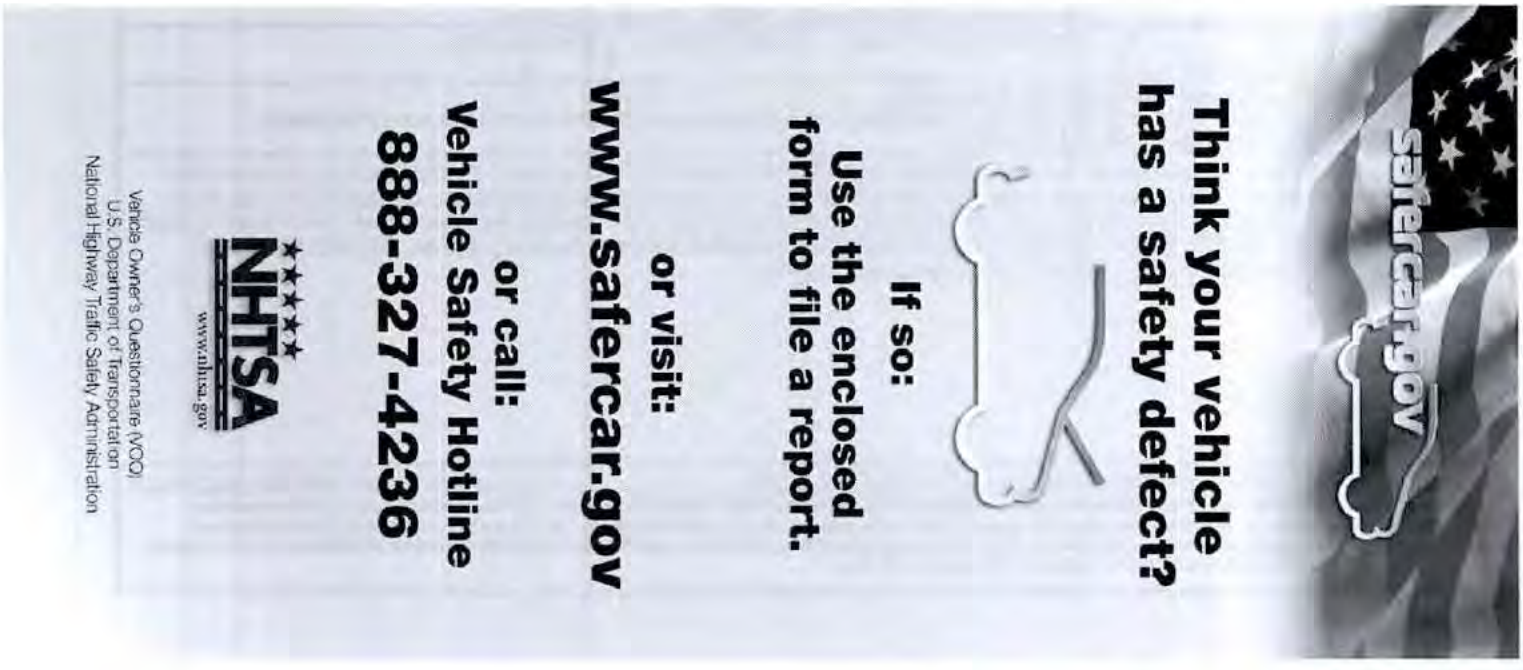
Washington, D.C. 20077-9382



SI B12 26 14
Engine Electrical Systems

September 2014
Technical Service

SUBJECT
VANOS Faults Stored in DME (Bosch)

MODEL
All models with the following engines and Bosch DME:

N20, N26, N55, N63T, S55, and S63T

Produced to 7/2014

SITUATION
The Service Engine Soon (MIL) is on and the engine could go into a reduced power mode with the "Drivetrain Malfunction" message displayed.

One or more of the VANOS faults listed in the attachment are stored in the DME, although the engine is mechanically sound and no unusual noises can be heard from the VANOS area.

These control faults relate to implausible camshaft position (intake or exhaust), the camshaft stuck situation, or the camshaft angle offset to crankshaft outside the tolerance range.

CAUSE
Due to unfavorable Engine Position Management (EPM) parameters in the DME software, various VANOS control faults could be set.

CORRECTION
Perform the recommended test plans using the latest version of ISTA/D. Correct any VANOS hardware issues found, as indicated by the test plan.

After performing necessary repairs, or in case the ISTA test plan is inconclusive, program the vehicle using the latest version of ISTA/P.

F01, F02, F07	Target integration level: **F001-14-07-503** or higher
F06, F10, F12, F13	Target integration level: **F010-14-07-503** or higher
F22, F30, F31, F32, F33, F34, F36, F80, F82, F83	Target integration level: **F020-14-07-502** or higher
F15, F25, F26	Target integration level: **F025-14-07-502** or higher
E84, E89	Target integration level: **E89X-14-07-500** or higher
E70, E71	**Program with ISTA/P 3.54.0 (November 2014)**
	Target integration level: **E070-14-11-500** or higher

Note that ISTA/P will automatically reprogram and code all programmable control modules that do not have the latest software.

Always connect a BMW approved battery charger/power supply (SI B04 23 10).

For information on programming and coding with ISTA/P, refer to Centernet / Aftersales Portal / Service / Workshop Technology / Vehicle Programming.

Note:

If VANOS control faults continue to set with the improved DME software, further diagnosis will be necessary in order to identify the cause and make the correct repair.

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle/SAV Limited Warranty or the BMW Certified Pre-Owned Limited Warranty.

This repair is also covered by the terms of the Federal and/or State-specific Emissions Warranty (dependent on vehicle model year and state of registration) that applies to the BMW models listed.

The BMW Certified Pre-Owned Limited Warranty applies to BMW vehicles that have and are still within the BMW Certified Pre-Owned coverage period, but beyond Emissions Warranty coverage that applies.

Defect Code:	**10 42 31 59 00**	
Labor Operation:	**Labor Allowance:**	**Description:**
00 00 006	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply (indicated in KSD 2 as Charging battery)
And, as necessary:		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module

Labor operation code 00 00 006 is a Main labor operation. If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead.

Even though work time labor operation code 61 00 006 ends in "006," it is not considered a Main labor operation.

Work time (WT) labor operation 61 00 006 requires an individual punch time.

And:

F Series Vehicles

Labor Operation:	**Labor Allowance:**	**Description:**
61 00 730	Refer to KSD2	Programming/encoding control unit(s)

Or:

E Series Vehicles

Labor Operation:	Labor Allowance:	Description:
61 00 710	Refer to KSD2	Programming/encoding control unit(s) (not including CAS)
Or:		
61 00 720	Refer to KSD2	Programming/encoding control unit(s) (with CAS)

Refer to KSD2 for the corresponding flat rate unit (FRU) allowance. Enter the Chassis Number, which consists of the last 7 digits of the Vehicle Identification Number (VIN). Click on the "Search" button, and then enter the applicable flat rate labor operation in the FR code field.

If a vehicle control module or component was working properly and/or had no related faults stored prior to vehicle programming and it fails to program correctly and/or requires initialization, this additional work must be claimed with separate labor operations under the defect code listed above; refer to KSD2.

Repairs to address control modules and/or components with pre-existing conditions are not eligible to be claimed under the defect code listed in this bulletin.

Other Repairs

If performing ISTA diagnostics and related test plans results in other eligible and covered work, claim this work with the applicable defect code and labor operations listed in KSD2.

ATTACHMENTS
View PDF attachment **B122614_VANOS_Faults**.

This Service Information bulletin supersedes SI B24 03 08 **dated July 2008.**

NEW designates changes to this revision

SUBJECT

NEW **E9x, E6x with 6HP19TU - Jolt and Delay when Pulling Away**

MODEL

E90, E92, E93 (335i) with N54 and 6HP19TU from NEW 03/07

E60, E61 (535i) with N54 and 6HP19TU NEW from 03/07

NEW E60 (528i) with N52K and 6HP19TU from 03/07

SITUATION

The customer may complain of a delayed engagement and a harsh jolt when accelerating from a stop.

The situation occurs only during the engine warm-up phase (cold engine), and cannot be reproduced in the Sport Mode.

CAUSE

EGS software (unfavorable NIC – Neutral Idle Control) calibration

SOLUTION

On a customer complaint basis only, check the vehicle's integration level.

If the integration level is:

- On E9x vehicles - E89x-07-06-520 or lower
- On E6x N54 vehicles - E060-07-09-530 or lower
- NEW On E60 N52K vehicles – E060-08-03-550 or lower

NEW Reprogram and recode the complete vehicle with a current Progman version (target levels are E89x-07-09-518; E060-08-03-510; and E060-08-09-520, respectively, for E9x, E6x N54 and E6x N52K vehicles).

NEW **Important Note:**

The NIC (Neutral Idle Control) feature disengages the torque converter from the transmission when the vehicle is stationary in the Drive position; the service brakes are applied; and the engine is still in the warm-up phase. The NIC function eliminates engine load when vehicle is stopped, reducing fuel consumption.

NEW Although the EGS software changes (as listed above) are improving transmission comfort feel while still providing the benefits of the NIC feature, they still may not be acceptable for the most discriminating customers.

NEW In such a case, **on a customer complaint basis only**, deactivate the NIC function by performing the "Converter lockup clutch" retrofit, using the current Progman/ISTA P version.

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty.

Defect Code: **24 00 33 98 00**

Labor Operation:	Labor Allowance:	Description:
61 00 801	7 FRU	Programming coding modules without CAS
61 00 811	8 FRU	Programming coding modules including CAS

Gmail [redacted]

Case # [redacted] (ATTN: SARAH)

[redacted] Sun, Jan 14, 2018 at 5:36 PM

To: customerrelations@bmwusa.com

Hi Sarah,

It has been brought to my attention, that the 2008 X5 manufactured prior to December 2008 suffered from a defect causing problems with the hydraulic valve lift. BMW NA did not issue a recall for those manufactured prior to them discovering the issue with the engine. There was a known problem with the cylinder head with the 2008 X5 that went unaddressed until December 2008. Being that my car never received this update/repair, one can conclude that the extensive number engine issues resulting in my current issue, would never existed should the car had received the updated cylinder head.

Further research shows that owners who complained about this received an update head; yet BMW did not issue an official recall on a known defective engine head.

I am asking that you please consult with the BMW Area Manager to approve the work order and authorize Rusnak to perform the repair. Based on our prior conversation, they have authorization to make these types of decisions. BMW NA knowingly ignored the issue by not issuing a formal recall; further, has resulted in personal stress and financial loss on my behalf (and others I am sure).

> *There are several reports of ticking/rattling noises which have been caused by the hydraulic valve adjusters (also known as lifters or tappets). This noise can be caused by insufficient oil pressure to lubricate the lifters.*
>
> *BMW's procedure for noisy lifters on the N52 is to first bleed the lifters by holding the engine at higher revs for up to 30 minutes. If this is unsuccessful, the lifters for the exhaust camshaft are replaced with an updated design. If this is also unsuccessful, the cylinder head is replaced with an updated design (which was fitted to engines produced since December 2008) that does not bleed oil pressure.*

The long-term result of not correcting the issue on the N52 is as follows:

> ***Long term/permanent term:*** *The "right" and proper way to fix the problem is to replace the head with a newly designed head which has been redesigned to lubricate better. I have yet to hear of anyone where this didn't solve their problem. Due to the expense of this process BMW will usually not approve this step until the previous have been done, but never the less will perform the work under warranty.*
>
> *"...but most people must really hound the dealer and request a review by the regional BMW rep. in order to achieve the final cylinder head fix. Don't give up .... BMW is obviously well aware of this issue since they have redesigned the head and the tappets. They are just not so interested in replacing cylinder heads...".*
>
> Ticking Noise SBSI B 11 09 07 -N52 Engine HVA System

BMW NA should authorize and pay Rusnak to perform the repair noted in the quote as a direct result of neglect by not issuing a recall, but a TSB.

To qualify for a recall "the performance of a motor vehicle or motor vehicle equipment in a way that protects the public against unreasonable risk of accidents occurring because of the design, construction, or performance of a motor vehicle, and against unreasonable risk of death or injury in an accident, and includes nonoperational safety of a motor vehicle." A defect includes "any defect in performance, construction, a component, or material of a motor vehicle or motor vehicle equipment." Generally, a safety defect is defined as a problem that exists in a motor vehicle or item of motor vehicle equipment that:

- poses a risk to motor vehicle safety, and
- may exist in a group of vehicles of the same design or manufacture, or items of equipment of the same type and manufacture.

I am annoyed as to how much time I have spent, as well as you, researching and questioning why and how this could happen to a car with 110K miles. Now, it has been made very clear that there has been a known issue, and a resolution (but no recall), for BMW's manufactured prior to December 2008 suffered with a known engine issue; which is clearly notated on the Carfax. BMW NA should be more than willing to correct the issue and pay Rusnak to move forward with the repair.

At this point, all facts have been pointed out and all resolutions have been found. I cannot have the car repair by an outside mechanic as the Valve Stem for my car cannot be located, according to the mechanic I received an estimate from.

I am asking that BMW NA authorize the repair to made on my 2008 X5 with the N52 engine based on the TSB "Ticking Noise SBSI B 11 09 07 -N52 Engine HVA System" by replacing the cylinder head. My car was clearly manufactured prior to December 2008. I feel that this would restore my faith in BMW.

Please let me know of your findings. I have also passed this information on to Rusnak.

Regards,

[redacted]

[Quoted text hidden]

SI B 11 09 07
Engine

September 2009
Technical Service

This Service Information bulletin supersedes SI B11 09 07 **dated January 2009.**

☐ designates changes to this revision

SUBJECT
☐ **Intermittent Hydraulic Valve Adjuster (HVA) Noise**

MODEL
☐ All E82, E83, E88, E85, E86, E60, E61, E70, E90, E91, E92 and E93 vehicles with N51, N52 or N52K engines produced approximately up to November 31st 2008; refer to cylinder head casting identification attachment.

☐ **SITUATION**
An occasional ticking or rattling noise from the camshaft hydraulic valve lifters (HVA) may occur during cold engine starts, due to frequent short-distance driving, or the noise may occur for an extended period of time even though the engine is at operating temperature.

Improved parts were phased into production beginning on 10/1/2008 and fully implemented on November 31st 2008.

☐ **CORRECTION**
Do not perform the bleeding procedure that was previously provided in SI B11 09 07 which has now been deleted.

All vehicles produced between 10/1/2008 and 11/31/2008 must have each vehicle's cylinder head casting number identified before hydraulic valve lifters (HVA) replacement, due to staggered implementation. Refer to the attachment for the casting number location. Vehicles produced after 11/31/2008 have already been fitted with improved parts. Vehicles produced prior to 10/1/2008 will require the new parts.

Improved Casting Numbers

N51 (B30)	7588277.01
N52 (B30)	7588273.01
N52K (B30)	7588271.01

A cylinder head casting number that does not match will require replacement of the 12 exhaust camshaft hydraulic valve lifters (HVA) as per Repair Instruction RA 11 33 050, Removing and installing/replacing all rocker arms. Only the exhaust camshaft and rocker arms have to be removed in order to replace the hydraulic valve lifters. Do not remove or replace any intake camshaft valve train components.

☐ **PARTS INFORMATION**

Part Number	Description	Quantity
11 33 7 605 330	Hydraulic Valve Lifter (HVA)	12

Refer to EPC for additional gaskets, seals and bolts, as required by the Repair Instructions.

WARRANTY INFORMATION
Covered under the terms of the BMW New Vehicle Limited Warranty, or the Certified Pre-Owned program.

Please refer to the latest KSD for the applicable Main or Associated labor allowance for the specific model.

Defect Code:	**11 33 93 39 00**	
Labor Operation:	**Labor Allowance:**	**Description:**
00 58 248	Refer to KSD	Replace exhaust camshaft hydraulic valve lifters (HVA)
*Main Work		
or		
00 58 827	Refer to KSD	Replace exhaust camshaft hydraulic valve lifters (HVA)
+ Associated Work		

Note: The following explanations will spell out the correct use of the work times.

Main Work:	Use this labor operation number when the only repair performed is the listed warranty repair. OR
+Associated Work:	Use this labor operation number when other repairs or services are performed along with the listed warranty repair. Under no circumstances should both labor operation numbers be claimed. Attempts to claim both times will result in an unnecessary delay in claim processing and payment.

ATTACHMENTS
view PDF attachment **B110907Head_Identification**.

Signs and Symptoms of a Bad Lifter Flat Tappet

by Richard Rowe

Lifter tappets aren't quite as simple as they seem at first glance. The hydraulic lifter is a sort of self-contained hydraulic system, utilizing a number of tiny components in order to control valve train movement. While replacing a collapsed lifter is simple -- at least compared to fixing the engine if you don't replace it – don't rush into the job until you know what you're dealing with.

Lifter Basics

Lifters are the small cylinders that sit in between a camshaft's lobes and the pushrods. With a hydraulic lifter, the bottom of the pushrod sits on top of a plunger, which in turn sits on top of a cylinder full of oil. Oil pressure pushes up on this plunger, stacking up slack, or "lash," in the system. In addition to taking up valve lash, most lifters stay slightly collapsed at low engine rpm, slightly reducing the distance that the valve opens to enhance bottom-end torque and while encouraging a smoother idle.

Symptoms

When the plunger inside of a lifter fails, it'll fail to maintain oil pressure and will remain in a collapsed state at all times. When that happens, the lifter will fail to take up lash in the system, which causes parts inside to hammer against each other during initial contact. This hammering manifests as a very noticeable tapping that increases in volume and frequency with engine rpm. A bad lifter will throw off the affected cylinder's ability to move and burn air and fuel, which will typically lead to spark plug fouling and a consistent miss on that cylinder.

Consequences

A collapsed lifter puts a great deal of stress on a vehicle's valve train, and the weakest link is usually the pushrod. Collapsed lifters can easily bend pushrods, which will subsequently fall out of the space between the rocker arm and the top of the lifter. Once a push rod falls out of the space, the very least you can expect is a dead cylinder. Worst-case scenarios include broken rocker arms, broken valves, cracked heads, a damaged cam or complete engine destruction depending upon what breaks, how it breaks and when.

Replacing Flat Tappets

Replacing a collapsed lifter isn't quite as simple as you might think. While the shade-tree mechanic might simply pop the intake off and replace the faulty lifter, Ol' Scruffy isn't looking at the big picture. Cams and flat-tappet lifters are a matched set; they're broken in together at the factory to establish matching wear patterns. Putting a new lifter on an old cam is like trying to sharpen a set of ice skates with a waffle iron, and it's only a matter of time before that new lifter takes out your cam. But dropping in a replacement lifter is better than allowing lash to destroy your engine, so consider it as a band-aid fix.

Replacing Roller Tappets

Roller-tappet lifters and cams are the exception here, since far less wear occurs when using a roller tappet. Generally, you can get away with replacing a single collapsed roller lifter without replacing the cam. This isn't true in all cases, but again, better to replace the lifter and risk a cam replacement later than to allow a $15 part to destroy your entire engine.

References

About the Author

Richard Rowe has been writing professionally since 2007, specializing in automotive topics. He has worked as a tractor-trailer driver and mechanic, a rigger at a fire engine factory and as a race-car driver and builder. Rowe studied engineering, philosophy and American literature at Central Florida Community College.


How to Replace a Valve Lifter


How to Get Rid of Engine Lifter Noise


How to Build a Car Engine From Scratch


How to Rebuild a Blown Engine

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Signs and Symptoms of a Bad Idle Air Control ...

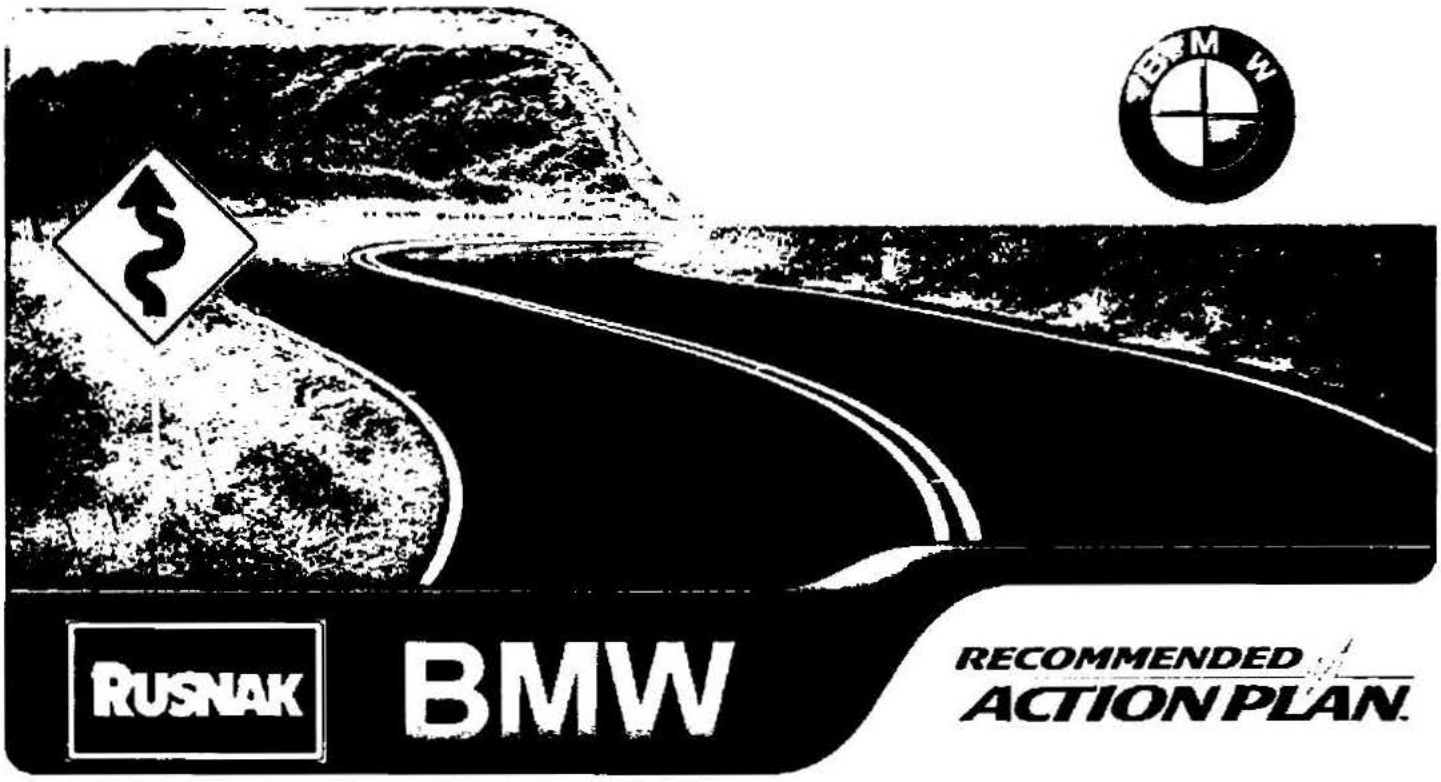

Knock Noise in a Detroit Diesel Series 60

The ignition key cylinder on an Isuzu allows the ignition switch to send an electric signal to the starter motor. When the ignition key cylinder fails, you won't be able to turn the ignition key. This is usually because the pins inside the tumbler in the cylinder are jammed or have seized. At this point, all you can do is replace the cylinder. Replacement cylinders are available from most auto parts stores.

1 Slide the punch pin into the small access hole underneath the ignition cylinder on your Isuzu. There is a small release tab on the underside of the cylinder that you must push up on to remove the lock cylinder.

2 Wedge a flat-tip screwdriver underneath the end of the ignition key cylinder.

3 Pry the cylinder out of the steering column while maintaining upward pressure on the release tab on the cylinder.



Thank you for allowing us to help you maintain your vehicle. In our effort to help you keep your vehicle operating at peak performance, we have assembled this customized Action Plan that addresses the needs of your vehicle. Please review its contents and let your advisor know which services you would like us to perform today. If you have any questions or concerns please don't hesitate to contact us. We are here to help you.

[redacted]

OXNARD, CA [redacted]

[redacted]

Tara Roberts
Service Consultant

STEVEN HARRIS
Certified Technician

YOUR VEHICLE

Year	Make	Model	Engine Type
2008	BMW	X5	3.0L 6 DOHC (MFI)

Odometer	VIN #	License #	Date
111,778	5UXFE435X8L[redacted]		1/5/2018

Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

A. CLIENT STATES DURING FIRST KEY CYCLE TODAY, LEAVING HER HOUSE AND GOING UP THE GRADE AT ABOUT 60MPH , THE VEHICLE STARTED SPUTTERING AND THEN CHECK ENGINE CAME ON. AT THAT POINT THE VEHICLE WOULD NOT GO
✓ OVER 50PMH AND SOUNDED AS IF IT WAS GOING TO TURN OFF. AS IF THE CAR WAS RUNNING OUT OF GAS, CAR WAS SHAKING. CLIENT PULLED OVER TURNED CAR OFF AND ON, CAR WAS STILL SHAKING BUT NOT AS ROUGH AND BROUGHT STRAIGHT HERE. LIGHT IS STILL ON

✓ REPLACE CYLINDER HEAD ASSEMBLY

✓ PERFORM CYLINDER LEAK DOWN TEST

✓ REMOVE VALVE COVER TO INSPECT VALVE-TRAIN COMPONENTS

✓ B. PERFORM TIRE AIR PRESSURE CHECK. INFLATE TO FACTORY RECOMMENDED SPECIFICATIONS AND DOCUMENT AS NECESSARY

✓ C. PERFORM RUSNAK BMW COURTESY INSPECTION

Package Results

New Rusnak BMW Courtesy Inspection

Failed Task	Observation	Recommendation	Done
Inspect instrument cluster warning lamps	Found instrument cluster warning light illuminated	Diagnose check engine light	

Passed Task	Observation	Recommendation	Done
[redacted]	Found washer fluid level low: Filled to proper level		
[redacted]	6 mm or greater: Inspect brakes next service		
[redacted]	6 mm or greater: Inspect brakes next service		
[redacted]	Tire pressure was set to manufacturer specification - Check tire pressures monthly		

Passed Tasks

✓ Inspect air intake boot
✓ Inspect exhaust system for leaks, damage, and loose parts
✓ Inspect axles, driveshaft and CV joints/boots
✓ Inspect engine mounts
✓ Inspect transmission mounts
✓ Inspect fuel tank, lines, and connections

- ✓ Fill windshield washer fluid
- ✓ Check power steering fluid level and condition
- ✓ Check brake fluid level and condition
- ✓ Inspect hazard light operation
- ✓ Inspect brake light operation
- ✓ Inspect reverse light operation
- ✓ Inspect taillight, turn signal, side marker, and license plate lights
- ✓ Inspect taillight, turn signal, and side marker assemblies for cracks and damage
- ✓ Inspect headlight low and high beam operation
- ✓ Inspect wiper and washer operation
- ✓ Check horn operation
- ✓ Inspect dash and interior lights
- ✓ Measure rear brake pads
- ✓ Measure front brake pads
- ✓ Inspect brake system components
- ✓ Inspect windshield wiper blades
- ✓ Inspect drive belts
- ✓ Inspect all hoses and clamps
- ✓ Inspect steering components
- ✓ Inspect front suspension components
- ✓ Inspect rear suspension components
- ✓ Inspect fog/driving lights (if equipped)
- ✓ Inspect sway bar components
- ✓ Left front tire tread depth
- ✓ Left rear tire tread depth
- ✓ Right front tire tread depth
- ✓ Right rear tire tread depth
- ✓ Check and adjust tire pressures
- ✓ Inspect overall tire wear and condition
- ✓ Check hood strut(s)
- ✓ Inspect windshield for cracks, chips and pitting
- ✓ Check engine oil level and condition
- ✓ Check engine coolant level and condition

Additional Information

Below is information we feel would help you better understand some of the reasons for taking preventive maintenance steps -- steps that help to ensure the reliability and safety of your vehicle for you and your family.

** The following section may contain instructions for servicing various components of your vehicle. These are an overview of the process that will be performed by a skilled technician in our shop. They are not intended to be a guide for a "do-it-yourself" operation.

[illegible]

Operation Description:

One of our skilled technicians will connect a specialized scan tool to the vehicle. This scan tool will read any powertrain or tranmission diagnostic trouble codes stored in the vehicle's memory. Using these trouble codes, the technician can troubleshoot the cause of the trouble codes and then make the necessary repairs. When the repair is completed, the the powertrain or transmission controller is cleared of all stored codes, and then the vehicle is driven under the correct conditions to verify the problem has been repaired.

Check Engine light on

Significance:

When a vehicle's Check Engine light is on, this indicates that a significant problem with the emission control system has been detected by one or more of the vehicle controllers. In many states, your vehicle will fail the emissions inspection if the Check Engine light is on. The Check Engine light is your vehicle's way of telling you that it has detected a problem that is affecting the level of emissions released from your vehicle. If problems associated with the Check Engine light are not diagnosed and repaired in a timely fashion, expensive repairs may result. You may also run the risk of your car not starting, or stalling under various conditions.

Scanning vehicle for trouble codes

Advantage:

When your Check Engine light is on, it indicates a problem that needs to be addressed immediately. Repairing the problem right away can ensure that your vehicle continues to be reliable, and can help to avoid costly repairs in the future.

Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
A. CLIENT STATES DURING FIRST KEY CYCLE TODAY, LEAVING HER HOUSE AND GOING UP THE GRADE AT ABOUT 60MPH , THE VEHICLE STARTED SPUTTERING AND THEN CHECK ENGINE CAME ON. AT THAT POINT THE VEHICLE WOULD NOT GO OVER 50PMH AND SOUNDED AS IF IT WAS GOING TO TURN OFF. AS IF THE CAR WAS RUNNING OUT OF GAS, CAR WAS SHAKING. CLIENT PULLED OVER TURNED CAR OFF AND ON, CAR WAS STILL SHAKING BUT NOT AS ROUGH AND BROUGHT STRAIGHT HERE. LIGHT IS STILL ON				X
REPLACE CYLINDER HEAD ASSEMBLY (CYLINDER HEAD DAMAGED / EXHAUST VALVE BROKEN)		$11,525.80		X
PERFORM CYLINDER LEAK DOWN TEST (LOW COMPRESSION IN CYLINDER 1 / ADDITIONAL DIAGNOSIS REQUIRED)		$450.00		

Original Customer Requests	Status	Cost	Deferred	Approved
REMOVE VALVE COVER TO INSPECT VALVE-TRAIN COMPONENTS (NECESSARY TO INSPECT VALVE-TRAIN COMPONENTS DUE TO LOW COMPRESSION IN CYLINDER 1. LEAKDOWN TEST CONFIRMED ISSUE WITH VALVE-TRAIN)		$937.07		
B. PERFORM TIRE AIR PRESSURE CHECK. INFLATE TO FACTORY RECOMMENDED SPECIFICATIONS AND DOCUMENT AS NECESSARY		$0.00		X
C. PERFORM RUSNAK BMW COURTESY INSPECTION		$0.00		X
Subtotal		$12,912.87		$11,525.80

Inspection Recommendations	Status	Cost	Deferred	Approved
Diagnose check engine light (Found instrument cluster warning light illuminated)	**Fail**			*See AI-17*
Subtotal		$0.00		

Totals, Taxes and Fees	Cost	Deferred	Approved
Estimate Subtotal	$12,912.87	$0.00	$11,525.80
Tax	$584.88		$574.62
Estimate Total	**$13,497.75**		**$12,100.42**

For "See AI-" items ☐ *see the "Additional Information" section* ☐

Gmail [redacted]

Valve Cover Removal

35 messages

[redacted] Thu, Feb 1, 2018 at 11:59 AM

To: tony.hawkins@bobsmithbmw.com
Cc: Nancy.McDonald@bmwna.com

Hi Tony,

Thank you for listening to me. As per our conversation, can you please take a look at the documents attached.

My initial conversation with BMW Customer Relations (Sarah) advised that engineering can take a look at the situation; but I have been unable to successfully have that done.

Nancy has been great and even got an offer of $4500 towards a new/CPO. However, being that I still owe on this car, it leaves me with roughly a $500 monthly payment and a new loan which does not help me. As per our conversation via email this morning, she will order the part once I find a dealer ... and if BMW finds that my valve failure is a result of the mechanical failure, the repair will be made.

Larry at Rusnak, B&C Auto (Ventura), AGA in Escondido, my 3rd party warranty company and **every** other European Auto shop I called cannot "wrap their heads" around how this can happen given 111K miles. The car has been serviced, almost exclusively, at BMW Auto shops. There has to be some relation as it there were two issues that can directly affect the functionality of the valves; the TSB issued and never address by BMW Dallas and/or the recall for PCV Valve.

Both of these issues can result in a burned valve.

Please let me know as to how to proceed with having this reviewed by engineering. I have paid Rusnak already and **I just want a functioning car.**

I look forward to your call.

[redacted]

5 attachments

- **PCV Valve Related Symptoms and Problems.pdf** 562K
- [redacted] **- Repair Action Plan.pdf**
- **Carfax from Professional 01.10.18.pdf** 773K
- **SIB_110907.pdf** 21K
- **Rusnak Mechanic Explanation - Images.pdf** 1098K

Nancy.McDonald@bmwna.com <Nancy.McDonald@bmwna.com> Thu, Feb 1, 2018 at 12:30 PM
To: [redacted]tony.hawkins@bobsmithbmw.com

HI All

As I advised [redacted] BMWNA will only cover the repair/parts that are covered under the recall.

Kind Regards,

Nancy

https:// [redacted]

BMW

Unresolved!

IMPORTANT SAFETY RECALL – Initial Notice – Remedy Unavailable

This notice applies to your vehicle, Recall Campaign No. 17V-683: PCV Valve Heater

December 2017

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 2007 - 2011 BMW 1 Series, 3 Series, 5 Series, Z4, X3 SAV, and X5 SAV vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?
At the present time, we are not ready to perform this recall on your vehicle. We will notify you with a follow-up letter as soon as we can perform this recall.

What could happen?
This recall involves an engine component known as the Positive Crankcase Ventilation (PCV) valve heater. The PCV valve heater may not have been produced to specifications. Over time, it could deteriorate and could lead to overheating and the possibility of melting. This could lead to a fire.

If you see smoke from the area near the engine compartment, or if you smell smoke or a plastic burning odor, your vehicle may be experiencing this issue. If this occurs, carefully pull over to a safe location and shut off the engine. All occupants should exit the vehicle and move to a safe location away from the vehicle. Do not continue to drive the vehicle.

Dial 911 in the event of an emergency or contact an authorized BMW center immediately to have your vehicle brought to the nearest authorized BMW center for inspection and, if necessary, repair.

If an authorized BMW center is not available, then contact BMW Roadside Assistance at 1-800-332-4BMW (800-332-4269). Please note that if you no longer have roadside coverage, you may be required to pay in advance for the towing service. However, BMW will reimburse you for the towing service after validation of the recall repair claim.

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 PCV valve heater will be inspected and a new part will be installed. Additional components will be replaced, if necessary, as determined at the time of repair. This free repair will take approximately three hours. You may request alternate transportation from your BMW center while the repair is taking place.

What if I am not the current owner of this vehicle?
You can update the vehicle ownership or your contact information by completing the enclosed postage-paid card or by registering at http://www.bmwusa.com/myBMW. **If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.**

What if I have questions or experience problems?
For the latest updates to this recall, please visit www.bmwusa.com/recall. Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, contact BMW Customer Relations and Services at 1-800-525-7417 or at CustomerRelations@bmwusa.com.

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.safercar.gov.

Please be assured that your safety is important to us, and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your safety belt at all times.

Sincerely,

BMW of North America, LLC

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

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

BMW

IMPORTANTE RETIRADA POR MOTIVOS DE SEGURIDAD.
Primer aviso. Repuesto no disponible

Este aviso se aplica a su vehículo,
Campaña de retirada n.° 17V-683: Calentador de la válvula PCV

Diciembre de 2017

Estimado propietario o arrendatario de BMW:

Le enviamos este aviso según las disposiciones de la National Traffic and Motor Vehicle Safety Act (Ley Nacional de Seguridad de Tráfico y Vehículos). BMW AG ha determinado que algunos modelos de vehículos de la Serie 1, Serie 3, Serie 5, Z4, Sports Activity Vehicles (SAV, vehículos de la serie deportiva) X3 y SAV X5 de BMW, correspondientes a los años 2007 a 2011, tienen un defecto que afecta la seguridad de estos vehículos motorizados. Nuestros registros indican que usted es propietario de un vehículo potencialmente afectado.

¿Por qué lo estamos contactando?
En este momento, no estamos listos para realizar esta retirada de su vehículo. Le informaremos mediante una carta de seguimiento tan pronto como podamos realizar esta retirada.

¿Qué podría pasar?
Esta retirada se relaciona con un componente de motor conocido como el calentador de la válvula Positive Crankcase Ventilation (PCV, ventilación positiva del cárter). Es posible que el calentador de la válvula PCV no se haya fabricado según las especificaciones. Con el tiempo, podría deteriorarse y podría conducir a un sobrecalentamiento y la posibilidad de derretimiento. Esto podría provocar un incendio.

Si ve humo en el área cerca del compartimento del motor, o si siente olor a humo o a plástico quemado, es posible que su vehículo tenga este problema. Si esto sucede, deténgase cuidadosamente en un lugar seguro y apague el motor. Todos los ocupantes deben salir del vehículo y trasladarse a un lugar seguro lejos del vehículo. No siga conduciendo el vehículo.

Llame al 911 en caso de emergencias o comuníquese con un centro BMW autorizado de inmediato para que se encarguen de llevar el vehículo al centro autorizado de BMW más cercano para una inspección y, de ser necesario, lo reparen.

Si no hay ningún centro autorizado de BMW disponible, comuníquese con BMW Roadside Assistance (Asistencia en la Carretera de BMW) al 1-800-332-4BMW (800-332-4269). Tenga en cuenta que, si ya no tiene más cobertura en la carretera, puede que deba pagar el servicio de remolque por adelantado. Sin embargo, BMW le reembolsará el costo del servicio de remolque después de validar la reclamación de reparación por retirada.

Si usted no es la única persona que conduce este vehículo, comparta esta importante información con todos los demás conductores y pasajeros.

¿Qué hará BMW?
Inspeccionará el calentador de la válvula PCV e instalará un nuevo repuesto. Si es necesario, reemplazará componentes adicionales según se determine al momento de la reparación. Esta reparación gratuita llevará aproximadamente tres horas. Puede solicitar un transporte alternativo desde el centro de BMW de su localidad mientras se lleva a cabo la reparación.

¿Qué ocurre si yo no soy el propietario actual de este vehículo?
Puede actualizar la información de la titularidad del vehículo o su información de contacto completando la tarjeta con respuesta postal paga adjunta o registrándose en http://www.bmwusa.com/myBMW. **Si usted es arrendador del vehículo, las reglamentaciones federales requieren que reenvíe este aviso a su arrendatario dentro de los diez días.**

¿Qué debo hacer si tengo alguna pregunta o si experimento algún problema?
Para ver las últimas actualizaciones de esta retirada, visite www.bmwusa.com/recall. Si tiene alguna pregunta sobre esta retirada, comuníquese con el centro autorizado de BMW. En caso de necesitar asistencia adicional, comuníquese con el BMW Customer Relations and Services (Servicio de Atención al Cliente de BMW) llamando al 1-800-525-7417 o por correo electrónico a CustomerRelations@bmwusa.com.

Si el centro de BMW no puede resolver el defecto sin cargo o dentro de un periodo razonable, puede notificar al administrador de la National Highway Traffic Safety Administration (Administración Nacional de Seguridad de Tráfico en Carreteras), 1200 New Jersey Ave., S.E., Washington, DC 20590, llamar a la Vehicle Safety Hotline (Línea gratuita directa de seguridad vehicular) al 1-888-327-4236 (TTY: 1-800-424-9153) o visitar http://www.safercar.gov.

Le garantizamos que nos importa su seguridad y le pedimos sinceras disculpas si esta retirada le causa algún inconveniente. Recomendamos que usted y sus pasajeros utilicen el cinturón de seguridad en todo momento.

Atentamente.

BMW of North America, LLC

Empresa
BMW of North America, LLC

BMW Group Company

Dirección postal
PO Box 1227
Westwood NJ 07675-1227

Teléfono
(800) 525-7417

Fax
(201) 930-8362

Correo electrónico
CustomerRelations@bmwusa.com

Sitio web
bmwusa.com

English version on front side
Versión en inglés en el frente

Safety Recall 17V-683
Positive Crankcase Ventilation (PCV) Valve Heater – ("Blow-By-Heater")
Model Year 2007-2011
N51, N52, N52K, N52T
BMW 1 Series, 3 Series, 5 Series, X3 SAV, X5 SAV, Z4
Last Update: 10/30/2017

Q1. Which BMW models in the US are potentially affected by this Safety Recall?

Approximately 740,561 BMW vehicles in the US, as noted below, are potentially affected.

Series	Model Year	Model	Approx. Volume	Production Dates
E82	2008-2011	1 Series Coupe	12,401	Nov 2007 – Feb 2011
E88	2008-2011	1 Series Convertible	13,021	Nov 2007 – Feb 2011
E90	2007-2011	3 Series Sedan	305,352	Jul 2006 – Dec 2011
E91	2007-2011	3 Series Wagon	10,221	Jul 2006 – Aug 2011
E92	2007-2011	3 Series Coupe	54,544	May 2006 – Aug 2011
E93	2007-2011	3 Series Convertible	40,227	Nov 2006 – Aug 2011
E60	2007-2010	5 Series	114,750	Feb 2006 – Dec 2009
F10	2011	5 Series	19,656	May 2010 – Aug 2011
E61	2007	5 Series Wagon	1,442	Feb 2006 – Feb 2007
E83	2007-2010	X3 SAV	64,417	Aug 2006 – Aug 2010
F25	2011	X3 SAV	15,649	Nov 2010 – Sep 2011
E70	2007-2010	X5 SAV	68,770	May 2006 – Mar 2010
E85	2007-2008	Z4 Roadster	12,496	Jun 2006 – Aug 2008
E89	2009-2011	Z4 Roadster	5,868	Feb 2009 – Aug 2011
E86	2007-2008	Z4 Coupe	1,747	Sep 2006 – Aug 2008

Q2. What is the specific issue?

This issue involves the Positive Crankcase Ventilation (PCV) valve heater ("blow-by-heater") which is designed to prevent the engine's PCV valve from freezing. The electrical contacts of the PCV valve heater are coated with a plastic material. Irregularities in the manufacturing process could allow moisture to occur near the PCV valve heater and lead to a short circuit.

Q3. What can happen as a result of this issue?

In rare cases, the plastic material could overheat, lead to smoldering, and possibly melting. In extremely rare cases, this could increase the risk of a fire.

Q4. Why are other vehicles not included in this Safety Recall?

Other models have different designs for the PCV valve heater.

Q5. Do I need to stop driving my vehicle?

No. The possibility of this issue occurring is extremely rare.

However, you should stop driving your vehicle if any of the following warning signs occur:
- You see smoke from the area near the engine compartment.
- You smell smoke, or a plastic burning odor.

If any of these warning signs occur, then as soon as possible, carefully move away from traffic, pull over to a safe location, and shut off the engine. All occupants should carefully exit the vehicle and move to a safe location away from traffic. Do not continue to drive your vehicle.

Dial 911 in the event of an emergency or contact an authorized BMW center immediately to have your vehicle brought to the nearest authorized BMW center for inspection and, if necessary, repair.

If an authorized BMW center is not available, then contact BMW Roadside Assistance at 1-800-332-4269. Please note that if you no longer have roadside coverage, you may be required to pay in advance for the towing service. However, BMW will reimburse you for the towing service after validation of the recall repair claim.

Q6. I am nervous about continuing to drive my vehicle. Can I get a loaner vehicle? Is alternate transportation available?

If you request a loaner vehicle and replacement parts are not available, we have directed our authorized BMW centers to assist customers with alternate transportation needs.

Q7. Can I determine if this issue exists in my vehicle?

No. This can only be determined through proper inspection at an authorized BMW center.

Q8. How did BMW become aware of the problem?

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

Q9. How will I be informed of this Safety Recall?

All affected owners will receive an initial letter in December via First Class mail advising them of this recall. Due to the large vehicle population, sufficient parts may not be immediately available to repair all vehicles. Therefore, affected owners will receive a second letter on a rolling basis as parts become available. When owners receive the second letter, they should promptly schedule an appointment with an authorized BMW center to have this recall performed. The nearest authorized BMW center can be located at www.bmwusa.com/dealers.

To ensure BMW has the most recent contact and vehicle information, owners should register their vehicle at www.bmwusa.com/myBMW. Registration is free, and will give them access to factory initiated campaigns and other information specific to their BMW.

Q10. How will my vehicle be repaired?

The PCV valve heater will be inspected and a new part will be installed. In some cases, additional components may need to be replaced which will be determined at the time of repair.

Q11. How long will the repair take?

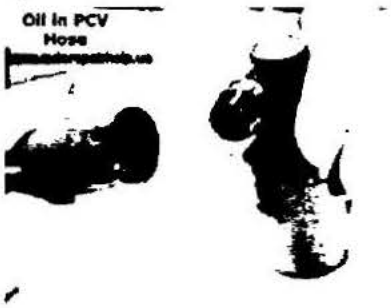
This repair should take approximately one to two hours, depending upon the specific repair necessary; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed **free of charge** by your authorized BMW center.

Q12. Do I have to wait for my letter to have my vehicle serviced?

Yes. Due to the large vehicle volume, a sufficient quantity of parts may not be immediately available for all potentially affected vehicles. Therefore, potentially affected owners will receive a second letter on a rolling basis. When you receive the second letter, you should promptly schedule an appointment with an authorized BMW center to have this recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealers.

Q13. I see the "TREAD Act Customer Reimbursement Plan" attached to my letter. Can you explain what that is about? Am I eligible for reimbursement?

If you have already had this repair performed at your own expense, you may be eligible for reimbursement of certain expenses that you incurred.



PCV VALVE RELATED SYMPTOMS AND PROBLEMS

By admin Posted February 6, 2017 In Automotive Understanding

POSITIVE CRANKCASE UNDERSTANDING

HISTORY OF THE PCV – POSITIVE CRANKCASE VENTILATION VALVE:

Before the 1960s car engines were vented to the atmosphere. That is, toxic vapors that were created by exhaust gasses leaking past the rings (called "blow-by") and into the crankcase were simply allowed to flow out of the engine. PVC was, usually, accomplished by a metal tube that routed from the top of the engine down underneath. The air flowing under the car helped to draw vapors out. As engines aged, those vapors contained more and more soot and other contaminants that contributed to smog and overall pollution.

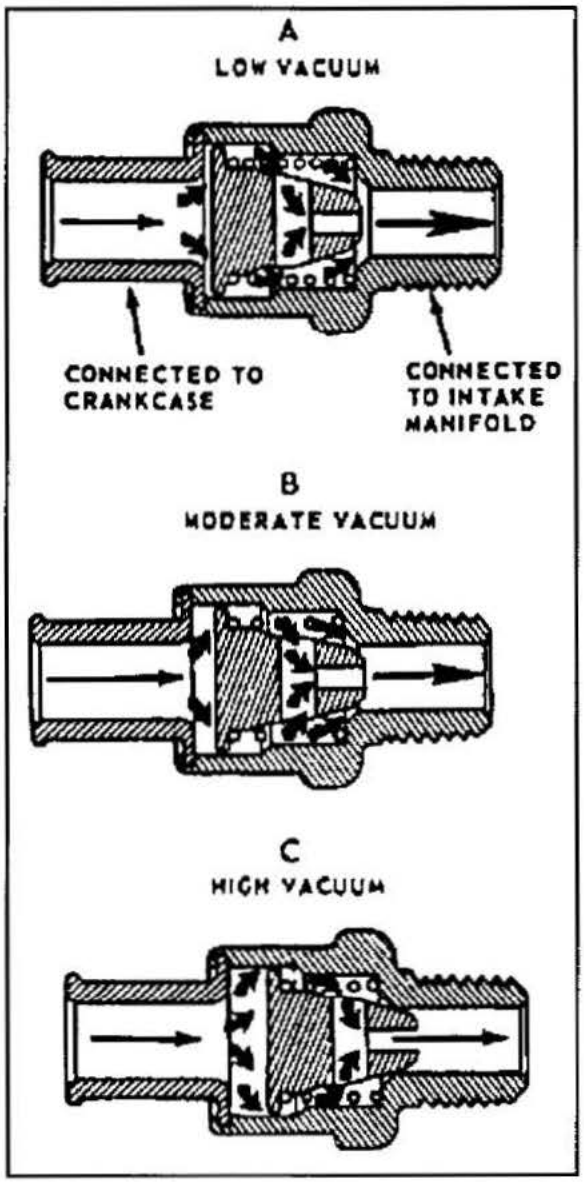
GM researchers identified engine blow-by gas as a primary source of hydrocarbon emissions and developed the Positive Crankcase Ventilation valve, commonly known as the PCV valve, to cap the leak. Made standard on all GM cars sold in the U.S. beginning in 1963, it was the industry's first vehicle emissions control device. Before 1963, the PCV was only used in California. There is a variety of PCV systems used on various makes and models of cars produced since 1963, but all function essentially the same.

PCV CONTROL VALVE ACTION:

Vapor is then carried with the fuel/air mixture into the combustion chambers where it is burned. Since the manifold vacuum is constantly changing, some control must be in the system. This control device is the Flow Control Valve, commonly referred to as the PCV Valve.

PCV systems can be described as either open or closed. The two systems are quite similar. However, the closed system in use since 1968 is more effective at air pollution control. The systems differ in the manner in which fresh air enters the crankcase, and excessive vapor is expelled.

POSITIVE CRANK CASE UNDERSTANDING:



OPEN PCV SYSTEMS:

The open system draws fresh air through a vented oil filler cap; usually, chrome plated in restored cars. This works fine as long as the vapor volume is minimal and when the engine is running. However, when the crankcase vapor becomes excessive – or when the engine is shut off – it is forced back through the vented oil filler cap and into the open atmosphere. The open PCV system, though successful at removing contaminated vapors from the crankcase, is not completely effective as a pollution control device.

CLOSED PCV SYSTEMS:

The closed PCV system draws fresh air from the air filter housing. The oil filler cap in this system is NOT vented. Consequently, excess vapor will be carried back to the air filter housing and from there into the intake manifold. The closed system prevents vapor, whether normal or excessive, from reaching the open atmosphere. The closed system is very effective as an air pollution control device.

THE PCV VALVE – MORE COMPLICATED THAN YOU THINK:

The purpose of the PCV valve is to meter the flow of the vapor from the crankcase to the intake manifold. This is necessary to provide proper ventilation for the crankcase while not upsetting the fuel/air mixture for combustion.

Blow-by gasses and vapor should be removed at about the same rate they enter the crankcase. Since blow-by is minimal at idle and increases during high-speed operation, the PCV valve must control the flow of vapor accordingly. The PCV valve is designed to compensate for the engine ventilation needs at varying engine speeds. It is operated by manifold vacuum, which increases or decreases as engine speeds and loads change.

For example, at low or idle engine speeds manifold vacuum is high. This pulls the plunger to the extreme forward position or manifold end of the valve. Due to the shape of the plunger, vapor flow is reduced to a minimum. The low rate of the flow is adequate for ventilation purposes and will not upset the fuel/air mixture ratio.

At high speeds, manifold vacuum is decreased. The plunger is only drawn to a point about midway in the housing. This allows a maximum flow of vapor. Since the engine needs more fuel/air mixture at high speeds, the introduction of more vapor does not significantly affect performance. In the event of a backfire, pressure from the intake manifold forces the plunger to the closed or engine-off position. This prevents the backfire flame from reaching the crankcase and exploding the combustible vapor.

OKAY? NOW WHAT IF IT ISN'T WORKING PROPERLY?

A neglected PCV system will soon fail to function, and the result can be expensive as well as troublesome for the car owner. If the crankcase is not adequately ventilated, the motor oil will become contaminated, and heavy sludge accumulations will begin to form. Internal parts, not protected by the motor oil, will start to rust and corrode due to the water and acids that will become trapped within the crankcase.

If the PCV system is not functioning properly, the flow of crankcase vapor into the intake manifold will not be correctly metered. This, in turn, will upset the fuel/air mixture for combustion and can cause rough idling or even stalling of the engine. Furthermore, intake and exhaust valves, in addition to sparking plugs, may eventually be burned and rendered useless, prematurely affecting performance and requiring expensive repairs. To assure trouble-free performance of the PCV system and, in turn, the engine and vehicle, routine maintenance of the PCV system are recommended and required.

MYTH TIME!

Millions of owners think that if a PCV valve rattles when shaken that it is okay. Wrong! Just because it rattles doesn't mean its calibrated spring is metering correctly. Cleaning the PCV doesn't accomplish anything either. A PCV valve should never be cleaned and placed back into service. Cleaning the PCV valve will result in a clean PCV valve; not a new PCV valve.

Some contaminants will remain in the PCV valve that can never be flushed out. Additionally, there is an amount of wear that will be experienced by the spring that cleaning cannot replace.

Source: [redacted]

WHAT ARE THE SYMPTOMS OF A BAD PCV VALVE?

The positive crankcase ventilation or PCV valve is an inexpensive and the part most consumers overlook. It is also one of the possible causes of expensive oil leaks and sludge buildup inside the engine.

All automotive engines are lubricated with oil, and when oil is churned by moving parts, pressure is produced by combustion. Piston rings and valve guides also leak slightly producing pressure, called Blow-by, in the crankcase. Many years ago, the engines would simply vent the pressure into the atmosphere with a road-draft tube and breather cap. Today we use a positive crankcase ventilation or PCV system to handle this, and also to help lower the harmful emissions engines produce.

The most common problem that afflicts the PCV systems is a plugged up PCV valve or hose. Accumulation of fuel and oil varnish deposits and sludge inside the valve can restrict or even block the flow of vapors through the valve. A restricted or plugged PCV valve cannot pull moisture and blow-by vapors out of the crankcase. The valve can cause engine-damaging sludge to form and the backup of pressure that may force oil to leak past gaskets and seals. The loss of airflow through the valve can also cause the air/fuel mixture to run richer than normal, increasing fuel consumption and emissions. The same thing can happen if the pintle inside the PCV valve sticks shut.

If the pintle inside the PCV valve sticks open or the spring breaks, the PCV valve may flow too much air and lean out the idle mixture. The PCV may cause a rough idle, hard starting and lean misfire (which increases emissions and wastes fuel). The same thing can happen if the hose that connects the valve to the throttle body, carburetor or intake manifold pulls loose, cracks or leaks. A loose or leaky hose allows "unmetered" air to enter the engine and upset the fuel mixture, especially at idle where the idle mixture is most sensitive to vacuum leaks.

On late model vehicles with computer engine controls, the engine management system will detect any changes in the air/fuel mixture and compensate by increasing or decreasing short term and long term fuel trim (STFT and LTFT). Small corrections cause no problems, but large corrections (more than 10 to 15 points negative or positive) will typically set a lean or rich DTC and turn on the MIL.

Problems can also occur if someone installs the wrong PCV valve for the application. The flow rate of the PCV valve is calibrated for a specific engine application. Two valves that appear to be identical on the outside (same diameter and hose fittings) may have different pintle valves and springs inside, giving them very different flow rates. A PCV valve that flows too much air will lean the air/fuel mixture while one that flows too little will richen the mixture and increase the risk of sludge buildup in the crankcase.

Watch out for cheap replacement PCV valves. They may not flow the same as the OEM PCV valve. Quality OEM brand replacement PCV valves are calibrated to the specs the manufacturers designed them to operate in, which provide long-lasting, trouble-free performance.

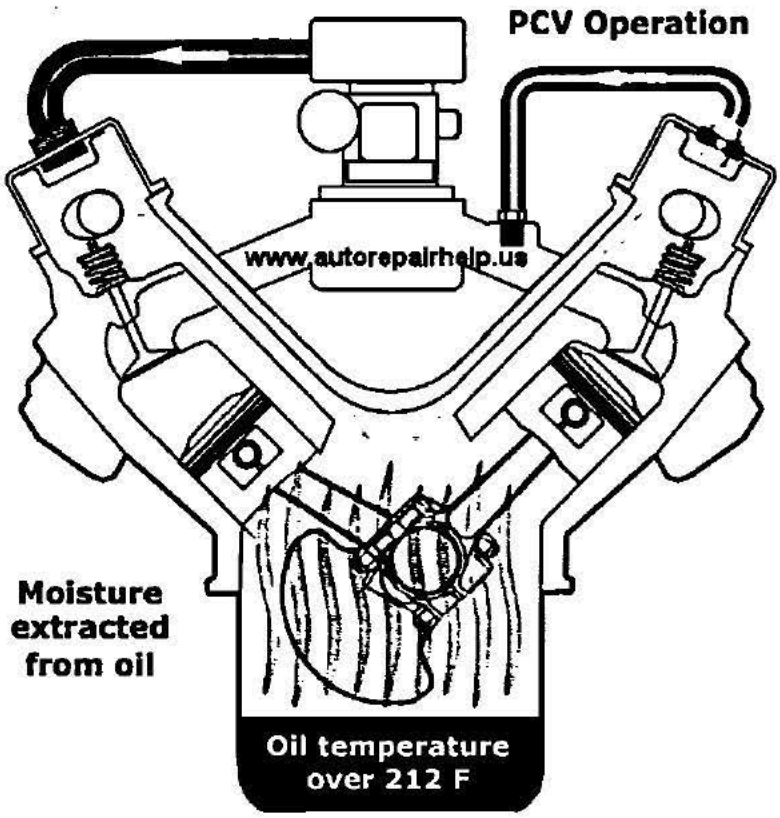
Note: On many 2002 and newer vehicles with OBD II. the OBD II system monitors the PCV system and checks the flow rate once during each drive cycle. But on older OBD II and OBD I systems, the PCV system is NOT monitored. So the problem with the PCV system on a pre-2002 vehicle probably won't turn on the MIL (malfunction indicator lamp) or set a diagnostic trouble code (DTC).

HOW THE PCV SYSTEM WORKS:

The PCV system is relatively straightforward. An inlet hose connects to a filtered air source. This is used to supply clean air that is drawn through of the engine. Most of the time this air is supplied through the engine air filter. On a few designs, there is a separate inlet filter that cleans the incoming air for the PCV system only. This filtered air flows through the engine, picking up fumes and vapors. The air exits through another hose, connected to manifold vacuum. The flow of air draws fumes from the crankcase and burns them harmlessly in the engine. This also creates a slight vacuum, relieving any pressure that may build. Negative pressure helps to prevent oil leaks and oil consumption by the engine. The PCV valve also helps regulate the amount of airflow, which helps prevent oil being drawn out of the engine.

THE PCV VALVE SYSTEM HELPS REMOVE MOISTURE, A MAJOR CONTAMINANT, FROM THE OIL:

Note: PCV system helps remove moisture from oil if driven far enough.



When the engine is running, it generates a large amount of heat and as the engine cools, condensation forms inside the engine. Engine oil additives help absorb this moisture and keep it in suspension. If the moisture content exceeds the capacity of the additives, it will start to attack the metal parts of the engine causing internal engine damage. Keeping up with your regular Oil Changes will help reduce moisture.

MOISTURE CONTAMINATION IN THE PCV SYSTEM:

A sign of engine moisture contamination will show a cloudy or milky film in the PCV valve or hose. If you find water in the PCV valve system, and its hoses, suggests a need for replacement but is also an indication of other problems. Replacing the PCV valve will help get rid of some problems, but the main issue remains, and symptoms will soon return. If we only drive a vehicle on short trips, moisture content means we need more frequent oil changes and longer drive cycles. A moisture buildup with normal driving shows other engine problems, such as Head Gasket, or Cracks, or Intake Manifold Gasket problems. Several areas of the engine can allow leakage and oil contamination. Engine Seals and Valve Cover gaskets are the most common areas to leak first. Coolant leaking into the oil is a very serious problem. Without immediate correction, engine damage is likely to occur.

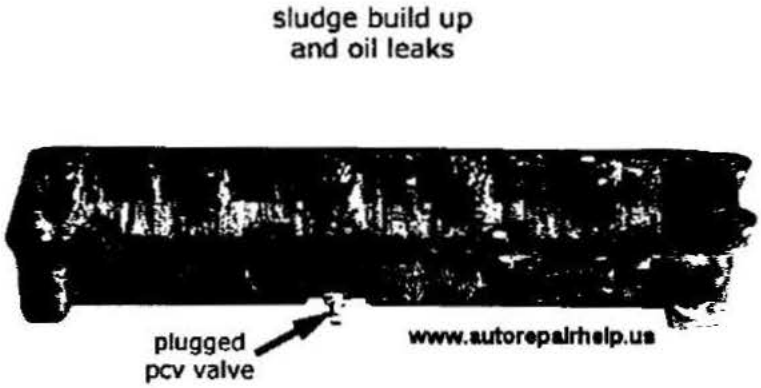
Note: the milky film seen in the PCV Valve system is due to a chemical reaction from the anti-freeze. If no anti-freeze is present in the cooling system, you will not see the whiteness. You have seen oil spills in the ocean from the news, and the oil is still black in color floating on the ocean top, correct?

The engine's oil filter helps to remove the contaminates from the oil, which are by-products of combustion and moisture. It's these things that cause internal engine problems over time if the oil and filter are not changed on a regular basis. This is one reason oil changes are a must. Short trips make the problem far worse as the engine does not reach full temperature. Oil and filter should be replaced more often when the average driving distance is under ten miles. As the engine reaches full temperature, after about 20 minutes of driving, the heat of the oil causes the moisture to boil off and out through the suction action of the PCV Valve. If the vehicle is driven far enough, the PCV system will pull much of this moisture from the oil, in the form of steam. This is one reason vehicles can go further between oil changes when the average trip is very long. With short trips, this does not occur, requiring more frequent oil changes. The type of driving determines oil change needs and is a better guide than just the number of miles driven.

Read – Preventive Maintenance Goes a Long Way

IF THE PCV SYSTEM FAILS, SEVERE SLUDGE BUILDUP AND OIL LEAKS CAN OCCUR.A PLUGGED PVC VALVE ALLOWS MOISTURE BUILDUP RESULTING IN SLUDGE:

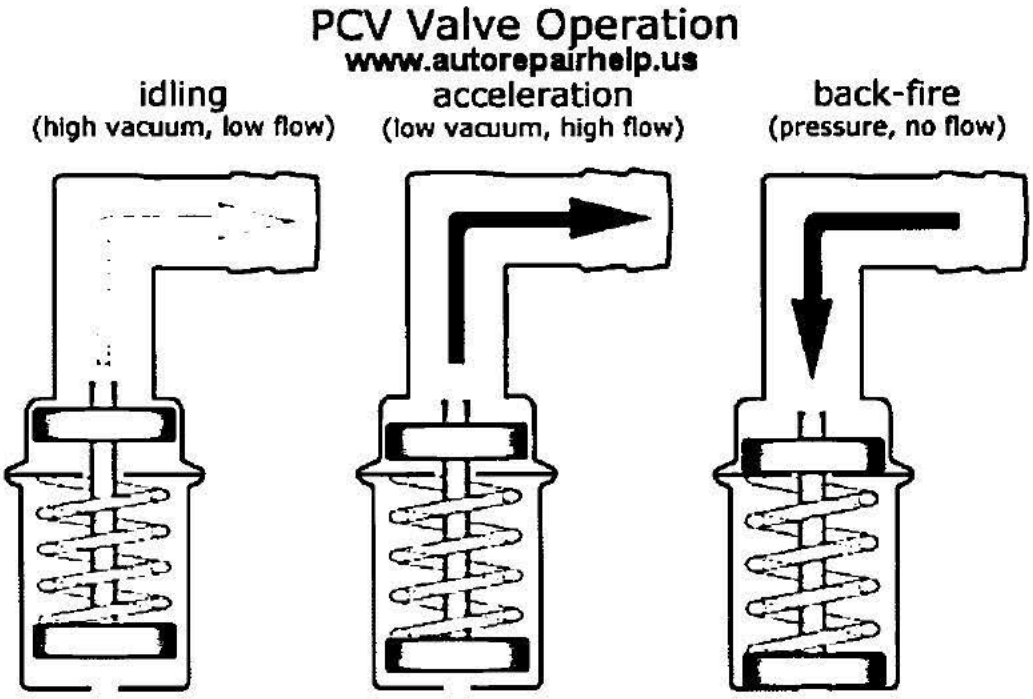
A plugged PCV valve causes many other engine problems. Pressure begins to build, and gaskets and oil seals may fail. When an engine suffers multiple oil leaks, You should always inspect the PCV system. Another problem is a lack of air flow to carry vapors from the crankcase. Without air flow, moisture contamination remains, and a sludge buildup is often the result. Operating the engine without adequate ventilation is a leading cause of engine sludge.



HOW A PCV VALVE WORKS:

Most engines employ a PCV valve at the point where fumes are drawn out of the engine. The PCV valve serves several functions. At an idle, engine vacuum is very high, around 16 to 20 inches (Hg). This high vacuum would tend to draw oil, as well as fumes from the engine. The PCV valve acts as a buffer against oil being drawn out. It also regulates the amount of vacuum applied to the engine, based on the engine's load and speed.The operation of PCV valve under different conditions:

THE OPERATION OF PCV VALVE UNDER DIFFERENT CONDITIONS:



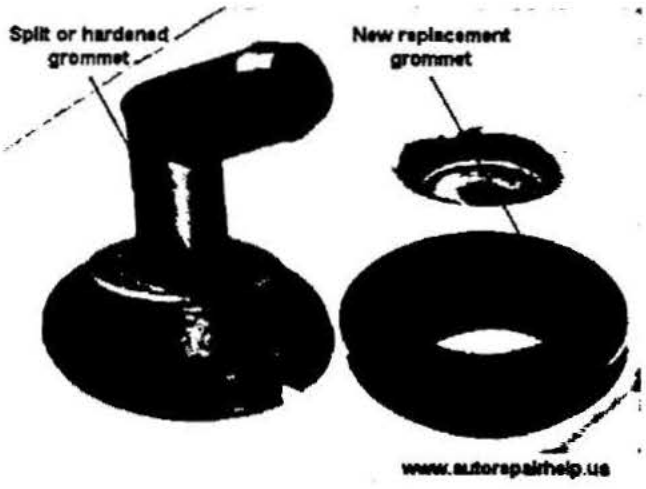
At an idle, engine speed is low, around 600 RPM. A relatively small amount of fuel and air travel through the intake at idle speed. If the PCV valve does not regulate air flow, the engine will act like it had a vacuum leak. Too much air flowing into the intake causes the engine to lean out (too much air in relation to the fuel) and misfire. At an idle, the PCV valve restricts air flow, to reduce this problem. At high manifold vacuum (idle), spring loaded valve is drawn up and partially restricts flow to the crankcase. The first drawing above illustrates the PCV valve position at idle.

On engine acceleration, more fuel and air move through the engine and intake manifold and the vacuum is much lower. Air introduced by the PCV valve has a less of an effect on the fuel-air mixture. Low intake manifold vacuum allows the valve to move to a more central position. In this position, the system draws more combustion vapors from the crankcase. The additional flow is very beneficial, without affecting engine performance. The center illustration above shows the PCV valve in the acceleration mode position.

Any pressure in the intake causes flow in the opposite direction. The action of the PCV valve to the pressure will occur during an engine backfire, engine miss, or if the engine is turbocharged. The PCV valve can act as a check-valve in these situations. By the PCV valve closing, any positive pressure, the fuel vapor is prevented from entering the crankcase. Even if a minuscule amount of positive pressure can force oil through gaskets and seals and cause oil and vacuum leaks. Failure of the valve to seal positive pressure may damage the engine.

PCV VALVE GROMMETS AND HOSES:

Many problems in the PCV Valve system originate from the hoses and mounting components, rather than the valve itself. A PCV valve attaches to the engine in many ways, depending on the design. Manufacturers often use rubber grommets, inserted into a hole in the valve cover. The pliable rubber grommet seals the valve to the cover and holds it in place. On other designs, the valve may screw in or twist-in and seal with on O-ring. The PCV valve must be completely sealed for maximum benefit, very important! Any leak will cause problems, so always inspect the positive crankcase system closely.



REPLACING THE PCV GROMMET WITH THE VALVE PREVENTS PROBLEMS:

Rubber grommets and O-ring seals get hard over time and cause problems. Grommets sometimes crack and split, creating an oil leak and allowing dirt into the engine. Replacing the grommet or O-ring with the valve prevents many problems. Grommets come in a variety of designs, depending on the engine design. Original equipment manufacturer (OEM) grommets work and fit best. If the PCV valve mounts with a grommet, purchase a new one with the valve.

PCV inlet and outlet hoses are also prone to deterioration. Check all hoses in the system when replacing the valve. Hose(s) may become oil soaked and swell, preventing them from sealing the engine. Many hoses get hard with age and crack. A leaking PCV inlet or outlet hose can cause a check engine light or allow debris into the engine.

Automotive manufacturers design the hoses in the PCV system for vacuum and to be oil resistant. Vacuum hose has a stiff sidewall to resist collapsing. These are very different from fuel hose or heater hose, which they design to hold pressure. Always replace the PCV Valve hoses with the original equipment molded hose, from the vehicle manufacturer. Substituting any other hose types very often leads to problems and may cause the positive crankcase ventilation system to fail, creating oil leaks and allow a sludge buildup.

COLLAPSED PCV HOSE WILL BLOCK, OR RESTRICT THE PCV VALVE VACUUM FLOW:

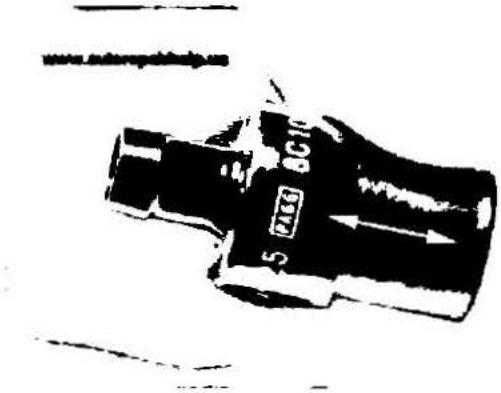
Even original equipment hoses sometimes give problems. This is common on Ford and some Mazda vehicles. The hose chosen is not adequate for the task, and after miles of use, it will collapse.

When this occurs, flow to PCV valve system stops, and the hole in the supply hose may create a vacuum leak. Inspect all hoses in the PCV system and replace any that appear soft, swollen or collapsed.

FAILURE AND TESTING OF THE PCV VALVE:

As the PCV valve ages, several things may happen. Gunk and sludge can cause the valve to stick in the open position. Eventually, will produce an engine vacuum leak and might result in a misfire at idle. Too much air flow causes the engine to lean out, possibly setting a check engine light. The excess flow could also draw oil from the engine, causing oil consumption.

THE RATTLE TEST GIVES AN INDICATION BUT IS NOT CONCLUSIVE:



Because PCV valves fail in different ways, no test will show all the possible problems. For instance, the old test of shaking the valve and listening for a rattle is only partially helpful. No rattle may show a stuck valve, on many designs, but the valve could rattle freely and still be bad. Use Best Practices and change the valve. This little cheap part, if not changed in time, will cost thousands of dollars in engine repairs if not changed at the recommended interval.

FRESH OIL IN THE PCV HOSE SUGGESTS A PROBLEM:

Another definitive PCV valve test is to remove the vacuum hose and look for fresh oil. A PCV vacuum hose, with oil dripping or a wet valve, usually suggest too much flow, which causes oil consumption. Checking the PCV vacuum hose is a wise precaution, on any engine that consumes oil. Also, if you see blue smoke coming from the tailpipe can mean many reasons, but the first step is to check the PCV valve. **Basics First!**

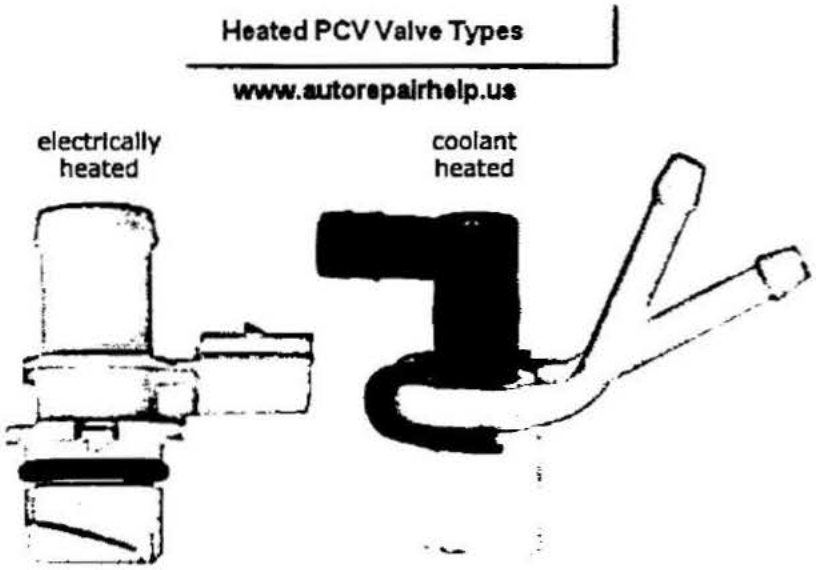
THE DIGITAL MANOMETER CAN DETECT A PLUGGED PCV VALVE:

The PCV valve flows at different rates, under various driving conditions. For instance, at high engine vacuum, the valve should hardly flow at all. An Excess flow at an engine idle will interfere with smooth running. With a lower intake vacuum, flow through the PCV valve increases. A quality auto repair shop will have a tool called a manometer. The manometer measures the very small negative pressure in related to flow. Testing is done at the engine idle speed, under acceleration, and under a positive intake condition.

A PCV valve can also stick in the closed position, which allows crankcase pressure and blow-by to build up the pressure and can damage gaskets and seals. Auto Technicians also test back pressure with a manometer. Positive pressure in the crankcase is a sign of a problem. When the engine begins to develop oil leaks, especially at multiple locations, the PCV system should always be considered.

Extensive testing may be a moot point as the cost of a replacement valve is normally very low. Cleaning an old valve is much the same. It is rarely effective, and replacement of any suspected PCV valve is often far more practical.

PCV VALVE DESIGN VARIATIONS:



For many years, the PCV valve remained relatively unchanged. Today a multitude of designs and sizes exist, but most operate in a similar manner. A few manufacturers add heating elements to their PCV valves. It is thought cold temperature could cause a non-heated valve to freeze and stick, because of moisture is drawn through the system. By heating, keeps the PCV valve from freezing is prevented.

Ford uses two designs for heated PCV valves as well as conventional non-heated valves on their engines. One heated design flows engine coolant through tubes to keep the valve warm. Another design is electrically operated. A heating coil inside the valve is used to keep the PCV valve from freezing.

The drawback with heated PCV valves is cost. Heated PCV valves cost many times more than non-heated valves. Most manufacturers simply rely on the engine, and crankcase vapors, heat to get the job done.

REPLACING A PCV VALVE:

Replacing a PCV valve is normally very easy to do, once the location is found. Most simply push into a rubber grommet. Remove the exit hose and a slight twist breaks them free. A light pull removes the valve so that they can be replaced. Some Ford valves use a quarter-turn system. These are rotated a quarter turn, counter-clockwise before pulling out. A few other designs are threaded in and must be unscrewed to remove.

READ MORE ABOUT PVC VALVE UNDERSTANDING AND TESTING

CLICK HERE AND ASK US WHERE YOUR PCV VALVE IS TODAY

FORD EXPLORER WITH 4.0L ENGINE, POSITIVE CRANK CASE VALVE LOCATION:

Some PCV valves are also very difficult to access, and others not. Take, for instance, the 4.0L Ford Explorer, in the picture above, has a valve in the rear of the driver's side valve cover. While it can be difficult to find the PCV valve, especially if we do not know the location, you can ask an automotive technician here on www.24hourmobilemechanics.com to know where your positive crankcase valve is. To access the valve on a 2.3L Ford Escape, we remove the intake manifold. Late model Toyota four-cylinder engines may also place the PCV valve under the intake manifold. With such vast designs, replacing the valve when we remove the intake manifold for any reason is wise.

NOT ALL ENGINES TODAY USE THE PCV VALVE:

Some manufacturers lower the cost of material by substituting a restrictor for the PCV valve. This PCV valve uses an orifice and a small reservoir to perform some of the functions previously handled by the PCV valve. A small hole allows enough vacuum to draw fumes from the engine, but not enough to cause a rough idle. The orifice may become clogged over time and need replacement. Hoses on such a system are also prone to deterioration and have to be replaced when they fail.

A PCV valve often lasts around 80,000 miles or more and is usually replaced at the first general ignition tune-up. Some can fail much earlier. Short [under ten miles] trips in the vehicle, will cause the valve to fail sooner. Under extreme conditions, a 30,000-mile replacement may be needed. Because of the low cost and easy to replace on most vehicles, changing the PCV valve is a wise decision. If your engine is approaching these mileages or has developed an oil leak, have the PCV system checked as soon as possible. It could save a lot of money in the long run. After all, your vehicle is your second best investment.

Source: http://www.agcoauto.com

Modified and Additional information by Master Tech Lee

If you need help replacing your PCV valve, please contact us, and we will provide you with the replacement interval and help you step by step for free.

Gmail [redacted]

Customer Relations Complaint - Escalation HELP Request (BMW X5 3.0si)

2 messages

[redacted] Mon, Feb 5, 2018 at 5:15 PM

To: Richard.Hart@bmwna.com, Shaun.Bugbee@bmwna.com, Bernhard.Kuhnt@bmwna.com

Bc[redacted]

Dear Sirs,

As you have stated, BMW customers expect value, but they also are demanding of "authenticity, design and great personal service." I am writing you because I have not received great service by both my local dealer and via your Executive Customer Relations. Let me explain.

I purchased my first BMW late August 2016; a 2008 X5 3.0si from a third-party seller with 98K miles on it. This was my first time **not** purchasing CPO, and not Mercedes. Big mistake.

However, I loved the design of the X5 yet continued to have problems with it. The coils/spark plugs had to be replaced twice within one months due to BMW of Arlington placing the wrong coils in my car causing severe smoke and misfires. This was within thirty (30) days of owning the car. Mind you, I had a third-party warranty so it was covered.

There were some mechanical issues here and there that was repair under warranty, but overall ... so long as warranty covered it, I was okay.

I relocated back to California, from Texas, April 2017. I went to Rusnak BMW in Westlake, California to address a "jolt" when placing the SUV in park. I was told it was normal but they kept the car just in case. They ended up doing a lot of service under warranty having discovered some "issues". When I picked up my car, four weeks later, it took them over thirty minutes to locate my car and it was filthy. When I got into the car, the first thing I noticed was the red "Alert" sign; something that should have been addressed before handing the car back to me. I addressed the situation with the Service & Parts Director, Shawn Wells, who was quite embarrassed and asked me to bring my car back the following day or two as my Bluetooth and auxiliary were not functioning.

When I took the car back, I was advised a "rodent" had chewed through the wires. I asked for images and proof of this as, while I know it's possible, it was functioning perfectly before Rusnak ever touched my car. It turned into an argument and Shawn advised that it must have happened on their premises as the key showed no errors. He went on to say how much fur and nesting they had to clean, but when asked for photos (three times), they were not able to produce them. They repaired the quoted cost of $1,200 at no charge and returned my car to me.

Two months later, while driving up a steep mountain with no exits or shoulder, my car gave out on me. Terrified, seeing as the highway is known for a lot of accidents, I made it to the top of the hill and, reluctantly, took it back to Rusnak. Since Rusnak is a larger dealer, they are more likely to have a loaner car. Bottom line, my 2008 X5 3.0 with less than 112K miles showed a "burned valve". My warranty company did not cover burned valves. Rusnak quoted $15,000 to repair the issue! I honestly feel that there was malicious intent on their part seeing as they misdiagnosed my car **twice** in three months and I did not hesitate to bring it to their attention. Per the foreman at Rusnak, they were not able to diagnose the cause of this "rare" instance:

> "Since the engine isn't running properly, we can't diagnose the root cause. Bottom line is the next step is to remove the head for further diagnosis, but please understand that at this point, we may not be able to identify the root cause until the engine is running again."

I contacted BMW Customer Relations on January 11, 2018 under case # [redacted] working with Sarah. Via our phone call, she stated that the car was outside of warranty, which I understood. However, the "burned valve" is unheard of on a BMW that doesn't have at least 300K miles, so I am told. She stated that BMW could have an engineer look at my car which I told her I would like to do. I advised her that research shows that the N52 engine has had numerous issues. She advised she would escalate.

Sarah then contacted me January 16th requesting details of my purchase, the balance of my loan to see if it would qualify for a "buy back".

I was contacted by Nancy MacDonald on January 17th advising that the Area Managers had reviewed my case and were unable to offer a buyback or assistance with repairs. They were however willing to offer $4,500 as a "loyalty credit" towards the purchase of a new or CPO BMW. Initially I was happy, until I started to investigate the price it would cost to roll my currently loan ($7.500) over to a CPO leaving me with ridiculously high monthly payments with a one-year CPO warranty.

I tried contacting Nancy to ask if the $4,500 can be used to repair my car or simply awarded to me to repair my car rather scrapping it adding to the current state of our ecological system. She refused.

Since then, Nancy has been rude and has closed my case; twice. I even heard her talking about me when I called her. While picking up her line, she made a snide comment to the effect of "I don't know what she wants, there's nothing I can do for her".

Since then, she hasn't returned a call or complied with my requests. My current mechanic advised that my burned valve can be a direct result of the open PCV recall. When I emailed her about it this week, she stated she would send the part to a certified BMW dealer. I asked if they would consider my current issue to see if there is a relation, she advised they would only replace the part. She later retracted and stated, should a mechanical issue be related to a failed recall, your certified BMW technicians can address the matter.

Well in my experience, my car had been misdiagnosed, twice, in three months by a Certified BMW Dealer.

I even attempted to escalate this matter to Nancy's Manager, Fran Kirnum on January 21st. I received no response from her.

On January 22nd, I emailed Nancy, after she advised I purchased my car outside of warranty:

> "BMW failed to correct a known SIB (TSB) issue while the car was continuously serviced by a certified BMW with repeated issues. I count nine (9) issues where BMW ignored it, prior to me even coming into the picture. It's not owner neglect, it is manufacturer neglect. I have proof of this, otherwise the $4500 would have been offered the first time I escalated it with Sarah."

I have been in touch with Nancy today, February 5th even. She refuses to return my calls, and is quite rude in her emails. She doesn't to care about the customer nor the way she represents BMW NA. I left, yet another, message for her Manager Fran Kirnum today and requested that she call me directly. I emailed as well.

Sirs, I have been given the run around for over two months. I just want my car repaired. I want BMW to own up to the fact that the condition of this car is not to the fault of **any** owner(s). I have consulted at least ten (10) BMW/European Mechanics who cannot, or will not, believe I have a burned valve at 112K miles. Yet, I do! I have only put 12,000 miles on my car and financed, with warranty, at $20,000. BMW wants to charge me $15,000 to repair it. It doesn't make sense!

The car has been serviced by BMW exclusively 90% of the time. It makes no sense to no one I have consulted who is mechanically inclined; even BMW mechanics. The **SI B 110907** issued September 2009 directly impacts this X5 as it was manufactured in the time frame noted; yet no BMW dealer repaired the problem. The previous owner continued to have misfires, coil issues, and failed emissions. And yet, it went ignored.

This issue has consumed me. I have wasted so much time, money and energy on this and all I want is a functioning car that I paid (am paying) for.

I trust that you will take this letter seriously as I am getting nowhere with your Executive Customer Relations. The demeanor of Nancy is plain rude and condescending. I was offered an Engineer to look at my specific issue, which has been confirmed to be rare, and now it has been retracted.

At this point, I do not trust a local BMW dealer to review my car as it has been mishandled at the hands of a Certified BMW dealer.

Sirs, I am asking that you please contact me, or have someone with authority **other than** Nancy MacDonald contact me. I would greatly appreciate it.

I am a hard-working citizen and have never experienced such callous customer service from a luxury brand such as BMW. Not to compare, but the service I have received from Mercedes was always top notch. The dealers I have dealt with, coupled with Nancy's attitude, is disappointing for a brand I always admired; BMW "*the ultimate driving machine*" doesn't seem to care about owners unless they have new or leased vehicles. I say this due to the attitude I have received from various dealers.

People hold BMW's to a high standard; so much that a burned valve at 112K is "impossible" so I've heard from all mechanics consulted. One even volunteered to look at it for **free as** he could not believe the pictures sent to me from Rusnak.

In closing, I have copied my legal counsel for reference only. I have not retained a lawyer, yet, as I am trying to resolve this matter in a civil manner. In my personal opinion, this can be rectified easily should BMW North America chooses to do so.

Respectfully,

[redacted]
Oxnard, CA [redacted]

Cc:

Richard Hart – BMW North America
Shaun Bugbee – BMW North America
Bernard Kuhnt – BMW North America
Erik Priedkalns – Parker Stanbury LLP (hardcopy)

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2 attachments

SIB_110907 (3).pdf
21K

Rusnak Mechanic Explanation - Images.pdf
1103K

[redacted] Mon, Feb 5, 2018 at 5:16 PM

To: barbara.royland@bmwnaext.com

Hi Barbara,

https:[redacted]

For your review and assistance.

Thank you!

[redacted]

[Quoted text hidden]

---

2 attachments

SIB_110907 (3).pdf
21K

Rusnak Mechanic Explanation - Images.pdf
1103K

Gmail [redacted]

Valve Cover Removal

[redacted] Tue, Feb 6, 2018 at 10:02 AM

To: Fran.Kirnum@bmwna.com
Cc: Nancy.McDonald@bmwna.com

Hi Fran,

Please let me know if you would like for me to send this in a spreadsheet (Service Breakdown). I have attached:

- Summary of Services and Oddities (Service Breakdown)
- CarFax prior to me owning it
- CarFax recently
- myCarfax history

Please let me know if you need anything further. As you can see, the car was serviced at BMW more than 95% of the time. Those who have owned it, including me, invested a lot of money and time repairing it.

While under BMW CPO warranty, the X5 already had:

- Electrical wiring issues
- Failed emissions
- Valve gasket replaced
- Ignition coils replaced **three (3) times**
- **Engine compression issues** (misfires)

I am sure this is why the owner got rid of the car. Since then the coils have been replaced twice and again, engine compression issues, and now a failed engine.

These service records should have been gone over with the Area Manager. This car has had problems since inception, unfortunately. I was placed in an extremely dangerous situation when the car failed on me; driving up a mountain with no exits or shoulder.

Please let me know how you would like to proceed.

Regards,

[redacted]

[Quoted text hidden]

4 attachments

Service Breakdown.pdf
384K

Carfax from Professional 01.10.18 - For BMW Review.pdf
791K

Carfax from Dealer 08.22.16 - For BMW Review.pdf
1376K

myCarmax Service History.pdf
634K

2008 BMW X5 3.0si Maintence Schedule

Engine oil	Every 10,000-miles or 12 months
Oil filter	Every 10,000-miles or 12 months
Coolant	Every 10,000-miles or 12 months
Air filter	Every 60,000-miles
Spark plugs	Every 60,000-miles
Brake fluid	First 30,000-miles, then every 60,000-miles there after
Fuel filters	Every 60,000-miles Recalled

Standard Service (Oil, filter, coolant, inspection) 10K miles or 1 year

Date	Shop	Miles	Owner
11/22/10	BMW Plano, TX	37,359	Owner 1 Lease
12/04/10	BMW Plano, TX	37,469	Owner 1 Lease
03/31/11	BMW Dallas, TX	40,815	Pre-Sale CPO
06/11/11	BMW Dallas, TX	42,561	Owner 2 CPO
04/21/12	BMW Dallas, TX	53,427	Owner 2 CPO
06/08/12	BMW Dallas, TX	54,497	Owner 2 CPO
10/20/12	BMW Dallas, TX	57,725	Owner 2 CPO
04/03/13	BMW Dallas, TX	60,476	Owner 2 CPO
11/20/13	BMW Dallas, TX	67,438	Owner 2 CPO
05/05/14	BMW Dallas, TX	73,755	Owner 2 CPO
08/11/14	BMW Dallas, TX	80,293	Owner 2 CPO
11/07/14	BMW Dallas, TX	80,620	Owner 2 CPO
01/27/15	BMW Dallas, TX	85,127	Owner 2 CPO
06/27/16	BMW Dallas, TX	98,400	Pre-Auction
10/19/17	Steve Thomas BMW Camarillo, CA	110,360	[redacted]

Break Fluid - First 30,000-miles, then every 60,000-miles there after

Date	Shop	Miles	Owner
03/31/11	BMW Dallas, TX	40,815	Pre-Sale CPO
12/31/13	BMW Dallas, TX	69,594	Owner 2 CPO
05/05/14	BMW Dallas, TX	73,755	Owner 2 CPO
06/27/16	BMW Dallas, TX	98,400	Pre-Auction
06/21/17	Concours Motors Ventura, CA	107,394	[redacted]

Air filter & Spark Plugs - Every 60,000-miles

Date	Shop	Miles	Owner
04/21/12	BMW Dallas, TX	53,427	Owner 2 CPO
01/22/13	BMW Dallas, TX	59,429	Owner 2 CPO
11/20/13	BMW Dallas, TX	67,438	Owner 2 CPO
12/31/13	BMW Dallas, TX	69,594	Owner 2 CPO
05/05/14	BMW Dallas, TX	73,755	Owner 2 CPO
06/27/16	BMW Dallas, TX	98,400	Pre-Auction
09/30/16	BMW Arlington, TX	99,611	[redacted]

Fuel Filter - Every 60,000-miles (RECALLED)

Date	Shop	Miles	Owner
01/05/18	Rusnak BMW	111,778	[redacted]

Abnormal Repairs

Date	Problem	Miles	Owner	
11/26/10	Texas Emission Failed	37,359	Owner 1 Lease	
04/21/12	Body Electrical Wiring repaired	53,427	Owner 2 CPO	
07/16/12	Radiator replaced	55,473	Owner 2 CPO	
01/22/13	Valve Cover Gasket(s) replaced	59,429	Owner 2 CPO	*
01/22/13	Ignition Coil(s) replaced	59,429	Owner 2 CPO	*
09/06/13	Starter replaced	65,652	Owner 2 CPO	
11/20/13	Engine Compression checked	67,438	Owner 2 CPO	*
11/20/13	Ignition Coil(s) replaced	67,438	Owner 2 CPO	*
12/31/13	Engine Compression checked	69,594	Owner 2 CPO	*
12/31/13	Valve rocker arm(s) repaired	69,594	Owner 2 CPO	
12/31/13	Ignition Coil(s) replaced	69,594	Owner 2 CPO	*
01/27/15	Battery replaced	85,127	Owner 2 CPO	
09/30/16	Ignition Coil(s) replaced	99,611	[redacted]	*
10/25/16	Front Upper Control Arms Replaced	99,675		
10/25/16	Expansion Tank Cap Replaced	99,675		
10/25/16	Ignition Coil(s) replaced	99,675		*
10/25/16	Spark Plugs Replaced	99,675		
12/23/16	Transfer Case (Gaskets) Replaced	99,675		
12/23/16	Transmission Mounts Replaced	99,675		
12/23/16	Engine Mount Front Replaced	99,675		
12/23/16	Upper Intake Manifold Gasket Replaced	99,675		
08/25/17	Replaced Guibo Joint	108,967		
08/25/17	Front Upper Control Arms Replaced	108,967		
01/05/18	Engine Compression checked	111,778		*
01/05/18	Failed engine / recommending replaced cylinder head	111,778		

AUL AUL (C402400)
Napa, CA

CARFAX Vehicle History Report

An independent company established in 1986

Vehicle Information:
2008 BMW X5 3.0I[redacted]
VIN: 5UXFE435X8L[redacted]
4 DOOR WAGON/SPORT UTILITY
3.0L I6 F DOHC 24V
GASOLINE
ALL WHEEL DRIVE
Standard Equipment | Safety Options

- No accidents reported to CARFAX
- No other damage reported to CARFAX
- **4** Previous owners
- At least 1 open recall
- **28** Service history records
- **110,360** Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 1/10/18 at 3:33:53 PM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Ownership History

The number of owners is estimated

	Owners 1-2	Owner 3	Owner 4
Year purchased	2008	2016	2017
Type of owner	See Details	Personal	Personal
Estimated length of ownership	8 yrs. 2 mo.	10 months	5 months
Owned in the following states/provinces	Texas, Texas	Texas	California
Estimated miles driven per year	See Details	—	—
Last reported odometer reading	98,455	107,394	110,360

CARFAX Title History

CARFAX guarantees the information in this section

	Owners 1-2	Owner 3	Owner 4
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage | Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem

GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back.Register | View Terms

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owners 1-2	Owner 3	Owner 4

Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated	No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Manufacturer Recall At least 1 manufacturer recall requires service. Locate an authorized BMW dealer near you to schedule an appointment.	No Recalls Reported	Recall Reported	Recall Reported

CARFAX Detailed History

Glossary

Owner 1

Purchased:	2008
Type:	Personal lease
Where:	Texas
Est. miles/year:	14,353/yr
Est. length owned:	4/16/08 - 11/17/10 (2 yrs. 7 mo.)

Low mileage!
This owner drove less than the industry average of 15,000 miles per year.

Date:	Mileage:	Source:	Comments:
04/16/2008	38	Texas Motor Vehicle Dept. Plano, TX	Title issued or updated First owner reported Titled or registered as personal lease vehicle
		Title [redacted]	
04/01/2009		Texas Motor Vehicle Dept. Plano, TX	Registration issued or renewed Passed safety inspection
		[redacted]	
03/11/2010	28,728	Texas Inspection Station Plano, TX	Passed emissions inspection
04/01/2010		Texas Motor Vehicle Dept. Plano, TX	Registration issued or renewed Title or registration issued Passed safety inspection
		Title [redacted]	
11/17/2010		Texas Motor Vehicle Dept.	Vehicle purchase reported
11/22/2010	37,359	BMW Certified Dealer Plano, TX	Offered for sale as a BMW Certified Pre-Owned Vehicle Gray exterior Black interior
11/26/2010		Texas Inspection Station Plano, TX	Failed emissions inspection
11/29/2010	37,453	Texas Inspection Station Plano, TX	Passed emissions inspection
12/04/2010	37,469	BMW Certified Dealer Plano, TX	Sold as a BMW Certified Pre-Owned Vehicle

Owner 2

Purchased:	2011
Type:	Personal
Where:	Texas

Date:	Mileage:	Source:	Comments:
01/13/2011		Texas Motor Vehicle Dept.	

Est. miles/year:	10,975/yr
Est. length owned:	1/13/11 - 6/27/16 (5 yrs. 5 mo.)

Low mileage!
This owner drove less than the industry average of 15,000 miles per year.

		Dallas, TX Title #[redacted]	Title issued or updated New owner reported Loan or lien reported
03/31/2011	40,815	BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Water pump replaced
06/11/2011	42,561	BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Maintenance inspection completed Tail light assembly replaced Front brakes serviced
11/29/2011	49,590	Texas Inspection Station Dallas, TX	Passed emissions inspection
04/01/2012		Texas Motor Vehicle Dept. Dallas, TX Title #[redacted]	Registration issued or renewed Loan or lien reported Passed safety inspection
04/21/2012	53,427	BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Maintenance inspection completed Brake fluid flushed/changed Oil and filter changed A/C and heating system checked Cabin air filter replaced/cleaned Body electrical wiring repaired Wiper(s) replaced Tire condition and pressure checked
06/08/2012	54,497	BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Maintenance inspection completed Four wheel alignment performed Cooling system checked A/C refrigerant recharged A/C and heating system checked Oil and filter changed A/C hose/line replaced Rear wiper blade replaced Transmission fluid/oil leak checked Tire condition and pressure checked
07/16/2012	55,473	BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Radiator replaced
10/20/2012	57,725	BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Maintenance inspection completed Tire(s) balanced Rear brakes serviced/adjusted
11/28/2012	58,562	Valvoline Instant Oil Change Dallas, TX 214-823-8300 vioc.com	Emissions inspection performed
11/28/2012		Texas Inspection Station Dallas, TX	Passed emissions inspection
01/22/2013	59,429	BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Transmission checked Valve cover gasket(s) replaced Ignition coil(s) replaced
03/07/2013	60,134		

		BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Engine electrical system checked A/C and heating system checked
04/01/2013		Texas Motor Vehicle Dept. Dallas, TX Title #[redacted]	Registration issued or renewed Loan or lien reported Passed safety inspection
04/03/2013	60,476	BMW of Dallas / MINI of Dallas Dallas, TX 972-783-5528 bmwofdallas.com	Oil and filter changed
04/23/2013	61,050	BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Maintenance inspection completed Oil and filter changed Transmission checked Coolant reservoir replaced Front brakes serviced
08/28/2013	65,559	BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Maintenance inspection completed Oil and filter changed Wiper(s) replaced Rear wiper blade replaced
09/06/2013	65,652	BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Battery charged Starter replaced
10/29/2013	66,872	BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Washer pump replaced
11/20/2013	67,438	BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Maintenance inspection completed Battery charged Engine compression checked Ignition coil(s) replaced Emissions or safety inspection performed
12/09/2013	69,280	Valvoline Instant Oil Change Dallas, TX 214-823-8300 vioc.com	Emissions inspection performed
12/09/2013		Texas Inspection Station Dallas, TX	Passed emissions inspection
12/31/2013	69,594	BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Brake fluid flushed/changed Battery charged Engine compression checked Cabin air filter replaced/cleaned Boost control solenoid replaced Valve rocker arm(s) repaired Ignition coil(s) replaced
04/01/2014		Texas Motor Vehicle Dept. Dallas, TX Title #[redacted]	Registration issued or renewed Loan or lien reported Passed safety inspection
05/05/2014	73,755	BMW of Dallas / MINI of Dallas Dallas, TX	Recommended maintenance performed Maintenance inspection completed Brake fluid flushed/changed

		972-763-5528 bmwofdallas.com	Tire condition and pressure checked Instrument cluster checked Computer(s) checked Tire(s) balanced Cabin air filter replaced/cleaned Maintenance reminder reset Tire pressure monitoring system reset
06/18/2014	74,469	BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Maintenance inspection completed Brakes checked A/C and heating system checked
10/11/2014	80,293	BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Maintenance inspection completed Battery/charging system checked Brakes checked Tire(s) balanced Tire condition and pressure checked
11/07/2014	80,620	BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Maintenance inspection completed Battery/charging system checked Brakes checked Oil and filter changed Tire(s) balanced Tire condition and pressure checked
01/26/2015	85,120	Texas Inspection Station Dallas, TX	Passed emissions inspection
01/27/2015	85,127	BMW of Dallas / MINI of Dallas Dallas, TX 972-763-5528 bmwofdallas.com	Maintenance inspection completed Battery/charging system checked Brakes checked Battery replaced Front brake rotor(s) replaced Front brake pads replaced Alignment checked Cooling system checked Engine oil/fluid leak checked Power steering checked Steering/suspension checked Tire condition and pressure checked Emissions inspection performed
04/01/2015		Texas Motor Vehicle Dept. Dallas, TX Title #[redacted]	Registration issued or renewed Loan or lien reported Passed safety inspection
03/12/2016	95,926	Kwik Kar Lube & Tune On Greenville Dallas, TX 214-696-5454 kwikkargreenville.com	Safety inspection performed Emissions inspection performed
03/12/2016		Texas Inspection Station Dallas, TX	Passed emissions inspection
04/01/2016		Texas Motor Vehicle Dept. Dallas, TX Title #[redacted]	Registration issued or renewed Loan or lien reported Passed safety inspection
06/27/2016	98,400	Auto Auction Texas	Listed as a dealer vehicle Vehicle sold at auction

Millions of used vehicles are bought and sold at auction every year.

06/30/2016		Dealer Inventory	Vehicle offered for sale
07/01/2016	98,455	Texas Inspection Station Dallas, TX	Passed emissions inspection

Owner 3

Purchased:	2016
Type:	Personal
Where:	Texas
Est. length owned:	9/8/16 - 8/5/17 (10 months)

Date:	Mileage:	Source:	Comments:
09/08/2016	98,618	Texas Motor Vehicle Dept. Frisco, TX Title #[redacted]	Title issued or updated New owner reported Loan or lien reported
09/30/2016	99,611	BMW MINI of Arlington Arlington, TX 817-436-5700 bmwofarlington.com/index.htm	Maintenance inspection completed Vehicle washed/detailed Coils replaced here
10/13/2016		BMW of North America, LLC	Manufacturer Safety recall issued NHTSA #16V-746 Recall # 16V-746:233 IN-TANK FUEL PUMP Status: Remedy Available Need more information about this recall? Find an authorized BMW dealer, email CustomerRelations@bmwusa.com, or call 1-800-525-7417 - Learn more about this recall **Description:** This safety recall involves the in-tank fuel pump. Over time, the fuel pump connector may become damaged which may be noticed by fuel odor. This could also lead to a fuel leak during refueling, or when cornering while driving. The fuel pump could also stop working. If the fuel pump stops working, a no-start condition or, in rare cases, a stalling condition without the ability to restart the vehicle could occur. **Remedy:** The in-tank fuel pump will be replaced. Due to the large volume of fuel pumps needed to repair vehicles, the final owner notification letters will be staggered. As parts supply increases, all owners of affected vehicles will be notified by First Class mail. When you receive your final letter, you should make an appointment with an authorized BMW center immediately.
10/14/2016	99,612	BMW MINI of Arlington Arlington, TX 817-436-5700 bmwofarlington.com/index.htm	Maintenance inspection completed Vehicle washed/detailed
10/24/2016	99,623	BMW MINI of Arlington Arlington, TX 817-436-5700 bmwofarlington.com/index.htm	Maintenance inspection completed Vehicle washed/detailed
11/28/2016		Texas Motor Vehicle Dept. Frisco, TX Title #[redacted]	Title issued or updated Loan or lien reported Vehicle color noted as Gray

06/21/2017	107,394	Concours Motors Ventura, CA 805-641-3701	Front brake rotor(s) replaced Front brake pads replaced Brake pads replaced Drivability/performance checked Brakes checked Tire(s) replaced

Owner 4

Purchased:	2017
Type:	Personal
Where:	California
Est. length owned:	8/5/17 - present (5 months)

Date:	Mileage:	Source:	Comments:
08/05/2017	108,907	California Motor Vehicle Dept. Oxnard, CA	Odometer reading reported
08/21/2017		California Inspection Station	Passed safety inspection Passed emissions inspection
08/23/2017		California Motor Vehicle Dept. Oxnard, CA	Title issued or updated New owner reported Loan or lien reported
10/19/2017	110,360	Steve Thomas BMW Camarillo, CA 805-299-2667 stevethomasbmw.com	Oil and filter changed Tire condition and pressure checked
10/30/2017		BMW of North America, LLC	Manufacturer Safety recall issued NHTSA #17V-683 Recall # 17V-683:269 POSITIVE CRANKCASE VENTILATION (PCV) VALVE HEATER Status: Remedy Not Yet Available Need more information about this recall? Find an authorized BMW dealer, email CustomerRelations@bmwusa.com, or call 1-800-525-7417 - Learn more about this recall

Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.

Description: This recall involves an engine component known as the Positive Crankcase Ventilation (PCV) valve heater. The PCV valve heater may not have been produced to specifications. Over time, it could deteriorate and, in rare cases, could lead to overheating.

If overheating occurs, then in rare cases, this could lead to melting of the PCV valve. In extremely rare cases, this could lead to a fire.

Remedy: The remedy is not available yet. The PCV valve heater will be inspected and a new part will be installed. If necessary, additional components will be replaced as determined at the time of repair.

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary

View Full Glossary

Failed Emissions Inspection

The emissions check performed during a vehicle inspection indicated the vehicle was emitting more than allowable emissions standards and/or had missing or modified parts. Repeated failed emissions records can indicate engine problems and CARFAX recommends you have the vehicle inspected.

First Owner
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Manufacturer Recall
Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

New Owner Reported
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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1/10/18 3:33:53 PM (EST)

Gmail [redacted]

Case [redacted] (RE-OPEN)

[redacted] Wed, Feb 14, 2018 at 3:10 PM

To: Richard.Hart@bmwna.com, Nancy.McDonald@bmwna.com

Good day Mr. Hart and Ms McDonald,

I had received information today from a private European auto mechanic who advised that my valve is **completely** burned due to the fact that I have coil issues in cylinder 1 and cylinder 4.

I understand that we are dealing with something that is outside of the warranty expiring 2014; however, I was provided with SIB 12 18 14 (attached) where the coil style was changed due to constant failure.

History shows that the previous CPO owner had coil and compression issues, and I have had the coils replaced 3 times since I owned it; short of over a year. One month into the car, I took it to BMW Arlington in Arlington, TX who put in the wrong coils. The SIB attached was issued in 2015 and two years later, they installed the wrong coils causing my car to smoke and lose functionality.

Date	Problem	Miles	Owner	
11/26/10	Texas Emission Failed	37,359	Owner 1 Lease	
04/21/12	Body Electrical Wiring repaired	53,427	Owner 2 CPO	
07/16/12	Radiator replaced	55,473	Owner 2 CPO	
01/22/13	Valve Cover Gasket(s) replaced	59,429	Owner 2 CPO	*
01/22/13	Ignition Coil(s) replaced	59,429	Owner 2 CPO	*
09/06/13	Starter replaced	65,652	Owner 2 CPO	
11/20/13	Engine Compression checked	67,438	Owner 2 CPO	*
11/20/13	Ignition Coil(s) replaced	67,438	Owner 2 CPO	*
12/31/13	Engine Compression checked	69,594	Owner 2 CPO	*
12/31/13	Valve rocker arm(s) repaired	69,594	Owner 2 CPO	
12/31/13	Ignition Coil(s) replaced	69,594	Owner 2 CPO	*

I am asking for, again, you to re-evaluate my situation as I do not know what to do with this car seeing as it's basically eating coils as with the N52 engines are known to do.

I am asking, if BMW NA offered a loyalty credit of $4,500.00 towards the purchase of a new/CPO, can these funds be made payable to me directly in an effort to pay off my loan balance seeing as it initially did not qualify for a buy back. I would love to get into another BMW, however, I still have a loan balance on this car of $7K.

I would like to use the funds to pay down my balance and I can sell it and be done with it. Essentially, seeing as I was denied having Engineering to look at this issue, there seems to be an electrical issue stemming from inception.

Additionally, being that BMW Arlington put 6 coils in that were incorrect as per the SIB; I am asking BMW Corporate to help.

Maybe I have just had bad experiences with BMW dealers; Arlington, TX and Rusnak, CA.

My legal advisor asked me to try to settle this one more time before taking it to small claims court.

Can you kindly re-evaluate and advise? I am more than willing to let you know where my vehicle is located at this time being repaired. I have been without a car for two months.

Your response is much appreciated.

Respectfully,

[redacted]

RO/VIN: EstimateSheet MASTER 8-9-16.ods TECH:_____

CLASSIC BMW *PARTS & LABOR ESTIMATE*

DESCRIPTION / PART #	QTY	PART PRICE	IN STK	LABOR HRS	LABOR $	TAX	TOTAL	Repair(s) Auth.
ENGINE RUNNING ROUGH DUE TO BOSCH STYLE IGNITION COILS. SIB 12 18 14 NECESSARY TO REPLACE ALL IGNITION COILS. ALSO NECESSARY TO REPLACE SPARK PLUGS DUE TO FOULING FROM FAILED IGNITION COILS.								
DELHPI COILS 12-13-8-616-153	6	119.57		2.3		59.19	$1,168.90	
SPARK PLUGS 12-12-2-158-253	6	40.83				20.21	$265.19	
DIAGNOSIS				1.0			$163.80	
Recommend plugs with coils removed N/C labor!								

SUBTOTAL PARTS:	$962.40
TOTAL LABOR:	$556.09
TOTAL TAX:	$79.40
SHOP SUPPLIES:	$44.50
TOTAL:	$1,642.39

Per Matt, Supervisor at AUL will pay breakdown:
$448.38 6 correct coils
$204.00 labor (1.7 at $120/hr)
$ 37.00 sales tax
$ 0.00 deductible for inconvenience
$689.38 approximate total to Ultimate Bimmer Service in Carrolton, TX
Per Brent, $100.00 for 6 spark plugs w/ labor waived. Due by Rosalyn

SB-10058489-9490

SI B12 18 14
Engine Electrical Systems

March 2015
Technical Service

This Service Information bulletin supersedes SI B12 18 14 **dated October 2014.**

NEW designates changes to this revision

SUBJECT
Engine Misfire Due to Failed Ignition Coil

MODEL
All

With the N51, N52, N52K, and N52T engines

SITUATION

- The Check Engine or Service Engine Soon (MIL) lamp is on with misfire fault(s) stored in the DME.
- Intermittent performance or rough running without a relevant DME fault stored

The most likely cause is that an ignition coil has failed, which can be confirmed in many cases with basic diagnosis.

NEW **CAUSE**
During operation with high temperature fluctuations, the different materials used in the Bosch ignition coil construction can deteriorate over time, leading to a failure.

CORRECTION
IMPORTANT NOTE:

The current ISTA misfire test plan for these engines can be lengthy to complete, and does not provide an effective method to diagnose a faulty secondary ignition component.

NEW If basic diagnosis determines the cause to be a faulty coil, follow the inspection/replacement procedure listed below.

Make certain to test drive the vehicle after the repair is completed to verify the effectiveness of the repair.

Only if misfire faults or rough running are still present, continue with further diagnosis as recommended in the misfire test plan.

Since the remaining ignition coils have been subjected to the same operating conditions, it will be necessary to follow the appropriate procedure listed below (specific to the engine variant), to ensure the best customer-oriented repair.

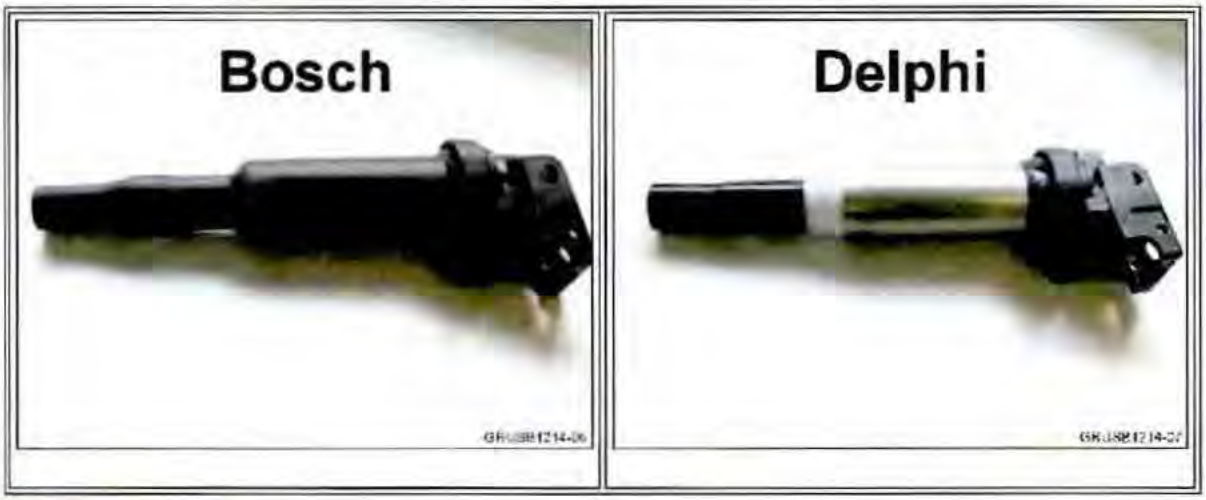
1. NEW For vehicles with the **N51, N52, and N52K** engines which have been in service for over 24 months or 10,000 miles: during the first service visit due to an ignition coil failure, replace **all Bosch** ignition coils with **Delphi** coils as indicated in ETK (March 2015).

   NEW If any ignition coil(s) was replaced previously with a **Delphi** part, it does **NOT** need to be replaced.

2. For the F10 and F25 with the **N52T** engine, replace **all Bosch** ignition coils with the replacement **Delphi** coils under these situations:

- At the first service visit with for an ignition coil failure
- Alternator failure (see SI B12 12 13)
- DME replacement due to a failed Bit Serial Data (BSD) interface circuit

Ignition Coil Identification



PARTS INFORMATION

Part Number	Description	Quantity
12 13 8 616 153	Delphi coil	Up to 6

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle/SAV Limited Warranty or the BMW Certified Pre-Owned Limited Warranty.

NEW **Vehicles equipped with the N51 engine only (PZEV/SULEV):** This repair is also covered by the terms of the state-specific emissions warranty (dependent on the vehicle model, model year and state of registration).

Defect Code:	12 13 00 12 00	
Labor Operation:	**Labor Allowance:**	**Description:**
00 00 006	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply(indicated in KSD 2 as Charging battery)
And, as necessary:		

12 00 009	Work time (WT)	Troubleshooting

NEW If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead.

Even though work time labor operation code 12 00 009 ends in "009," it is not considered a Main labor operation.

Work time (WT) labor operation 12 00 009 requires an individual punch time and an explanation in the claim comments.

And:

Replacing Coil(s) Only

Labor Operation:	Labor Allowance:	Description:
12 13 511	Refer to KSD2	Replacing one ignition coil
Or:		
12 13 512	Refer to KDS2	Replacing more than one ignition coil

Or:

NEW **Replacing Coil(s) with Checking and/or Replacing Spark Plug(s) when Necessary**

Labor Operation:	Labor Allowance:	Description:
12 12 521	Refer to KSD2	Removing and installing/renewing all spark plugs

Refer to KSD2 for the corresponding flat rate unit (FRU) allowance. Enter the Chassis Number, which consists of the last 7 digits of the Vehicle Identification Number (VIN). Click on the "Search" button, and then enter the applicable flat rate labor operation in the FR code field.

Other Repairs

If performing the additional ISTA diagnostics and related test plans results in other eligible and covered work, claim this work with the applicable defect code and labor operations listed in KSD2.

Gmail [redacted]

Case # [redacted] (RE-OPEN)

[redacted] Thu, Feb 22, 2018 at 2:35 PM

To: Nancy.McDonald@bmwna.com

Nancy,

Please be advised that I am filing a suit against BMW of North America, LLC for the sum of $10,000.00.

Thank you for the offer of a loyalty credit of $4,500.00; however, due to the fact that this credit forces me into debt and does not remedy the $12,000.00 + already placed into this vehicle after slightly one (1) year of ownership is inadequate.

I have provided BMW NA evidence to support a buyback due to the car was born with mechnical issues per the SIB provided previously (attached) and evidence of failure to repair under warranty while engine issues where apparent; BMW failed to take ownership of their product. Further, BMW NA refuses to help repair my vehicle yet request $13,000.00 to repair. Further, it is absurd to request that I pay to re-diagnosis the car after having paid for this already in December 2017 to address your open PCV Valve issue that may have contributed to further damage to the car.

This will be BMW of North America, LLC's only chance to settle this matter before I file suit against BMW of North America, LLC in Small Claims Court. I am agreeable to a lump sum payment, or to a payment plan. Please contact me on **or before March 2, 2018** for purposes of settling this matter. If I do not hear from BMW of North America, LLC on or before March 2, 2018, I will file a lawsuit against BMW of North America, LLC without further notice. It is in BMW of North America, LLC's best interest to settle this matter before a lawsuit is filed. If a judgment is obtained against BMW of North America, LLC, it will negatively affect BMW of North America, LLC's ability to get credit, BMW of North America, LLC will be ordered to pay court costs, and BMW of North America, LLC will incur interest at a rate of 10% per annum.

Based on the foregoing, I expect payment in the amount of $4,500.00 made payable to me, [redacted] at the address of [redacted] Camarillo, CA [redacted] no later than January 22, 2018. (I can be reached at: (Telephone: [redacted] If BMW of North America, LLC decides to ignore this demand for payment, I will further pursue all of its legal remedies without further notice to BMW of North America, LLC. This letter, coupled with the recorded emails and documents, serves as evidence that I have attempted to resolve this matter informally.

Sincerely,

[redacted]

Camarillo, CA [redacted]
(Telephone: [redacted])

On Thu, Feb 22, 2018 at 12:11 PM, <Nancy.McDonald@bmwna.com> wrote:

[redacted]

The owner loyalty is for any new or CPO BMW purchased at one of our dealers. No additional offer will be made.

Kind Regards,

Nancy

From: [redacted]
Sent: Thursday, February 22, 2018 2:00 PM

To: McDonald Nancy, B2-US-H-311 <Nancy.McDonald@bmwna.com>
Subject: Re: Case #[redacted](RE-OPEN)

Nancy,

Thanks for addressing my BBB complaint.

Before you close it, I have one final question before taking my case further. I've already alerted the NHTSA, FTC and BBB attempting to resolve this with legal advice but not retaining a lawyer as of yet.

There are two scenario's I can see aiding the situation for a possible win-win if BMW cannot make payment to me for the repairs I am making out of pocket for, what I feel, is a BMW liability and safety issue.

1. Can the $4,500 be remitted to any BMW dealer for any purchase of **any car**? Thereby not limiting me to BMW as the CPO warranty is only 1 year? Or,
2. If it's brand specific, can BMW NA add an additional 2 year extended warranty for the CPO financed?

I am trying to protect myself with not having to worry about the same thing happening in a newer BMW with limited warranty.

Your final response is much appreciated.

Regards,

[redacted]

On Thu, Feb 22, 2018 at 10:51 AM, <Nancy.McDonald@bmwna.com> wrote:

> I am the case manager for your request and as advised this has been fully reviewed. I received your BBB complaint and will relay to them our decision.

Kind Regards,

Nancy

From: [redacted]
Sent: Thursday, February 22, 2018 1:13 PM

To: McDonald Nancy, B2-US-H-311 <Nancy.McDonald@bmwna.com>
Subject: Re: Case [redacted] (RE-OPEN)

Thank you Nancy. Can Richard give me a call or can I call him?

Thanks!

[redacted]

On Thu, Feb 22, 2018 at 10:03 AM, <Nancy.McDonald@bmwna.com> wrote:

[redacted]

The Area Manager is not customer facing, both he and Richard Hart reviewed your request and this case and the owner loyalty is our final offer,

Kind Regards,

Nancy

From [redacted]
Sent: Thursday, February 22, 2018 12:16 PM
To: McDonald Nancy, B2-US-H-311 <Nancy.McDonald@bmwna.com>
Subject: Re: Case # [redacted] RE-OPEN)

Good morning Nancy,

I hope that all is well. Thanks again for the offer but it doesn't help me as I owe $7K on this X5 currently. I am paying $189 a month, and even getting into a CPO would be $500/month or more.

This is why I was asking can I apply this credit towards future service or towards repairing my car.

Right now, my car is being repaired by an outside mechanic. He told me not only is cylinder 1 **completely** burned out, another cylinder (I think 4) is starting to burn. He advised this is **extremely rare** and he has never seen this on a BMW unless it had 300K miles on it. He said this is not a result of neglect. Due to the severity of cylinder 1, the problem had to have existed way before I owned the car as it takes time for the valve to completely burn (disappear). And I only put 12K miles on it.

My credit isn't the greatest spending money on this car so my APR when I checked a month ago was extremely high for a CPO BMW.

I am asking you, can I be connected with someone in the Area Team? Maybe they can help me get financing or personally help find a car within my budget.

I have financed $20K on this BMW just over a year ago with $12K cash down. It's all going to waste.

Please, can you put me in touch with someone on this team?

Thanks Nancy!

[redacted]

On Thu, Feb 22, 2018 at 4:41 AM, <Nancy.McDonald@bmwna.com> wrote:

[redacted]

Our Area Team reviewed your request and advised our $4,500.00 owner loyalty offer is the final offer.

Kind Regards,

Nancy

From: [redacted]
Sent: Wednesday, February 14, 2018 6:10 PM
To: Hart Richard, B2-US-H-31 <Richard.Hart@bmwna.com>; McDonald Nancy, B2-US-H-311 <Nancy.McDonald@bmwna.com>
Subject: Case # [redacted] (RE-OPEN)

Good day Mr. Hart and Ms McDonald,

I had received information today from a private European auto mechanic who advised that my valve is **completely** burned due to the fact that I have coil issues in cylinder 1 and cylinder 4.

I understand that we are dealing with something that is outside of the warranty expiring 2014; however, I was provided with SIB 12 18 14 (attached) where the coil style was changed due to constant failure.

History shows that the previous CPO owner had coil and compression issues, and I have had the coils replaced 3 times since I owned it; short of over a year. One month into the car, I took it to BMW Arlington in Arlington, TX who put in the wrong coils. The SIB attached was issued in 2015 and two years later, they installed the wrong coils causing my car to smoke and lose functionality.

Date	Problem	Miles	Owner	
11/26/10	Texas Emission Failed	37,359	Owner 1 Lease	
04/21/12	Body Electrical Wiring repaired	53,427	Owner 2 CPO	
07/16/12	Radiator replaced	55,473	Owner 2 CPO	
01/22/13	Valve Cover Gasket(s) replaced	59,429	Owner 2 CPO	*
01/22/13	Ignition Coil(s) replaced	59,429	Owner 2 CPO	*
09/06/13	Starter replaced	65,652	Owner 2 CPO	
11/20/13	Engine Compression checked	67,438	Owner 2 CPO	*
11/20/13	Ignition Coil(s) replaced	67,438	Owner 2 CPO	*
12/31/13	Engine Compression checked	69,594	Owner 2 CPO	*
12/31/13	Valve rocker arm(s) repaired	69,594	Owner 2 CPO	
12/31/13	Ignition Coil(s) replaced	69,594	Owner 2 CPO	*

I am asking for, again, you to re-evaluate my situation as I do not know what to do with this car seeing as it's basically eating coils as with the N52 engines are known to do.

I am asking, if BMW NA offered a loyalty credit of $4,500.00 towards the purchase of a new/CPO, can these funds be made payable to me directly in an effort to pay off my loan balance seeing as it initially did not qualify for a buy back. I would love to get into another BMW, however, I still have a loan balance on this car of $7K.

I would like to use the funds to pay down my balance and I can sell it and be done with it. Essentially, seeing as I was denied having Engineering to look at this issue, there seems to be an electrical issue stemming from inception.

Additionally, being that BMW Arlington put 6 coils in that were incorrect as per the SIB; I am asking BMW Corporate to help.

Maybe I have just had bad experiences with BMW dealers; Arlington, TX and Rusnak, CA.

My legal advisor asked me to try to settle this one more time before taking it to small claims court.

Can you kindly re-evaluate and advise? I am more than willing to let you know where my vehicle is located at this time being repaired. I have been without a car for two months.

Your response is much appreciated.

Respectfully,

[redacted]

2008 BMW X5

126 TECHNICAL SERVICE BULLETINS (TSBS)

TSB List for the 2008 BMW X5

The TSB information displayed below are summaries. Unfortunately we do not have access to the full versions. To get full information about a particular TSB, write down the TSB title & date, & either contact your local dealer or click on the links below.

STEERING:HYDRAULIC POWER ASSIST SYSTEM

- **TSB #SIB-32-04-07**

  NHTSA ID #10036979

  - **Date Announced:** JUNE 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: A NEW TECHNICAL PROCESS HAS BEEN CREATED FOR BMW TO IDENTIFY CAUSES OF STEERING COMPLAINTS WITH A WIDE RANGE OF MODELS. *RM

  More Information »

STEERING:ELECTRIC POWER ASSIST SYSTEM

- **TSB #SIB-32-04-07**

  NHTSA ID #10036979

  - **Date Announced:** JUNE 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: A NEW TECHNICAL PROCESS HAS BEEN CREATED FOR BMW TO IDENTIFY CAUSES OF STEERING COMPLAINTS WITH A WIDE RANGE OF MODELS. *RM

  More Information »

SUSPENSION

- **TSB #SI B37-03-07**

  NHTSA ID #10025775

  - **Date Announced:** JANUARY 01 2008
  - **Additional Info:** How to Fix

  Summary: BMW: DYNAMIC DRIVE (ARS) FRONT SWAY BAR REPAIRS. E70 (X5) WITH SPORT PACKAGE OPTION CODE ZSP. *PE

  More Information »

SERVICE BRAKES, AIR:DISC

- **TSB #SIB-34-06-12**

  NHTSA ID #10052365

- **Date Announced:** MAY 01 2013
- **Additional Info:** How to Fix

Summary: BMW: WARNING LAMPS ARE ILLUMINATED FOR THE DSC, ABS AND BRAKE AND A POSSIBLE WARNING IN CONTROL DISPLAY FOR CHASSIS CONTROL SYSTEM FAILURE. MODELS 2012 F25, 30, 01, 02, 07, 10, 12, 13, E70, 71, 84. *PE

More Information »

- **TSB #SIB-27-02-12**

NHTSA ID #10052363

- **Date Announced:** MAY 01 2013
- **Additional Info:** How to Fix

Summary: BMW: DUE TO AN ERROR IN SOFTWARE CALIBRATION, SOME VEHICLES ARE EXPERIENCING WARNING ILLUMINATION OF DSC, ABS AND BRAKE AND A POSSIBLE WARNING IN CONTROL DISPLAY FOR CHASSIS CONTROL SYSTEM FAILURE. MODELS 2009-2012 F30, 01, 02, 07, 10, 12

More Information »

SERVICE BRAKES, AIR:ANTILOCK:ABS WARNING LIGHT

- **TSB #SIB-27-02-12**

NHTSA ID #10052363

- **Date Announced:** MAY 01 2013
- **Additional Info:** How to Fix

Summary: BMW: DUE TO AN ERROR IN SOFTWARE CALIBRATION, SOME VEHICLES ARE EXPERIENCING WARNING ILLUMINATION OF DSC, ABS AND BRAKE AND A POSSIBLE WARNING IN CONTROL DISPLAY FOR CHASSIS CONTROL SYSTEM FAILURE. MODELS 2009-2012 F30, 01, 02, 07, 10, 12

More Information »

- **TSB #SIB-34-06-12**

NHTSA ID #10052365

- **Date Announced:** MAY 01 2013
- **Additional Info:** How to Fix

Summary: BMW: WARNING LAMPS ARE ILLUMINATED FOR THE DSC, ABS AND BRAKE AND A POSSIBLE WARNING IN CONTROL DISPLAY FOR CHASSIS CONTROL SYSTEM FAILURE. MODELS 2012 F25, 30, 01, 02, 07, 10, 12, 13, E70, 71, 84. *PE

More Information »

PARKING BRAKE:INDICATOR LIGHT

- **TSB #SI B34 01 08**

NHTSA ID #10025586

- **Date Announced:** APRIL 01 2008
- **Additional Info:** How to Fix

Summary: THE PARKING BRAKE WARNING IS ILLUMINATED AND FAULT CODE 6032 IS STORED. FOR MODEL E70 (X5). *PE

More Information »

ENGINE (PWS)

- **TSB #SIB-16-16-14**

  NHTSA ID #10057527

  - **Date Announced:** JANUARY 01 2015
  - **Additional Info:** How to Fix

  Summary: BMW: SELECTIVE CATALYST REDUCTION MODULE (SCR) HAS A STORED FAULT, PRESSURE BUILD UP IS LOW, CAUSING SERVICE ENGINE SOON LIGHT TO ILLUMINATE. *

  More Information »

- **TSB #SIB-12-14-12**

  NHTSA ID #10045283

  - **Date Announced:** OCTOBER 01 2014
  - **Additional Info:** How to Fix

  Summary: BMW: EXPERIENCING LOSS OF ENGINE POWER, SERVICE ENGINE SOON LAMP IS ILLUMINATED, A NOISE, LIKE RATTLING, COMING FROM ENGINE COMPARTMENT. *PE UPDATED 10/31/12. *PE MODELS 2010 E70, 71, 82, 88, 90, 92, 93, F07, 10, 12, 13, 25.

  More Information »

- **TSB #SIB-24-03-13**

  NHTSA ID #10052360

  - **Date Announced:** MAY 01 2013
  - **Additional Info:** How to Fix

  Summary: BMW: SOME VEHICLE ENGINES MAY EXPERIENCE A DELAY IN RESPONSE TO ACCELERATION, AFTER SLOWING DOWN, DUE TO AN UNFAVORABLE SOFTWARE CALIBRATION. MODELS F10, 25, 07, E70, 71. NO MODEL YEARS LISTED. *PE

  More Information »

- **TSB #SIB-010511**

  NHTSA ID #10051299

  - **Date Announced:** DECEMBER 01 2012
  - **Additional Info:** How to Fix

  Summary: BMW: SEE DOCUMENT SEARCH BUTTON FOR OWNER LETTER. N52K ENGINE DMTL PUMP: EMISSIONS WARRANTY EXTENSIONS TO 10 YEARS/120,000 MILES. BMW HAS BECOME AWARE OF A POTENTIAL PROBLEM WITH THE DURABILITY OF THE TANK LEAK DIAGNOSTIC MODULE (DMTL) PU

  More Information »

- **TSB #SIB-11-07-12**

  NHTSA ID #10045282

  - **Date Announced:** NOVEMBER 01 2012
  - **Additional Info:** How to Fix

  Summary: BMW: WHILE DRIVING VEHICLE, AT TIMES WOULD BE ROUGH RUNNING; WHITE OR BLUE SMOKE SEEN EXITING EXHAUST SYSTEM AND THE ENGINE OIL IS CONSUMED ABOVE SPECIFICATIONS. *PE UPDATED 1/11/13. *PE

More Information »

- **TSB #SIB-16-07-12**

  NHTSA ID #10046860

  - **Date Announced:** OCTOBER 01 2012
  - **Additional Info:** How to Fix

  Summary: BMW: FUEL GAUGE SHOWS 3/4 FULL AFTER REFUELING DUE TO INTERNAL MECHANISMS OF FUEL LEVEL SENSORS, WITH A HIGH PROPORTION OF ETHANOL, SWELLING AND INHIBIT, ONE OR BOTH, MOVEMENT OF FUEL LEVEL SENSORS. MODEL 2007-2009 E70, E71. *PE

  More Information »

- **TSB #SIB-11-08-12**

  NHTSA ID #10046859

  - **Date Announced:** AUGUST 01 2012
  - **Additional Info:** How to Fix

  Summary: BMW: DUE TO DAMAGED SEAL RING, DURING ASSEMBLY, ENGINE OIL IS LEAKING FROM ENGINE OIL PUMP VOLUME CONTROL VALVE GASKET SEAL RING. MODELS E70, E71, F01, F02, F04, F07, F10, F12, F13. NO MODEL YEARS LISTED. *PE

  More Information »

ENGINE AND ENGINE COOLING:ENGINE

- **TSB #SIB-12-16-11**

  NHTSA ID #10041407

  - **Date Announced:** MARCH 01 2013
  - **Additional Info:** How to Fix

  Summary: BMW: SERVICE ENGINE SOON LIGHT IS ON AND THE ENGINE HAS REDUCED POWER WITH TROUBLE CODES STORED. *RM UPDATED ON 4/24/2013. *KB

  More Information »

- **TSB #SIB-12-09-11**

  NHTSA ID #10040044

  - **Date Announced:** JANUARY 01 2013
  - **Additional Info:** How to Fix

  Summary: BMW: THERE IS A DELAYED THROTTLE RESPONSE WHEN DRIVING OFF WITH A HIGH ENGINE LOAD. IT OCCURS WHEN IT IS HOT OUTSIDE, THE A/C IS SWITCHED ON, AND THE WHEEL IS TURNED SLIGHTLY. THERE IS A SOFTWARE PROBLEM. *RM UPDATED ON 4/18/2013. *KB

  More Information »

- **TSB #SIB-11-02-08**

  NHTSA ID #10032779

  - **Date Announced:** NOVEMBER 01 2012
  - **Additional Info:** How to Fix

Summary: BMW VEHICLE: THE SERVICE ENGINE SOON (MIL) LAMP IS ILLUMINATED AND A POWER REDUCTION IS CLEARLY PERCEPTIBLE. THIS SITUATION MAY OCCUR AFTER DRIVING FOR SOME TIME WITH THE ENGINE ALREADY AT FULL OPERATING TEMPERATURE. IF THE IGNITION IS C

More Information »

- **TSB #RC-11V-521**

  NHTSA ID #10044281

  - **Date Announced:** DECEMBER 01 2011
  - **Additional Info:** How to Fix

  Summary: BMW: SEE DOCUMENT SEARCH BUTTON FOR OWNER LETTER. ON CERTAIN MODEL YEAR 2008-2011 VEHICLES, A DEFECT INVOLVING THE ELECTRIC AUXILIARY WATER PUMP CAN OVER HEAT OR FAIL TO COOL ENGINE AND FIRE MAY OCCUR IN VEHICLE OR ENGINE COMPARTMENT.

  More Information »

- **TSB #SIB-24-03-08**

  NHTSA ID #10033085

  - **Date Announced:** AUGUST 01 2011
  - **Additional Info:** How to Fix

  Summary: BMW: COMPLAINT OF A DELAYED ENGAGEMENT AND A HARSH JOLT WHEN ACCELERATING FROM A STOP. THE SITUATION OCCURS ONLY DURING THE ENGINE WARM UP PHASE (COLD ENGINE), AND CANNOT BE REPRODUCED IN THE SPORT MODE. EGS SOFTWARE-UNFAVORABLE NIC CALI

  More Information »

- **TSB #SIB-12-15-11**

  NHTSA ID #10040852

  - **Date Announced:** JULY 01 2011
  - **Additional Info:** How to Fix

  Summary: BMW: THE SERVICE ENGINE SOON LIGHT IS ON. THERE ARE TROUBLE CODES STORED FOR THE CRANKSHAFT SENSOR. NO DRIVEABILITY ISSUES. *RM

  More Information »

- **TSB #SIB-12-17-09**

  NHTSA ID #10030624

  - **Date Announced:** MAY 01 2011
  - **Additional Info:** How to Fix

  Summary: BMW VEHICLE: WATER HAS ENTERED ELECTRONICS BOX BECAUSE THE LID IS NOT PROPERLY FITTED. ONCE IT IS VERIFIED THAT WATER HAS INDEED ENTERED THE ELECTRONICS BOX, IT WILL BE NECESSARY TO REPLACE BOTH THE LOWER PART OF THE ELECTRONICS BOX AND T

  More Information »

- **TSB #TS-12-19-10**

  NHTSA ID #10041276

  - **Date Announced:** AUGUST 01 2010
  - **Additional Info:** How to Fix

Summary: BMW: SERVICE ENGINE SOON LIGHT IS ON WITH A FAULT CODE STORED. INTERNAL DMTL PUMP FAILURE.*RM

More Information »

- **TSB #SIB-11-08-03**

  NHTSA ID #10037010

  - **Date Announced:** JULY 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: SIX DIFFERENT MODELS EQUIPPED WITH THE M54 ENGINE COULD HAVE VALVE COVERS BREAK IN COLD WEATHER AND RUIN THE ENGINE. THIS IS DUE TO MOISTURE ACCUMULATION. *RM

  More Information »

- **TSB #SIB-13-06-10**

  NHTSA ID #10036985

  - **Date Announced:** JUNE 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: A SERVICE ENGINE SOON LIGHT COMES ON. THE ENGINE WILL ONLY OPERATE TO 1500 RPMS AND LACKS POWER. THERE IS A SOFTWARE APPLICATION ERROR. *RM

  More Information »

- **TSB #SIB-13-07-10**

  NHTSA ID #10036982

  - **Date Announced:** JUNE 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: THERE IS A ROUGH ENGINE IDLE AND "SERVICE ENGINE SOON LIGHT" WHEN DRIVING DOWNHILL IN HIGH ALTITUDES DURING COLD WEATHER. THERE MAY BE SIX DIFFERENT FAULT CODES. *RM

  More Information »

- **TSB #SIB-12-26-09**

  NHTSA ID #10032646

  - **Date Announced:** OCTOBER 01 2009
  - **Additional Info:** How to Fix

  Summary: BMW VEHICLES: EDK THROTTLE POTENTIOMETER FAULTS-DIAGNOSIS. MODELS E60, E63, E64, E65, E66, AND E70. THE SERVICE ENGINE SOON AND DSC/DTC WARNING LAMPS ARE ILLUMINATED. THE ENGINE ENTERS THE POWER REDUCTION (FAIL SAFE) MODE. *PE

  More Information »

- **TSB #SB-12-18-09**

  NHTSA ID #10030613

  - **Date Announced:** MAY 01 2009
  - **Additional Info:** How to Fix

Summary: BMW VEHICLES: PROGRAM CONTROL UNITS (DME-DMTL DIAGNOSIS). AN INCORRECT TANK LEAKAGE DIAGNOSIS MAY OCCUR DUE TO A SOFTWARE ERROR. THE SERVICE ENGINE SOON (MIL) LAMP MAY BE ILLUMINATED WITH THE DMTL LEAKAGE FAULT STORED, EVEN THOUGH THERE

More Information »

- **TSB #SB-12-01-09**

  NHTSA ID #10030612

  - **Date Announced:** MAY 01 2009
  - **Additional Info:** How to Fix

  Summary: BMW VEHICLES: SERVICE ENGINE SOON LAMP OR CHECK GAS CAP WARNING ILLUMINATED WHILE DRIVING. SOFTWARE ERROR IN THE DME FOR THE TANK LEAK DIAGNOSTIC SYSTEM. MODELS E60, E61 (5 SERIES); E70 (X5); E71 (X6); E82, E88 (1 SERIES); E83 (X3); E90,

  More Information »

ENGINE AND ENGINE COOLING:ENGINE:GASOLINE:TURBO-CHARGER

- **TSB #SIB-17-03-09**

  NHTSA ID #10033132

  - **Date Announced:** OCTOBER 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW VEHICLES: N63 TURBOCHARGER AUXILIARY WATER PUMP FAULTS. THE SERVICE ENGINE SOON LAMP IS ILLUMINATED WITH THE FOLLOWING FAULT CODES STORED IN THE DME CONTROL MODULE. TURBOCHARGER COOLANT PUMP, CONTROL LINE, ELECTRIC, 0X1016-LINE INTER

  More Information »

ENGINE AND ENGINE COOLING:ENGINE:DIESEL

- **TSB #SIB-17-02-09**

  NHTSA ID #10053585

  - **Date Announced:** SEPTEMBER 01 2013
  - **Additional Info:** How to Fix

  Summary: BMW: OIL LEAKS FROM THE AIR HOSE ON TURBOCHARGER. THIS IS DESIGNATED FOR E70, AND E90 MODELS WITH M57Y DIESEL ENGINES. SERVICE ENGINE SOON LAMP MAY BE ILLUMINATED. *KB

  More Information »

- **TSB #SIB-11-02-08**

  NHTSA ID #10032779

  - **Date Announced:** NOVEMBER 01 2012
  - **Additional Info:** How to Fix

  Summary: BMW VEHICLE: THE SERVICE ENGINE SOON (MIL) LAMP IS ILLUMINATED AND A POWER REDUCTION IS CLEARLY PERCEPTIBLE. THIS SITUATION MAY OCCUR AFTER DRIVING FOR SOME TIME WITH THE ENGINE ALREADY AT FULL OPERATING TEMPERATURE. IF THE IGNITION IS C

  More Information »

- **TSB #SIB-16-01-12**

NHTSA ID #10043713

- **Date Announced:** FEBRUARY 01 2012
- **Additional Info:** How to Fix

Summary: BMW: A MORE ROBUST SENSOR WAS DEVELOPED DUE TO SELECTIVE CATALYST REDUCTION (SCR) ACTIVE TANK FAILING, BECAUSE OF TEMPERATURE SENSOR, AND IS INTEGRATED INTO ACTIVE TANK. *PE

More Information »

- **TSB #SIB-24-03-08**

NHTSA ID #10033085

- **Date Announced:** AUGUST 01 2011
- **Additional Info:** How to Fix

Summary: BMW: COMPLAINT OF A DELAYED ENGAGEMENT AND A HARSH JOLT WHEN ACCELERATING FROM A STOP. THE SITUATION OCCURS ONLY DURING THE ENGINE WARM UP PHASE (COLD ENGINE), AND CANNOT BE REPRODUCED IN THE SPORT MODE. EGS SOFTWARE-UNFAVORABLE NIC CALI

More Information »

- **TSB #SIB-12-17-09**

NHTSA ID #10030624

- **Date Announced:** MAY 01 2011
- **Additional Info:** How to Fix

Summary: BMW VEHICLE: WATER HAS ENTERED ELECTRONICS BOX BECAUSE THE LID IS NOT PROPERLY FITTED. ONCE IT IS VERIFIED THAT WATER HAS INDEED ENTERED THE ELECTRONICS BOX, IT WILL BE NECESSARY TO REPLACE BOTH THE LOWER PART OF THE ELECTRONICS BOX AND T

More Information »

- **TSB #SIB-16-03-10**

NHTSA ID #10036981

- **Date Announced:** JUNE 01 2010
- **Additional Info:** How to Fix

Summary: BMW: WARNING MESSAGE ON ABOUT LOW DIESEL EXHAUST FUEL LEVEL AND THAT THE ENGINE WILL NOT RESTART WITHIN 999 MILES. THE LIGHT COMES ON A FEW THOUSAND MILES EARLIER THAN A RECOMMENDED OIL CHANGE. *RM

More Information »

- **TSB #SI-B-13-03-10**

NHTSA ID #10034189

- **Date Announced:** MAY 01 2010
- **Additional Info:** How to Fix

Summary: BMW: PROGRAM CONTROL UNITS. VEHICLES WITH M57Y DIESEL ENGINE. SERVICE ENGINE SOON LAMP (MIL) IS ILLUMINATED ERRONEOUSLY. DDE SOFTWARE ERROR. *PE

More Information »

- **TSB #SIB-13-02-09**

NHTSA ID #10032642

- **Date Announced:** OCTOBER 01 2009
- **Additional Info:** How to Fix

Summary: BMW VEHICLES: DIAGNOSIS FOR LOW PRESSURE FUEL SUPPLY FAULTS. THE SERVICE ENGINE SOON LAMP IS ILLUMINATED (A FUEL PUMP MALFUCTION MESSAGE IS DISPLAYED IN THE CC), AND A COMBINATION OF THE FOLLOWING FAULT CODES MAY BE STORED IN THE DDE CONT

More Information »

- **TSB #SIB-12-26-09**

NHTSA ID #10032646

- **Date Announced:** OCTOBER 01 2009
- **Additional Info:** How to Fix

Summary: BMW VEHICLES: EDK THROTTLE POTENTIOMETER FAULTS-DIAGNOSIS. MODELS E60, E63, E64, E65, E66, AND E70. THE SERVICE ENGINE SOON AND DSC/DTC WARNING LAMPS ARE ILLUMINATED. THE ENGINE ENTERS THE POWER REDUCTION (FAIL SAFE) MODE. *PE

More Information »

ENGINE AND ENGINE COOLING:ENGINE:OTHER FUEL TYPES:TURBO-CHARGER

- **TSB #SIB-17-03-09**

NHTSA ID #10033132

- **Date Announced:** OCTOBER 01 2010
- **Additional Info:** How to Fix

Summary: BMW VEHICLES: N63 TURBOCHARGER AUXILIARY WATER PUMP FAULTS. THE SERVICE ENGINE SOON LAMP IS ILLUMINATED WITH THE FOLLOWING FAULT CODES STORED IN THE DME CONTROL MODULE. TURBOCHARGER COOLANT PUMP, CONTROL LINE, ELECTRIC, 0X1016-LINE INTER

More Information »

ENGINE AND ENGINE COOLING:COOLING SYSTEM

- **TSB #RC-11V-521**

NHTSA ID #10044281

- **Date Announced:** DECEMBER 01 2011
- **Additional Info:** How to Fix

Summary: BMW: SEE DOCUMENT SEARCH BUTTON FOR OWNER LETTER. ON CERTAIN MODEL YEAR 2008-2011 VEHICLES, A DEFECT INVOLVING THE ELECTRIC AUXILIARY WATER PUMP CAN OVER HEAT OR FAIL TO COOL ENGINE AND FIRE MAY OCCUR IN VEHICLE OR ENGINE COMPARTMENT.

More Information »

ENGINE AND ENGINE COOLING:COOLING SYSTEM:FAN

- **TSB #SIB-12-09-08**

NHTSA ID #10032781

- **Date Announced:** FEBRUARY 01 2008
- **Additional Info:** How to Fix

Summary: BMW VEHICLE: DRIVEABILITY COMPLAINTS DUE TO COOLING FAN RELAY FAILURE. THE CUSTOMER MAY COMPLAIN OF INTERMITTENT DRIVEABILITY PROBLEMS, DESCRIBED AS-ENGINE IS LACKING POWER WHEN ACCELERATING UPHILL; TRANSMISSION WILL NOT UPSHIFT UNDER HEA

More Information »

ENGINE AND ENGINE COOLING:EXHAUST SYSTEM

- **TSB #SIB-16-01-09**

  NHTSA ID #10037076

  - **Date Announced:** SEPTEMBER 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: THERE IS AN EXTRACTION AND REFILLING PROCESS FOR THE DESIEL EXHAUST FLUID. E70 AND E90 MODELS. *RM

  More Information »

ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:EMISSION CONTROL

- **TSB #SIB-18-02-12**

  NHTSA ID #10046861

  - **Date Announced:** MARCH 01 2013
  - **Additional Info:** How to Fix

  Summary: BMW: SEE DOCUMENT SEARCH BUTTON FOR OWNER LETTER. THE REPLACING AND/OR CHECKING OF EMISSIONS MONITORING COMPONENTS TO INCREASE EMISSIONS STABILITY, HIGH PRESSURE (HP) EGR VALVE RESTRICTION OF EXCESSIVE SOOT AND IMPROVED DIESEL EXHAUST F

  More Information »

ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:EMISSION CONTROL:CRANKCASE (PCV)

- **TSB #SIB-11-03-08**

  NHTSA ID #10038217

  - **Date Announced:** MARCH 01 2013
  - **Additional Info:** How to Fix

  Summary: BMW: CRANKCASE PRESSURE DIAGNOSIS AND INFORMATION FOR ALL VEHICLES. *RM UPDATED ON 4/24/2013. *KB

  More Information »

ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:EMISSION CONTROL:GAS RECIRCULATION VALVE (EGR VALVE)

- **TSB #SIB-18-02-12**

  NHTSA ID #10046861

  - **Date Announced:** MARCH 01 2013
  - **Additional Info:** How to Fix

  Summary: BMW: SEE DOCUMENT SEARCH BUTTON FOR OWNER LETTER. THE REPLACING AND/OR CHECKING OF EMISSIONS MONITORING COMPONENTS TO INCREASE EMISSIONS STABILITY, HIGH PRESSURE (HP) EGR VALVE RESTRICTION OF EXCESSIVE SOOT AND IMPROVED DIESEL EXHAUST F

  More Information »

FUEL SYSTEM, GASOLINE

- **TSB #SIB160712**

  NHTSA ID #10051419

  - **Date Announced:** DECEMBER 01 2012
  - **Additional Info:** How to Fix

  Summary: BMW: SERVICE ACTION: REPLACE THE LEFT AND RIGHT FUEL LEVEL SENSOR. DUE TO HIGH PROPORTION OF ETHANOL IN THE FUEL, THE INTERNAL MECHANISMS OF THE FUEL LEVEL SENSORS MAY SWELL. THIS MAY INHIBIT THE MOVEMENT OF ONE OR BOTH OF THE FUEL LEVEL SE

  More Information »

- **TSB #SIB-13-02-10**

  NHTSA ID #10036984

  - **Date Announced:** JUNE 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: IT IS NOW POSSIBLE TO PERFORM A FUEL QUALITY DETECTION TEST ON VEHICLES WITH AN N54 ENGINE. *RM

  More Information »

FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY

- **TSB #SIB-16-04-10**

  NHTSA ID #10035009

  - **Date Announced:** JANUARY 01 2012
  - **Additional Info:** How to Fix

  Summary: BMW VEHICLE: TEILECLEARING FOR DIAGNOSTIC MODULE TANK LEAKAGE (DMTL) SYSTEM. TEILECLEARING PROCESS HAS BEEN DEVELOPED TO HELP IDENTIFY THE ROOT CAUSES OF CUSTOMER COMPLAINTS RELATING TO THE DMTL SYSTEM (E.G., EVAPORATIVE SYSTEM LEAKS, CHE

  More Information »

FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY:FILLER PIPE AND CAP

- **TSB #SB-12-01-09**

  NHTSA ID #10030612

  - **Date Announced:** MAY 01 2009
  - **Additional Info:** How to Fix

  Summary: BMW VEHICLES: SERVICE ENGINE SOON LAMP OR CHECK GAS CAP WARNING ILLUMINATED WHILE DRIVING. SOFTWARE ERROR IN THE DME FOR THE TANK LEAK DIAGNOSTIC SYSTEM. MODELS E60, E61 (5 SERIES); E70 (X5); E71 (X6); E82, E88 (1 SERIES); E83 (X3); E90,

  More Information »

- **TSB #SI-B12-02-09**

  NHTSA ID #10029684

  - **Date Announced:** MAY 01 2009
  - **Additional Info:** How to Fix

Summary: BMW: SERVICE ENGINE SOON LAMP OR THE CHECK GAS CAP WARNINGS ARE ILLUMINATED WHILE DRIVING. WHEN DIAGNOSED, THE DME HAS STORED FAULTS FOR SMALL LEAK, MICRO LEAK, SUPER FINE LEAK, OR LARGE LEAK IN RELATION TO THE TANK VENTILATION OR EVAPORATI

More Information »

FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

- **TSB #SIB-01-05-15**

  NHTSA ID #10058994

  - **Date Announced:** JULY 01 2015
  - **Additional Info:** How to Fix

  Summary: BMW: TSB CONTAINS AN OWNER'S NOTIFICATION LETTER. SELECT DOCUMENT SEARCH BUTTON BELOW. INFORMATION PROVIDED REGARDING THE EXTENSION OF LIMITED WARRANTY ON THE IN TANK FUEL (PUMP) DELIVERY MODULE OF 10 YEARS WITHOUT MILEAGE LIMITATION, DE

  More Information »

- **TSB #CN-10E-A02**

  NHTSA ID #10040368

  - **Date Announced:** DECEMBER 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW SERVICE CAMPAIGN: SEE DOCUMENT SEARCH BUTTON FOR OWNER LETTER. THERE MAY BE A PROBLEM WITH THE FUEL PUMP WHICH COULD NOT MEET EMISSIONS REQUIREMENTS. THERE MAY BE A LONG CRANK AND A SERVICE ENGINE SOON LIGHT. *RM

  More Information »

- **TSB #SIB-16-02-09**

  NHTSA ID #10033130

  - **Date Announced:** DECEMBER 01 2009
  - **Additional Info:** How to Fix

  Summary: BMW VEHICLES: FUEL LEVEL SENSOR REPAIRS. WHERE IT IS NECESSARY TO REPLACE THE RIGHT OR THE LEFT SIDE FUEL LEVEL SENSOR DUE TO A FAILURE, THE ENTIRE PUMP AND HOUSING OR DELIVERY UNIT (SUCTION JET ASSEMBLY) DO NOT NEED TO BE REPLACED AS WEL

  More Information »

FUEL SYSTEM, DIESEL

- **TSB #SIB-16-01-09**

  NHTSA ID #10037076

  - **Date Announced:** SEPTEMBER 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: THERE IS AN EXTRACTION AND REFILLING PROCESS FOR THE DESIEL EXHAUST FLUID. E70 AND E90 MODELS. *RM

  More Information »

- **TSB #SIB-13-02-10**

  NHTSA ID #[redacted]

- **Date Announced:** JUNE 01 2010
- **Additional Info:** How to Fix

Summary: BMW: IT IS NOW POSSIBLE TO PERFORM A FUEL QUALITY DETECTION TEST ON VEHICLES WITH AN N54 ENGINE. *RM

More Information »

- **TSB #SIB-16-03-10**

NHTSA ID #10036981

- **Date Announced:** JUNE 01 2010
- **Additional Info:** How to Fix

Summary: BMW: WARNING MESSAGE ON ABOUT LOW DIESEL EXHAUST FUEL LEVEL AND THAT THE ENGINE WILL NOT RESTART WITHIN 999 MILES. THE LIGHT COMES ON A FEW THOUSAND MILES EARLIER THAN A RECOMMENDED OIL CHANGE. *RM

More Information »

- **TSB #SI-B130209**

NHTSA ID #10029544

- **Date Announced:** MARCH 01 2009
- **Additional Info:** How to Fix

Summary: BMW: DIESEL: DIAGNOSIS FOR LOW PRESSURE FUEL SUPPLY FAULTS. SERVICE ENGINE SOON LAMP IS ILLUMINATED (A FUEL PUMP MALFUNCTION MESSAGE IS DISPLAYED IN THE CC) AND A COMBINATION OF THE FOLLOWING FAULT CODES MAY BE STORED IN THE DDE CONTROL MOD

More Information »

FUEL SYSTEM, OTHER:STORAGE:TANK ASSEMBLY

- **TSB #SIB-16-01-12**

NHTSA ID #10043713

- **Date Announced:** FEBRUARY 01 2012
- **Additional Info:** How to Fix

Summary: BMW: A MORE ROBUST SENSOR WAS DEVELOPED DUE TO SELECTIVE CATALYST REDUCTION (SCR) ACTIVE TANK FAILING, BECAUSE OF TEMPERATURE SENSOR, AND IS INTEGRATED INTO ACTIVE TANK. *PE

More Information »

- **TSB #SIB-12-01-11**

NHTSA ID #10039765

- **Date Announced:** JANUARY 01 2012
- **Additional Info:** How to Fix

Summary: BMW: THE SERVICE ENGINE SOON LIGHT IS ON WHILE DRIVING. THIS IS A PROGRAMMING ISSUE. *RM UPDATED 1/4/12. *PE UPDATED 4/24/12. *PE

More Information »

- **TSB #SB-12-18-09**

NHTSA ID #[redacted]

- **Date Announced:** MAY 01 2009
- **Additional Info:** How to Fix

Summary: BMW VEHICLES: PROGRAM CONTROL UNITS (DME-DMTL DIAGNOSIS). AN INCORRECT TANK LEAKAGE DIAGNOSIS MAY OCCUR DUE TO A SOFTWARE ERROR. THE SERVICE ENGINE SOON (MIL) LAMP MAY BE ILLUMINATED WITH THE DMTL LEAKAGE FAULT STORED, EVEN THOUGH THERE

More Information »

- **TSB #SI-B12-02-09**

NHTSA ID #10029684

- **Date Announced:** MAY 01 2009
- **Additional Info:** How to Fix

Summary: BMW: SERVICE ENGINE SOON LAMP OR THE CHECK GAS CAP WARNINGS ARE ILLUMINATED WHILE DRIVING. WHEN DIAGNOSED, THE DME HAS STORED FAULTS FOR SMALL LEAK, MICRO LEAK, SUPER FINE LEAK, OR LARGE LEAK IN RELATION TO THE TANK VENTILATION OR EVAPORATI

More Information »

FUEL SYSTEM, OTHER:STORAGE:FUEL GAUGE SYSTEM

- **TSB #SIB-16-07-12**

NHTSA ID #10046860

- **Date Announced:** OCTOBER 01 2012
- **Additional Info:** How to Fix

Summary: BMW: FUEL GAUGE SHOWS 3/4 FULL AFTER REFUELING DUE TO INTERNAL MECHANISMS OF FUEL LEVEL SENSORS, WITH A HIGH PROPORTION OF ETHANOL, SWELLING AND INHIBIT, ONE OR BOTH, MOVEMENT OF FUEL LEVEL SENSORS. MODEL 2007-2009 E70, E71. *PE

More Information »

- **TSB #SIB-16-08-10**

NHTSA ID #10039768

- **Date Announced:** AUGUST 01 2011
- **Additional Info:** How to Fix

Summary: BMW: AFTER REFUELING THE TANK, THE GAUGE WILL SAY 3/4 FULL INAND NOT FULL. THE GUAGE READS FULL AFTER DRIVING A LITTLE WHILE. THE FUEL LEVEL SENSOR ARM IS BINDING. *RM UPDATED 9/30/11. *PE

More Information »

FUEL SYSTEM, OTHER:DELIVERY:FUEL PUMP

- **TSB #CN-10E-A02**

NHTSA ID #10040368

- **Date Announced:** DECEMBER 01 2010
- **Additional Info:** How to Fix

Summary: BMW SERVICE CAMPAIGN: SEE DOCUMENT SEARCH BUTTON FOR OWNER LETTER. THERE MAY BE A PROBLEM WITH THE FUEL PUMP WHICH COULD NOT MEET EMISSIONS REQUIREMENTS. THERE MAY BE A LONG CRANK AND A SERVICE ENGINE SOON LIGHT. *RM

More Information »

POWER TRAIN:AUTOMATIC TRANSMISSION

- **TSB #SIB-24-01-10**

  NHTSA ID #10037934

  - **Date Announced:** FEBRUARY 01 2011
  - **Additional Info:** How to Fix

  Summary: BMW: THE EMERGENCY PARK RELEASE CABLE HAS BEEN REMOVED IN THESE MODELS AND THERE IS A PROCEDURE TO DISENGAGE THE PARK LOCK. 2011 E70/E71. UPDATED ON 06/08/2011. *KB UPDATED ON 06/21/2011. *RM

  More Information »

- **TSB #TSB-24-04-08**

  NHTSA ID #10028105

  - **Date Announced:** DECEMBER 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: DELAYED ENGAGEMENT AND HARSH JOLT WHEN ACCELERATING FROM A STOP. HARSH 1-2 UPSHIFT OR JOLT FELT DURNG THE 3-2 DOWNSHIFT OWN DECELERATION. MODEL E70 (X5 3.0I) *PE UPDATED 06/08/11. *PE

  More Information »

- **TSB #SIB-24-01-08**

  NHTSA ID #10035010

  - **Date Announced:** OCTOBER 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW VEHICLE: TRANSMISSION WARNING LIGHT IS ILLUMINATED AND THE TRANSMISSION ENTERS FAILSAFE MODE. FAULT CODE 4F81 (RATIO MONITORING, CLUTCH A), IN SOME CASES COMBINED WITH THE SUBSEQUENT FAULTS 507B/507C (PARKING GEAR SENSOR IMPLAUSIBLE S

  More Information »

POWER TRAIN:DRIVELINE:CONSTANT VELOCITY JOINT

- **TSB #SI-B31-01-08**

  NHTSA ID #10031624

  - **Date Announced:** SEPTEMBER 01 2009
  - **Additional Info:** How to Fix

  Summary: BMW: REPLACEMENT OF FRONT OUTER CV JOINT. COMPLAINTS OF CLICKING OR GRINDING NOISES COMING FROM THE FRONT AXLE AREA WHEN MAKING A TURN. THE FRONT OUTER CONSTANT VELOCITY JOINT BOOT IS SPLIT OPEN AND THE JOINT IS ALREADY DAMAGED.

  More Information »

ELECTRICAL SYSTEM

- **TSB #SIB-61-05-12**

  NHTSA ID #10051971

  - **Date Announced:** MARCH 01 2013

- **Additional Info:** How to Fix

Summary: BMW: BATTER DISCHARGED BECAUSE OF UNFAVORABLE DRIVING PROFILE. THIS IS CAUSED ON SHORT TRIPS (LESS THAN 3 MILES) OR WHEN THE TELEPHONE OR ENTERTAINMENT SYSTEM IS USED FOR UP TO 30 MINUTES WHILE VEHICLE IS STATIONARY. MODELS X5, X6 ALL MOD

More Information »

- **TSB #SIB-17-03-09**

NHTSA ID #10033132

- **Date Announced:** OCTOBER 01 2010
- **Additional Info:** How to Fix

Summary: BMW VEHICLES: N63 TURBOCHARGER AUXILIARY WATER PUMP FAULTS. THE SERVICE ENGINE SOON LAMP IS ILLUMINATED WITH THE FOLLOWING FAULT CODES STORED IN THE DME CONTROL MODULE. TURBOCHARGER COOLANT PUMP, CONTROL LINE, ELECTRIC, 0X1016-LINE INTER

More Information »

- **TSB #SIB-61-08-10**

NHTSA ID #10037026

- **Date Announced:** AUGUST 01 2010
- **Additional Info:** How to Fix

Summary: BMW: ELCTRONICALLY DISCONNECTING THE JUNCTION BOX WITHOUT DISCONNECTING THE BATTERY WILL CAUSE DAMAGE TO THE REAR POWER DISTRIBUTION BOX. *RM

More Information »

- **TSB #SI-B61-15-09**

NHTSA ID #10034666

- **Date Announced:** APRIL 01 2010
- **Additional Info:** How to Fix

Summary: BMW: VARIOUS ELECTRICAL PROBLEMS. ON THE VEHICLE, VARIOUS ELECTRICAL PROBLEMS ARE POSSIBLE. WARNING LAMPS ILLUMINATED IN THE INSTRUMENT CLUSTER; CHECK CONTROL MESSAGES; SYSTEMS INOPERATIVE; FUSE BLOWN; WIPERS IN DEFAULT MODE (PERMANENTLY O

More Information »

- **TSB #SIB-61-15-09**

NHTSA ID #10032640

- **Date Announced:** APRIL 01 2010
- **Additional Info:** How to Fix

Summary: BMW VEHICLES: VARIOUS ELECTRICAL PROBLEMS ARE POSSIBLE ON THE VEHICLE: WARNING LAMPS ILLUMINATED IN THE INSTRUMENT CLUSTER; CHECK CONTROL MESSAGES; SYSTEMS INOPERATIVE; FUSE BLOWN; WIPERS IN DEFAULT MODE (PERMANENTLY ON); AND FAULT CODES F

More Information »

- **TSB #SIB-34-03-07**

NHTSA ID #10032641

- **Date Announced:** OCTOBER 01 2009
- **Additional Info:** How to Fix

Summary: BMW VEHICLES: DSC WARNING LAMP ILLUMINATED. THE DSC (DYNAMIC STABILITY CONTROL) WARNING LAMP IS ILLUMINATED AND SOME OR ALL OF THE FOLLOWING FAULT CODES ARE STORED: 6E58; 6E04; 53BA; D36F; 55C3; 6ECA; AND THE WIPERS MAY ALSO BE OPERATING

More Information »

- **TSB #SIB-12-09-08**

NHTSA ID #10032781

- **Date Announced:** FEBRUARY 01 2008
- **Additional Info:** How to Fix

Summary: BMW VEHICLE: DRIVEABILITY COMPLAINTS DUE TO COOLING FAN RELAY FAILURE. THE CUSTOMER MAY COMPLAIN OF INTERMITTENT DRIVEABILITY PROBLEMS, DESCRIBED AS-ENGINE IS LACKING POWER WHEN ACCELERATING UPHILL; TRANSMISSION WILL NOT UPSHIFT UNDER HEA

More Information »

- **TSB #SIB-61-13-07**

NHTSA ID #10032845

- **Date Announced:** NOVEMBER 01 2007
- **Additional Info:** How to Fix

Summary: BMW VEHICLE: ELECTRONIC MALFUNCTION CC MESSAGE CAUSED BY SHORTED WIRING. THE ELECTRONIC MALFUNCTION CHECK CONTROL MESSAGE MAY BE DISPLAYED; THE SOUNDS SYSTEM EMITS A STATIC NOISE FROM THE SPEAKERS; THE RFK (REAR VIEW CAMERA) DOES NOT PAN;

More Information »

ELECTRICAL SYSTEM:BATTERY

- **TSB #SIB-61-13-05**

NHTSA ID #10052012

- **Date Announced:** MARCH 01 2013
- **Additional Info:** How to Fix

Summary: BMW: BATTERY HAS AN INCREASED DEMAND DUE TO DEVELOPEMENTAL PROCESS OF THE ELECTRICAL SYSTEM. THIS IS CAUSING THE BATTER TO NEED TO UNDERGO AN ENERGY DIAGNOSIS. *KB

More Information »

- **TSB #SIB-61-05-12**

NHTSA ID #10051971

- **Date Announced:** MARCH 01 2013
- **Additional Info:** How to Fix

Summary: BMW: BATTER DISCHARGED BECAUSE OF UNFAVORABLE DRIVING PROFILE. THIS IS CAUSED ON SHORT TRIPS (LESS THAN 3 MILES) OR WHEN THE TELEPHONE OR ENTERTAINMENT SYSTEM IS USED FOR UP TO 30 MINUTES WHILE VEHICLE IS STATIONARY. MODELS X5, X6 ALL MOD

More Information »

- **TSB #SIB-12-17-09**

  NHTSA ID #10030624

  - **Date Announced:** MAY 01 2011
  - **Additional Info:** How to Fix

  Summary: BMW VEHICLE: WATER HAS ENTERED ELECTRONICS BOX BECAUSE THE LID IS NOT PROPERLY FITTED. ONCE IT IS VERIFIED THAT WATER HAS INDEED ENTERED THE ELECTRONICS BOX, IT WILL BE NECESSARY TO REPLACE BOTH THE LOWER PART OF THE ELECTRONICS BOX AND T

  More Information »

- **TSB #SIB-61-08-10**

  NHTSA ID #10037026

  - **Date Announced:** AUGUST 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: ELCTRONICALLY DISCONNECTING THE JUNCTION BOX WITHOUT DISCONNECTING THE BATTERY WILL CAUSE DAMAGE TO THE REAR POWER DISTRIBUTION BOX. *RM

  More Information »

ELECTRICAL SYSTEM:WIRING

- **TSB #SIB-65-36-09**

  NHTSA ID #10037078

  - **Date Announced:** SEPTEMBER 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: THE AIRBAG WARNING LAMP IS ILLUMINATED DUE TO A SOFTWARE ERROR. *RM

  More Information »

- **TSB #SIB-51-26-10**

  NHTSA ID #10037027

  - **Date Announced:** AUGUST 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: MODEL E70 EQUIPPED WITH AN AUTOMATIC TAILGATE. THE REAR TAILGATE MAY NOT OPERATE IN EITHER DIRECTION DUE TO WIRING DAMAGE. *RM

  More Information »

- **TSB #SI-B61-15-09**

  NHTSA ID #10034666

  - **Date Announced:** APRIL 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: VARIOUS ELECTRICAL PROBLEMS. ON THE VEHICLE, VARIOUS ELECTRICAL PROBLEMS ARE POSSIBLE. WARNING LAMPS ILLUMINATED IN THE INSTRUMENT CLUSTER; CHECK CONTROL MESSAGES; SYSTEMS INOPERATIVE; FUSE BLOWN; WIPERS IN DEFAULT MODE (PERMANENTLY O

  More Information »

- **TSB #SIB-34-03-07**

  NHTSA ID #10032641

  - **Date Announced:** OCTOBER 01 2009
  - **Additional Info:** How to Fix

  Summary: BMW VEHICLES: DSC WARNING LAMP ILLUMINATED. THE DSC (DYNAMIC STABILITY CONTROL) WARNING LAMP IS ILLUMINATED AND SOME OR ALL OF THE FOLLOWING FAULT CODES ARE STORED: 6E58; 6E04; 53BA; D36F; 55C3; 6ECA; AND THE WIPERS MAY ALSO BE OPERATING

  More Information »

- **TSB #SI-B66-09-09**

  NHTSA ID #10031524

  - **Date Announced:** SEPTEMBER 01 2009
  - **Additional Info:** How to Fix

  Summary: BMW: FAILURE OF REMOTE CONTROL LOCKING. INTERMITTENTLY OR PERMANENTLY, THE REMOTE CONTROL LOCKING IS INOPERATIVE. BOTH REMOTE KEYS ARE AFFECTED. IN SOME CASES, THE PARKING BRAKE WARNING IS ILLUMINATED IN THE INSTRUMENT CLUSTER AND FUSE

  More Information »

- **TSB #SIB-61-13-07**

  NHTSA ID #10032845

  - **Date Announced:** NOVEMBER 01 2007
  - **Additional Info:** How to Fix

  Summary: BMW VEHICLE: ELECTRONIC MALFUNCTION CC MESSAGE CAUSED BY SHORTED WIRING. THE ELECTRONIC MALFUNCTION CHECK CONTROL MESSAGE MAY BE DISPLAYED; THE SOUNDS SYSTEM EMITS A STATIC NOISE FROM THE SPEAKERS; THE RFK (REAR VIEW CAMERA) DOES NOT PAN;

  More Information »

DIGITAL INSTRUMENT PANEL

- **TSB #SIB-61-15-09**

  NHTSA ID #10032640

  - **Date Announced:** APRIL 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW VEHICLES: VARIOUS ELECTRICAL PROBLEMS ARE POSSIBLE ON THE VEHICLE: WARNING LAMPS ILLUMINATED IN THE INSTRUMENT CLUSTER; CHECK CONTROL MESSAGES; SYSTEMS INOPERATIVE; FUSE BLOWN; WIPERS IN DEFAULT MODE (PERMANENTLY ON); AND FAULT CODES F

  More Information »

ELECTRICAL SYSTEM: SOFTWARE

- **TSB #SIB-84-03-14**

  NHTSA ID #10056099

  - **Date Announced:** JUNE 01 2014
  - **Additional Info:** How to Fix

Summary: BMW: WHEN USING IPHONE, VARIOUS CONNECTIVITY FAILURES OCCUR, SUCH AS DISCONNECTION OF CALL, LIST OF CONTACTS INCOMPLETE, DUE TO THE VARIANTS AND SOFTWARE USED. MODEL 2008-2014.

More Information »

- **TSB #SIB-12-09-11**

  NHTSA ID #10040044

  - **Date Announced:** JANUARY 01 2013
  - **Additional Info:** How to Fix

  Summary: BMW: THERE IS A DELAYED THROTTLE RESPONSE WHEN DRIVING OFF WITH A HIGH ENGINE LOAD. IT OCCURS WHEN IT IS HOT OUTSIDE, THE A/C IS SWITCHED ON, AND THE WHEEL IS TURNED SLIGHTLY. THERE IS A SOFTWARE PROBLEM. *RM UPDATED ON 4/18/2013. *KB

  More Information »

- **TSB #SIB-12-01-11**

  NHTSA ID #10039765

  - **Date Announced:** JANUARY 01 2012
  - **Additional Info:** How to Fix

  Summary: BMW: THE SERVICE ENGINE SOON LIGHT IS ON WHILE DRIVING. THIS IS A PROGRAMMING ISSUE. *RM UPDATED 1/4/12. *PE UPDATED 4/24/12. *PE

  More Information »

- **TSB #SIB-61-06-11**

  NHTSA ID #10042686

  - **Date Announced:** SEPTEMBER 01 2011
  - **Additional Info:** How to Fix

  Summary: BMW: ON CERTAIN VEHICLES, THE JBE (JUNCTION BOX ELECTRONICS) MODULE FAILS PROGRAMMING DURING A SOFTWARE UPDATE OF THE VEHICLE. *PE

  More Information »

- **TSB #SIB-24-03-08**

  NHTSA ID #10033085

  - **Date Announced:** AUGUST 01 2011
  - **Additional Info:** How to Fix

  Summary: BMW: COMPLAINT OF A DELAYED ENGAGEMENT AND A HARSH JOLT WHEN ACCELERATING FROM A STOP. THE SITUATION OCCURS ONLY DURING THE ENGINE WARM UP PHASE (COLD ENGINE), AND CANNOT BE REPRODUCED IN THE SPORT MODE. EGS SOFTWARE-UNFAVORABLE NIC CALI

  More Information »

- **TSB #SIB-65-36-09**

  NHTSA ID #10037078

  - **Date Announced:** SEPTEMBER 01 2010
  - **Additional Info:** How to Fix

Summary: BMW: THE AIRBAG WARNING LAMP IS ILLUMINATED DUE TO A SOFTWARE ERROR. *RM

More Information »

- **TSB #SIB-13-06-10**

  NHTSA ID #10036985

  - **Date Announced:** JUNE 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: A SERVICE ENGINE SOON LIGHT COMES ON. THE ENGINE WILL ONLY OPERATE TO 1500 RPMS AND LACKS POWER. THERE IS A SOFTWARE APPLICATION ERROR. *RM

  More Information »

- **TSB #SIB-61-13-07**

  NHTSA ID #10032845

  - **Date Announced:** NOVEMBER 01 2007
  - **Additional Info:** How to Fix

  Summary: BMW VEHICLE: ELECTRONIC MALFUNCTION CC MESSAGE CAUSED BY SHORTED WIRING. THE ELECTRONIC MALFUNCTION CHECK CONTROL MESSAGE MAY BE DISPLAYED; THE SOUNDS SYSTEM EMITS A STATIC NOISE FROM THE SPEAKERS; THE RFK (REAR VIEW CAMERA) DOES NOT PAN;

  More Information »

EXTERIOR LIGHTING

- **TSB #SIB-63-02-01**

  NHTSA ID #10037025

  - **Date Announced:** AUGUST 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: PROCEDURE FOR DETERMINING AND REPLACING INCANDESCENT AND HALOGEN LIGHT BULBS UNDER WARRANTY. *RM

  More Information »

- **TSB #SIB-63-04-10**

  NHTSA ID #10041804

  - **Date Announced:** MARCH 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: THE BULB HAS FAILED ON THE DAYTIME RUNNING LAMP. *PE

  More Information »

EXTERIOR LIGHTING:HEADLIGHTS

- **TSB #SIB-63-09-14**

  NHTSA ID #10057566

  - **Date Announced:** OCTOBER 01 2014
  - **Additional Info:** How to Fix

Summary: BMW: SOME VEHICLES, WITH 552 OPTION, ARE EXPERIENCING A MALFUNCTION OF LED HEADLIGHT ON ONE WHERE IT FLICKERS ON AN DOFF DURING DRIVING AND THE CONTROL CHECK MESSAGE IS INDICATING DEFECTIVE DRIVING LIGHT OR PARKING LIGHT. *PE

More Information »

- **TSB #SIB-63-05-11**

  NHTSA ID #10042704

  - **Date Announced:** SEPTEMBER 01 2011
  - **Additional Info:** How to Fix

  Summary: BMW: ON CERTAIN VEHICLES, THE XENON HEADLAMP OFTEN HAVE NO TROUBLE FOUND WHEN RETURNED AND TESTED THRU WARRANTY PARTS SYSTEM. THE ROOT CAUSE IS NOT POSSIBLE TO BE IDENTIFY. *PE

  More Information »

- **TSB #SIB-63-04-10**

  NHTSA ID #10041804

  - **Date Announced:** MARCH 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: THE BULB HAS FAILED ON THE DAYTIME RUNNING LAMP. *PE

  More Information »

- **TSB #SI B63-04-08**

  NHTSA ID #10025983

  - **Date Announced:** JUNE 01 2008
  - **Additional Info:** How to Fix

  Summary: BMW: HEADLAMP MOISTURE: FAULT DIAGNOSTICS. WATER OR CONDENSATION IN ONE OR BOTH HEADLAMPS. MODELS 5 SERIES, 6 SERIES, 7 SERIES, X5, X6, 1 SERIES, AND 3 SERIES. MODEL YEARS 2000-20008. *PE

  More Information »

EXTERIOR LIGHTING:TAIL LIGHTS

- **TSB #SIB-63-11-10**

  NHTSA ID #10040048

  - **Date Announced:** APRIL 01 2011
  - **Additional Info:** How to Fix

  Summary: BMW: WATER LEAKS INTO THE TAILGATE LAMP CAUSING CORROSION AND CAN LEAD TO ELECTRICAL FAILURE OF THE LAMP. THERE WILL ALSO BE A WARNING LIGHT IN THE INSTRUMENT CLUSTER. E70. *RM

  More Information »

EXTERIOR LIGHTING:BRAKE LIGHTS

- **TSB #SIB-34-06-12**

  NHTSA ID #10052365

- **Date Announced:** MAY 01 2013
- **Additional Info:** How to Fix

Summary: BMW: WARNING LAMPS ARE ILLUMINATED FOR THE DSC, ABS AND BRAKE AND A POSSIBLE WARNING IN CONTROL DISPLAY FOR CHASSIS CONTROL SYSTEM FAILURE. MODELS 2012 F25, 30, 01, 02, 07, 10, 12, 13, E70, 71, 84. *PE

More Information »

- **TSB #SIB-27-02-12**

NHTSA ID #10052363

- **Date Announced:** MAY 01 2013
- **Additional Info:** How to Fix

Summary: BMW: DUE TO AN ERROR IN SOFTWARE CALIBRATION, SOME VEHICLES ARE EXPERIENCING WARNING ILLUMINATION OF DSC, ABS AND BRAKE AND A POSSIBLE WARNING IN CONTROL DISPLAY FOR CHASSIS CONTROL SYSTEM FAILURE. MODELS 2009-2012 F30, 01, 02, 07, 10, 12

More Information »

- **TSB #SIB-63-10-09**

NHTSA ID #10040177

- **Date Announced:** MARCH 01 2013
- **Additional Info:** How to Fix

Summary: BMW: THE BRAKE LIGHT FAILS AND THE BULB HOLDER IS DEFORMED DUE TO HIGH TEMPERATURES AND THE COMPOSITION OF THE HOLDER. *RM UPDATED ON 4/25/2013. *KB

More Information »

VISIBILITY:WINDSHIELD WIPER/WASHER

- **TSB #SIB-34-03-07**

NHTSA ID #10032641

- **Date Announced:** OCTOBER 01 2009
- **Additional Info:** How to Fix

Summary: BMW VEHICLES: DSC WARNING LAMP ILLUMINATED. THE DSC (DYNAMIC STABILITY CONTROL) WARNING LAMP IS ILLUMINATED AND SOME OR ALL OF THE FOLLOWING FAULT CODES ARE STORED: 6E58; 6E04; 53BA; D36F; 55C3; 6ECA; AND THE WIPERS MAY ALSO BE OPERATING

More Information »

AIR BAGS

- **TSB #SIB-65-36-09**

NHTSA ID #10037078

- **Date Announced:** SEPTEMBER 01 2010
- **Additional Info:** How to Fix

Summary: BMW: THE AIRBAG WARNING LAMP IS ILLUMINATED DUE TO A SOFTWARE ERROR. *RM

More Information »

AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

- **TSB #SI B65 04 14**

  NHTSA ID #10057707

  - **Date Announced:** FEBRUARY 01 2015
  - **Additional Info:** How to Fix

  Summary: BMW:SOME BMW MODELS MAY OR MAY NOT DISPLAY AIRBAG WARNING LIGHT. *TA

  More Information »

STRUCTURE

- **TSB #SI-B51-30-08**

  NHTSA ID #10029008

  - **Date Announced:** NOVEMBER 01 2008
  - **Additional Info:** How to Fix

  Summary: BMW: WATER LEAK IN THE FRONT RIGHT FOOTWELL AREA CAUSING THE CARPET TO BECOME WET. *PE

  More Information »

STRUCTURE:FRAME AND MEMBERS

- **TSB #SI-B51-30-08**

  NHTSA ID #10029008

  - **Date Announced:** NOVEMBER 01 2008
  - **Additional Info:** How to Fix

  Summary: BMW: WATER LEAK IN THE FRONT RIGHT FOOTWELL AREA CAUSING THE CARPET TO BECOME WET. *PE

  More Information »

STRUCTURE: FRAME AND MEMBERS:UNDERBODY SHIELDS

- **TSB #SI-41-02-08**

  NHTSA ID #10028367

  - **Date Announced:** SEPTEMBER 01 2008
  - **Additional Info:** How to Fix

  Summary: BMW: REMOVE EXCESSIVE UNDER BODY COATING, WHICH WAS INADVERTENTLY APPLIED TO THE AREA AROUND THE LEFT SIDE MOUNTING POINT FOR THE CENTER SUPPORT BEARING. *PE

  More Information »

STRUCTURE:BODY

- **TSB #SI-B51-30-08**

  NHTSA ID #10029008

  - **Date Announced:** NOVEMBER 01 2008
  - **Additional Info:** How to Fix

  Summary: BMW: WATER LEAK IN THE FRONT RIGHT FOOTWELL AREA CAUSING THE CARPET TO BECOME WET. *PE

More Information »

- **TSB #SI-41-02-08**

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  Summary: BMW: REMOVE EXCESSIVE UNDER BODY COATING, WHICH WAS INADVERTENTLY APPLIED TO THE AREA AROUND THE LEFT SIDE MOUNTING POINT FOR THE CENTER SUPPORT BEARING. *PE

  More Information »

STRUCTURE:BODY:TAILGATE

- **TSB #SIB-51-26-10**

  NHTSA ID #10037027

  - **Date Announced:** AUGUST 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: MODEL E70 EQUIPPED WITH AN AUTOMATIC TAILGATE. THE REAR TAILGATE MAY NOT OPERATE IN EITHER DIRECTION DUE TO WIRING DAMAGE. *RM

  More Information »

STRUCTURE:BODY:HOOD

- **TSB #SI-B51-30-08**

  NHTSA ID #10029008

  - **Date Announced:** NOVEMBER 01 2008
  - **Additional Info:** How to Fix

  Summary: BMW: WATER LEAK IN THE FRONT RIGHT FOOTWELL AREA CAUSING THE CARPET TO BECOME WET. *PE

  More Information »

TIRES:PRESSURE MONITORING AND REGULATING SYSTEMS

- **TSB #SIB-36-05-07**

  NHTSA ID #10032988

  - **Date Announced:** DECEMBER 01 2007
  - **Additional Info:** How to Fix

  Summary: BMW: TIRE WARNING LIGHT ILLUMINATED DUE TO LOW AMBIENT TEMPERATURE. MODEL E90, E91(3 SERIES);E92, E92 (3 SERIES); E60 (5 SERIES); E60 (M5); E63, E64 (6 SERIES); E63, E64 (M6); E65, E66 (7 SERIES); E70 (X5); E83 (X3); AND E85, E86 (Z4).

  More Information »

SEATS:FRONT ASSEMBLY:POWER ADJUST

- **TSB #SIB-52-08-09**

  NHTSA ID #10037238

- **Date Announced:** OCTOBER 01 2010
- **Additional Info:** How to Fix

Summary: BMW: THERE ARE NOISES WHEN ADJUSTING THE FRONT DRIVER OR PASSENGER SEATES. *RM

More Information »

ELECTRONIC STABILITY CONTROL

- **TSB #SIB-34-03-07**

NHTSA ID #10032641

- **Date Announced:** OCTOBER 01 2009
- **Additional Info:** How to Fix

Summary: BMW VEHICLES: DSC WARNING LAMP ILLUMINATED. THE DSC (DYNAMIC STABILITY CONTROL) WARNING LAMP IS ILLUMINATED AND SOME OR ALL OF THE FOLLOWING FAULT CODES ARE STORED: 6E58; 6E04; 53BA; D36F; 55C3; 6ECA; AND THE WIPERS MAY ALSO BE OPERATING

More Information »

INTERIOR LIGHTING

- **TSB #SI B65 04 14**

NHTSA ID #10057707

- **Date Announced:** FEBRUARY 01 2015
- **Additional Info:** How to Fix

Summary: BMW:SOME BMW MODELS MAY OR MAY NOT DISPLAY AIRBAG WARNING LIGHT. *TA

More Information »

COMMUNICATION

- **TSB #SIB-84-03-14**

NHTSA ID #10056099

- **Date Announced:** JUNE 01 2014
- **Additional Info:** How to Fix

Summary: BMW: WHEN USING IPHONE, VARIOUS CONNECTIVITY FAILURES OCCUR, SUCH AS DISCONNECTION OF CALL, LIST OF CONTACTS INCOMPLETE, DUE TO THE VARIANTS AND SOFTWARE USED. MODEL 2008-2014.

More Information »

EQUIPMENT:ELECTRICAL

- **TSB #SIB-61-08-10**

NHTSA ID #10037026

- **Date Announced:** AUGUST 01 2010
- **Additional Info:** How to Fix

Summary: BMW: ELCTRONICALLY DISCONNECTING THE JUNCTION BOX WITHOUT DISCONNECTING THE BATTERY WILL CAUSE DAMAGE TO THE REAR POWER DISTRIBUTION BOX. *RM

More Information »

- **TSB #SIB-61-13-07**

  NHTSA ID #10032845

  - **Date Announced:** NOVEMBER 01 2007
  - **Additional Info:** How to Fix

  Summary: BMW VEHICLE: ELECTRONIC MALFUNCTION CC MESSAGE CAUSED BY SHORTED WIRING. THE ELECTRONIC MALFUNCTION CHECK CONTROL MESSAGE MAY BE DISPLAYED; THE SOUNDS SYSTEM EMITS A STATIC NOISE FROM THE SPEAKERS; THE RFK (REAR VIEW CAMERA) DOES NOT PAN;

  More Information »

EQUIPMENT:OTHER:OWNERS/SERVICE/OTHER MANUAL

- **TSB #SIB-17-03-09**

  NHTSA ID #10033132

  - **Date Announced:** OCTOBER 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW VEHICLES: N63 TURBOCHARGER AUXILIARY WATER PUMP FAULTS. THE SERVICE ENGINE SOON LAMP IS ILLUMINATED WITH THE FOLLOWING FAULT CODES STORED IN THE DME CONTROL MODULE. TURBOCHARGER COOLANT PUMP, CONTROL LINE, ELECTRIC, 0X1016-LINE INTER

  More Information »

- **TSB #SI-B-13-04-10**

  NHTSA ID #10034188

  - **Date Announced:** MAY 01 2010
  - **Additional Info:** How to Fix

  Summary: BMW: REPLACE CHARGE AIR TEMPERATURE SENSOR. VEHICLES WITH M57Y DIESEL ENGINE ONLY. FAULT CODE 4C52 CHARGING AIR TEMPERATURE SENSOR, PLAUSIBILITY IS STORED. THE CHARGE AIR TEMPERATURE SENSOR HAS FAILED. *PE

  More Information »

- **TSB #SI-B11-01-08**

  NHTSA ID #10026205

  - **Date Announced:** APRIL 01 2008
  - **Additional Info:** How to Fix

  Summary: BMW: REPLACE THE CHAIN TENSIONING RAIL BEARING BOLT THAT COULD COME LOOSE AND CAUSE DAMAGE TO THE ENGINE. MODELS E60 (5 SERIES), E70 (X5 SERIES), E83 (X3 SERIES), E9X (3 SERIES). *PE

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