



PERFORM THE PROCEDURE OUTLINED IN THIS SERVICE INFORMATION ON ALL AFFECTED VEHICLES BEFORE CUSTOMER DELIVERY OR THE NEXT TIME THEY ARE IN THE SHOP FOR MAINTENANCE OR REPAIRS.

Under the National Traffic and Motor Vehicle Safety Act of 1966, as amended, if there has been a recall campaign, dealers must assure that all new vehicles and new items of replacement equipment are free of safety defects and comply with all applicable Federal Motor Vehicle Safety Standards at the time of delivery to the consumer. This means that dealers may not deliver new motor vehicles or new items of replacement equipment to consumers unless the safety defect or noncompliance has been remedied before delivery.

SUBJECT

Recall Campaign 04V-183, Install Retaining Clips on Front Spring Struts

MODEL

E39 (5 Series)

SITUATION

The defect involves the front spring strut plate. In certain driving climates and operating conditions, such as long exposures to high ambient temperatures, high humidity and salty air, combined with prolonged periods of "stop and go" traffic, the material structure of the plate could be affected. In some cases, the strut plate could begin to crack, and eventually, could break. If this occurred, the plate could contact the tire. This could lead to a sudden loss of tire pressure or tire failure.

AFFECTED VEHICLES

This Recall Campaign involves E39 vehicles which were produced from 27 February 1996 through 31 January 1997.

In order to determine if a specific vehicle is affected by this Recall Campaign, it will be necessary to utilize the "Service Menu" of the DCS (Dealer Communication System). Based on the response of the system, either proceed with the corrective action or take no further action.

The Chassis Number Ranges listed below are **only** for informational purposes and are not to be considered as the only deciding factor.

Model	Chassis Number Range
528i	BV50010 – BV52073
528iA	BW00026 – BW18113
540i	BV90006 – BV91605
540iA	BW50030 – BW55263

CORRECTION

The repair consists of checking the front spring struts and installing the retaining clips as necessary.

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 CUSTOMER SERVICE

PROCEDURE

Check the part number of both front spring struts. The part numbers are located on the label attached to the front struts. It may be necessary to remove the front wheels to view the labels, refer to Repair instructions 36 10 300 "Remove and refit front or rear wheel".

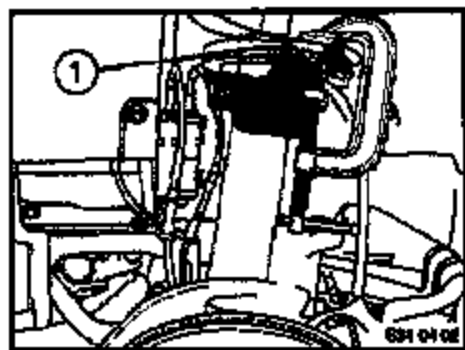


Note the part number of both front struts as shown by the arrow in the illustration. Compare the part numbers found on both front spring struts to the list below.

AFFECTED PARTS**Part Number**

1 091 714	1 093 845	1 094 294
1 091 921	1 094 041	1 092 378
1 093 644	1 094 044	1 094 042
1 093 645	1 094 050	
1 093 844	1 095 083	

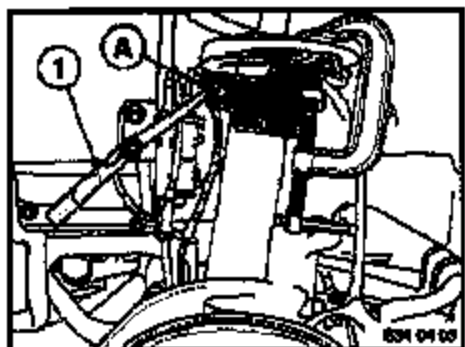
- If the part numbers on the front struts do not match the list above, no further action is required.
- If the part number of either front strut is listed above, fit the retaining clips on the front spring struts using the following procedure.
- If the part number of either front strut is missing or not legible, fit the retaining clips on the front spring struts using the following procedure.



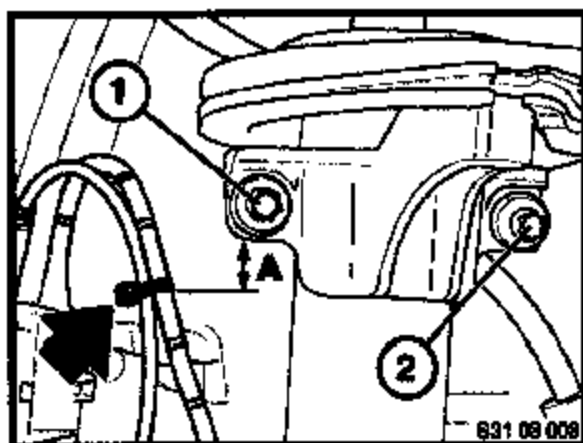
Remove the front wheels, refer to Repair Instructions 36 10 300 "Remove and refit front or rear wheel".

Fit the outer half of the retaining clip to the spring strut. The tab (1) of the retaining clip should be aligned with the notch on the spring plate of the strut. Secure the retaining clip in place with a "C"-clamp. The jaws of the clamp must be coated with rubber to avoid damage to the protective coating of the spring. If the clamp jaws are not rubber coated, a small piece of rubber adhesive tape (part number 16 11 1 181 918) can be applied

to the clamp's jaw contact area as indicated by the arrow in the illustration.



Position the inner half of the retaining clip and align the boltholes. Install the bolts and nuts, then tighten finger tight. Using a feeler gauge, stack individual feeler blades to achieve 2mm total thickness. Insert the feeler blades (1) between the inner and outer sections of the retaining clip at the forward bolt area (A) as shown. Tighten the forward bolt/nut (A) until the feeler blades are snug.



- Tighten the bolts/nuts in the following sequence.
- Tighten the rear bolt/nut (2) to 35 Nm.
- Remove the feeler gauge and "C"-clamp.

Tighten the forward bolt/nut (1) to 35 Nm. Repeat the procedure for the passenger's side front spring strut.

Driver's side only:

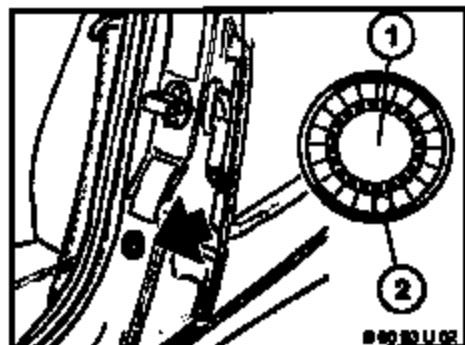
Secure the brake pad wear sensor cable and ABS cable together using a cable tie 10 mm (A) below the edge of the clip.

PARTS INFORMATION

Please note each BMW Center, including satellites, will automatically be shipped an initial quantity of 5 kits.

Part Number	Description	Quantity
31 30 6 767 208	Retaining clip set	1

LABEL INSTRUCTIONS



This Recall Campaign has been assigned code number 398. After the vehicle has been checked, and corrected if necessary, obtain a label (SD 92-245) and:

- emboss your BMW dealer warranty number in the middle of the label (1);
- punch out code number 398 (2) printed on the label and,
- affix the label to the B pillar as shown.

If the vehicle already has a label from a previous Service Action/Recall Campaign, affix the new label next to the old one. Do not affix one label on top of another one because a number from an underlying label could appear in the punched-out hole of the new label.

WARRANTY INFORMATION

Reimbursement for this recall will be via Campaign entry.

Defect Code	00 31 33 01 00	
Work Package #1:	Check Front Struts, No Further Action Required	
Labor Operation:	00 54 259	
Labor Allowance:	5 FRU	
Work Package #2:	Check Front Struts and Install Retaining Clips	
Labor Operation:	00 54 260	
Labor Allowance:	7 FRU	
		Qty.
Parts Allowance:	31 30 6 767 208	1

ATTACHMENTS

view PDF attachment [B310104CustomerLetter](#).

view PDF attachment [B310104Q&A](#).

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May, 2004

Recall Campaign No. 04V-163: Front Strut Plate

Dear BMW Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

BMW AG has decided that a defect, which relates to motor vehicle safety exists in certain 1996 and 1997 Model Year BMW 5-series vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

DESCRIPTION OF DEFECT

The defect involves the front spring strut plate. In certain driving climates and operating conditions, such as long exposures to high ambient temperatures, high humidity and salty air, combined with prolonged periods of "stop and go" traffic, the material structure of the plate could be affected. In some cases, the strut plate could begin to crack, and eventually, could break. If this occurred, the plate could contact the tire. This could lead to a sudden loss of tire pressure or tire failure.

Do not leave this problem unattended. Depending upon traffic conditions and the driver's reactions, damage to a tire could reduce the ability to control the vehicle, increasing the risk of a crash without warning.

PRECAUTIONS

- 1. CONTACT YOUR AUTHORIZED BMW CENTER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
- 2. If you experience a sudden loss of tire pressure or tire failure while driving, then you should pull over carefully as soon as possible to a safe location and away from traffic. Do not attempt to change your tire. Do not continue to drive your vehicle. Contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest Authorized BMW center for repair.**
- 3. BMW recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.**
- 4. If you are not the only driver of this vehicle, please advise all other drivers of this important information.**

DESCRIPTION OF REPAIR

The repair will consist of installing a retaining clip to the underside of the front spring strut plates of affected vehicles.

The repair will require approximately 1 hour. This work will be performed free of charge by your Authorized BMW center. Additional time may be required depending on the BMW center's scheduling and processing.

OTHER INFORMATION

If you are no longer the owner of this vehicle, we would appreciate you furnishing us with the name and address of the new owner, using the enclosed postage-paid card.

If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee.

If you have already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

Should you have any questions about this campaign, please contact your Authorized BMW center.

We appreciate your confidence in our product, and we wish to do everything we can to retain your confidence. Should you need additional assistance, you may contact BMW Customer Relations and Services at 1-800-831-1117.

If the 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, 400 Seventh St., S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

BMW OF NORTH AMERICA, LLC

**TREAD ACT CUSTOMER REIMBURSEMENT PLAN
(BMW of North America, LLC)**

If you have paid for the repair described in the attached letter, and you would like to be considered for reimbursement, please contact your authorized BMW center. Expenses from repair facilities outside of the BMW center network will be considered; however, the procedure must meet BMW standards and use BMW Genuine Parts.

Your authorized BMW center will request a copy of your owner notification letter, as well as, a copy of your previously paid invoice, and then inspect the vehicle (if it is still in your possession) prior to submitting a claim on your behalf to BMW of North America, LLC for reimbursement.

Please note the following:

- Only a repair that is the subject of this safety recall is reimbursable. Consequential expenses such as towing, rental, accommodations, damage repairs, etc will not be reimbursed.
- When BMW Genuine Parts are used, the Manufacturers Suggested Retail Price (MSRP) will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by BMW are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.
- BMW will not reimburse for prior repairs that did not utilize BMW Genuine Parts.

We anticipate that your authorized BMW center will be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair. If you qualify for such a reimbursement, they will also be able to advise you of the manner in which you could receive reimbursement.

We recommend that your authorized BMW center be your primary contact on this issue; however, our Customer Relations Department may be contacted at 1-800-831-1117 for any special assistance that you may require.

Alternatively, you may submit your request for reimbursement to the following address:

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