



This Service Information bulletin supersedes S.I. B12 04 04 dated July 2004.

**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.

■ designates changes to this revision

**SUBJECT**

**Safety Recall Campaign 04V-344: DME Replacement on N62/N73 Engines**

**MODEL**

2004 MY 545i and 545iA produced from May 2004 through July 2004.

2004 MY 645Ci, 645CiA, 645Cic, 645CicA produced from May 2004 through July 2004

2004 MY 745i and 745Li produced from May 2004 through July 2004

2004 MY 760i and 760Li produced from May 2004 through July 2004

2004 MY X5 4.4i and X5 4.8i produced from May 2004 through July 2004

**SITUATION**

Due to an internal manufacturing error, some DME's installed in the listed vehicles may fail. This could cause the vehicle to stall unexpectedly or fail to start at all. Should the vehicle stall, it may or may not be capable of being restarted. Should the vehicle stall, the driver will lose power steering assistance and power braking assistance as well. The vehicle may still be steered and braked but it will require much more effort.

Copies of the customer notification letters and Q & A are attached.

**To minimize customer's inconvenience caused by this Recall Campaign, you are being asked to pick-up (and deliver after repair) the affected vehicle from customer's home, and provide appropriate alternative transportation.**

**Customers will be impressed when you return their cars cleaned inside and out and with a full tank of gas. Reimbursement information for the vehicle fueling and valet costs can be found in the Warranty portion of this bulletin.**

**AFFECTED VEHICLES**

This Recall Campaign involves 545i, 545iA, 645Ci, 645CiA, 645Cic, 645CicA, 745i, 745Li, X5 4.4i and X5 4.8i vehicles with N62 engines, as well as 760i and 760Li with N73 engines, which were produced from May 12th through July 6th, 2004. **Determination of the DME production is no longer required as all DMEs within this production range are defective.**

**IMPORTANT NOTE:**

On vehicles which recently arrived from Vehicle Distribution Centers through normal delivery process, please check B-pillar for campaign sticker 416. If such a sticker is found, no further actions are required.

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. **If the report does not have Defect Code 0012930100 listed in the "Open Campaign Information" section, the vehicle is not affected. No further action has to be taken and that vehicle can be released.**

**NOTE: A description for this defect code may not appear in the Open Campaign Information section of the Vehicle History Report.**

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

<b>Model</b>	<b>Chassis Number Range</b>
E53 X5 4.4i	LV06797 – LV08389
E53 X5 4.8is	LE81202 – LE81643
E60 545i	B088259 – B088511
E60 545iA	B112714 – B113822
E63 645 CiA	B190627 - B190986
E63 645Ci	B215428 – B215592
E64 645Cic	B260372 – B260601
E64 645CicA	B321404 – B322234
E65 745i	DP73236 – DP73878
E65 760i	DC47012 – DC47028
E66 745Li	DS54150 – DS55207
E66 760Li	DK11163 – DK11207

**CORRECTION**

On the affected vehicles, the DME control modules have to be REPLACED and reprogrammed with the latest dataset.

**On E53, X5 4.4i and 4.8is vehicles, replace DME and reprogram/recode using DIS CD 38, or higher.**

**IMPORTANT NOTE:**

Due to a software error in the DME control unit (PN 12 14 7 544 610) used in Recall Campaign 04V-344, when the new (unprogrammed), basic DME control module is installed in E53 X5 4.4i or X5 4.8is prior to programming and the ignition is turned on, the starter is activated. The following procedure should be used when programming basic DME control module on X5 4.4i or X5 4.8is vehicles:

1. Connect the battery charger and DIS/GT1 loaded with CD38 (or higher) to the affected vehicle with the defective DME still installed.
2. Select Coding/Programming and then "1. DME Programming". Next, perform automatic DME determination:
3. Select "2. Exchange Control Unit".
4. Select "1. Determine basic control unit". Follow through the next screen's instructions until the initial "Determine DME/Program DME" screen appears.
5. At this point, turn the ignition OFF, disconnect DIS/GT1 tester and replace DME module with the new part.
6. Turn ignition ON (KL15). When the starter starts to crank, apply the brakes and select Drive gear. The starter operation is then canceled.
7. Next, turn ignition OFF again and reconnect DIS/GT1 tester.
8. Turn ignition ON and continue with the programming process:
9. From the DIS/GT1 select "2. Program basic control unit". Follow through the next screen's instructions.

This software programming error of starter self-activation with ignition ON is rectified after programming is successfully performed. Only E53 X5 4.4i and X5 4.8is vehicles are affected.

On E60, E63, E64, E65 and E66 vehicles, replace DME and update & code the complete vehicle using CIP 12.0, or higher.

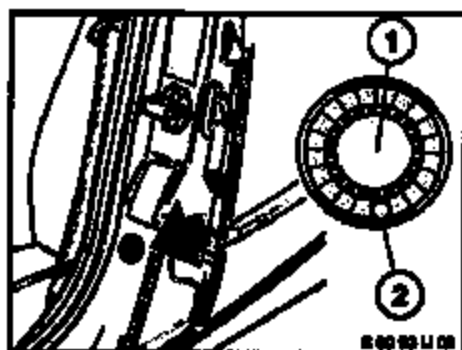
To update the complete vehicle with CIP 12.0, or higher follow instructions from SI B09 05 01. After software updating is completed, recode complete vehicle according to procedure "E" from SI B09 05 01.

**IMPORTANT NOTE:**

During the measure plan determination, "Enter DME Assembly Part Number" dialog box appears on the screen. At this point, manually enter the DME programmed control module number from the defective (replaced) DME.

Programmed part number (7 digit) is printed at the bottom of the square identification label (label with VIN).

**LABEL INSTRUCTIONS**



This Recall Campaign has been assigned code number 416. After the vehicle has been checked, and corrected if necessary, obtain a label (SD 92-253) and:

- a. emboss your BMW dealer warranty number in the middle of the label (1);
- b. punch out code number 416 printed on the label and,
- c. 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.

#### PARTS INFORMATION

Part Number	Description	Quantity
12 14 7 544 610	DME basic control module for N62 engine	1
12 14 7 537 117	DME basic control module for N73 engine	2

All orders must be placed through DCSnet as a CODED PARTS ORDER. This will require the entering of a valid VIN. Initially, only vehicles in customer possession will be eligible for parts allocation. A new enhancement to the BMW mainframe system will only allow parts allocations to VINs for these vehicles. Orders for VINs that are not in the system will automatically be cancelled.

After customer's vehicles have been addressed VINs for vehicles in center inventory will be added to the system.

There will be NO Direct Shipment orders accepted or processed.

If a vehicle that is not part of this action is in need of a DME please contact the Parts Consultant Group @ 1-800-272-0202. A VIN will be required for verification.

Arrangements will be made to provide a DME. Do not attempt to order the part in any other manner.

#### WARRANTY INFORMATION

Reimbursement for this Recall will be via Campaign Entry.

<b>Defect Code</b>	00 12 93 01 00
<b>Work Package #1:</b>	Replace & reprogram DME; vehicle in dealer's inventory (vehicles not retained).
<b>Labor Operation:</b>	00 55 617

Labor Allowance:	8 FRU	E53 X5 4.4i, X5 4.8is
	16 FRU	E60 5 Series, E63/64 6 Series
	17 FRU	E65/66 7 Series
Parts Allowance:	E53, E60, E63/64, E65/66 (745i, 745Li)	
	12 14 7 544 610 – N62 DME basic module	Qty = 1
	E65/66 (760i, 760Li)	
	12 14 7 537 117 – N73 DME basic module	Qty = 2
Work Package #2:	Replace & reprogram DME; vehicles in customer possession (vehicles retained).	
Labor Operation:	00 55 105	
Labor Allowance:	9 FRU	E53 X5 4.4i, X5 4.8is
	18 FRU	E60 5 Series, E63/64 6 Series
	19 FRU	E65/66 7 Series
Parts Allowance:	E53, E60, E63/64, E65/66 (745i, 745Li)	
	12 14 7 544 610 – N62 DME basic module	Qty = 1
	E65/66 (760i, 760Li)	
	12 14 7 537 117 – N73 DME basic module	Qty = 2
Sublet Allowance	(rental cost where required)	
Sublet Code:	4	

**Note 1: Should the vehicle be affected at the same time by another repair in which programming of control units is also required, programming may be claimed only once.**

**Note 2: In the case where CIP requires the replacement of control modules, or additional programming because certain control modules failed to program correctly, print out the Measures Plan and Status Report/Final Report as described in the CIP programming procedure (B09 05 01), and attach these reports to the RO in the vehicle file. The Defect Code, Labor Operation, and Labor Allowance for this additional work should be selected from the KSD.**

**RE-FUELING COST**

BMW of North America, LLC, will provide reimbursement to have the gas tank topped off once as required, for each vehicle affected by this Recall Campaign. Attach the appropriate receipt to the work order.

**Defect Code 85 99 00 66 NA**

**Refuel X5 4.4, 4.8; 545i; 645Ci/645Cic;**

**745i/745Li and 760i/760Li**

**Affected by replacing DME Recall**

**Sublet: Actual cost to top off the fuel tank**

**Sublet code: 4**

**VALET COST**

BMW of North America, LLC, will provide reimbursement for vehicle valet services (pick up & delivery) for each vehicle affected by this Recall Campaign. Attach the appropriate receipt to the work order.

**Defect Code 99 99 77 77 NA**

**Valet Service for X5 4.4, 4.8, 545i;**

**645Ci/645Cic; 745i/745Li and**

**760i/760Li affected by replacing DME**

**Recall**

**Sublet: \$25.00**

**Sublet code: 4**

**RENTAL VEHICLES**

Service Loaner vehicles, for this recall, should be utilized for alternative transportation needs to promote customer satisfaction.

Retailers participating in the Retailer Administered Customer Assistance Program and the Service Loaner Car Program may self-authorize claims for reimbursement of rental costs from independent rental agencies in certain situations. For more details refer to SI B01 07 03.

For rental required as a result of this recall, the 5 day limit self-authorized rental days is waived and rental where required should be requested in sublet within the applicable work package.

**ATTACHMENTS**

view PDF attachment [B120404CustomerLetter](#).

view PDF attachment [B120404SAVCustomerLetter](#).

view PDF attachment [B120404Q&A](#).

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July, 2004

**Recall Campaign No. 04V-344: Engine Control Module**

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 2004 Model Year BMW vehicles equipped with 8- and 12- cylinder engines. Our records indicate that you are the owner of a potentially affected vehicle.

**DESCRIPTION OF DEFECT**

The defect involves the digital engine management control unit. Specifically, a number of control units were not produced according to specifications. As a result, engine stalling will occur after a short period of operation. The vehicle may not be able to be restarted. Also, a loss of power steering and, after repeated actuation of the brake pedal, a loss of brake power assistance will occur.

If stalling were to occur, you would be unable to maintain vehicle speed or accelerate. Steering and braking, while possible, would be difficult.

Depending on traffic conditions and the driver's reactions, this could lead to a crash without warning.

**PRECAUTIONS**

- 1. DO NOT DRIVE YOUR VEHICLE.**
- 2. CONTACT YOUR AUTHORIZED BMW CENTER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE. YOUR AUTHORIZED BMW CENTER WILL ARRANGE FOR PICK-UP AND REPAIR OF YOUR VEHICLE, INCLUDING ALTERNATE TRANSPORTATION.**
- 3. If you experience engine stalling while driving, pull over carefully as soon as possible to a safe location and away from traffic. Do not continue to drive your vehicle. Contact BMW Roadside Assistance at 1-800-332-4289 immediately to have your vehicle brought to the nearest Authorized BMW Center.**
- 4. If you are not the only driver of this vehicle, please advise all other drivers of this important information.**

Company  
BMW of North America, LLC

BMW Group Company

Address  
BMW Place  
Munich, NJ  
07845-1988

### **DESCRIPTION OF REPAIR**

The repair will consist of installing a new digital engine management control unit in all affected vehicles.

The repair will require approximately 3 hours. 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 your 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**