



**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- 402: Checking/Refitting the Suction Jet Pump.**

**MODEL**

E53 X5 with the 3.0 liter M54 engine, and the 4.4 or 4.8 liter N62 engine produced from 4/5/2004 through 4/24/2004

**SITUATION**

The suction jet pump may have been incorrectly fastened to the left side fuel level sensor at the factory. Should this be the case, fuel may not be transferred to the right side of the fuel tank. This could cause a fuel starvation condition, which could lead to vehicle stalling, even though there is still fuel in the left side of the tank and the fuel gauge indicates sufficient fuel quantity remaining.

To minimize customer inconvenience, you may pick-up (and deliver after repair) the affected vehicle from the customer's home or provide appropriate alternative transportation.

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

**AFFECTED VEHICLES**

This Recall Campaign involves E53 X5 vehicles with the 3.0 M54 and 4.4 or 4.8 N62 engines which were produced from 4/5/2004 through 4/24/2004.

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.

<b>Model</b>	<b>Chassis Number Range</b>
X5 3.0iA	LU35635 – LU36140

X5 4.4iA

LV05586 – LV05764

X5 4.8iA

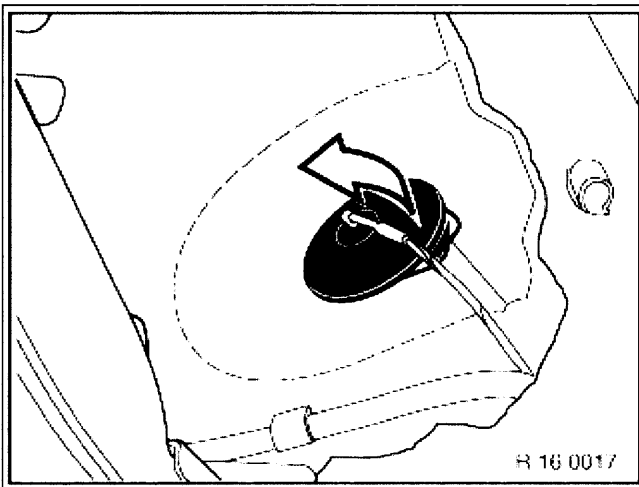
LE81165 – LE81181

**CORRECTION**

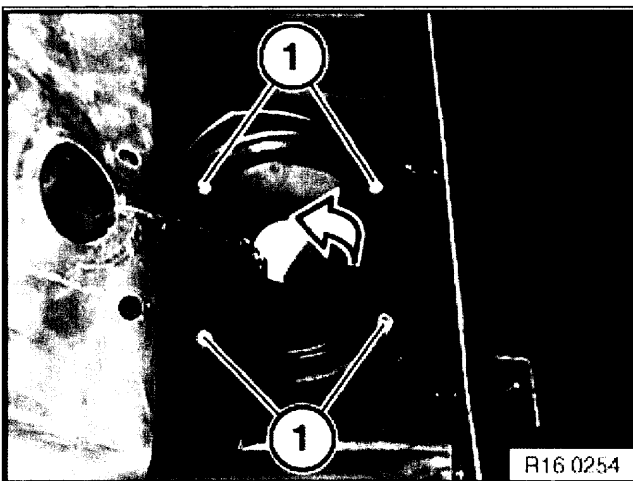
Inspect the suction jet connection at the left side fuel level sensor and refit if necessary, to ensure the retaining clips are positively locked in position.

**PROCEDURE**

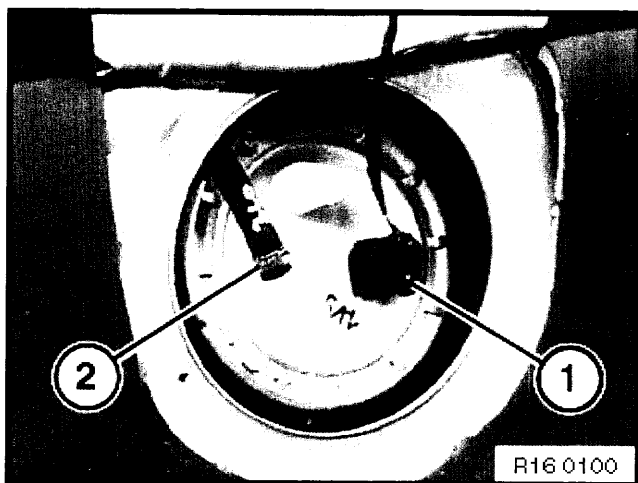
- Connect the vehicle to the DISplus or the GT1.
- Select "Diagnostics", "Instrument cluster"
- Note the fuel level in the tank
- Fill or siphon off the fuel to achieve a level of 15 liters in the tank.
- Switch off the ignition



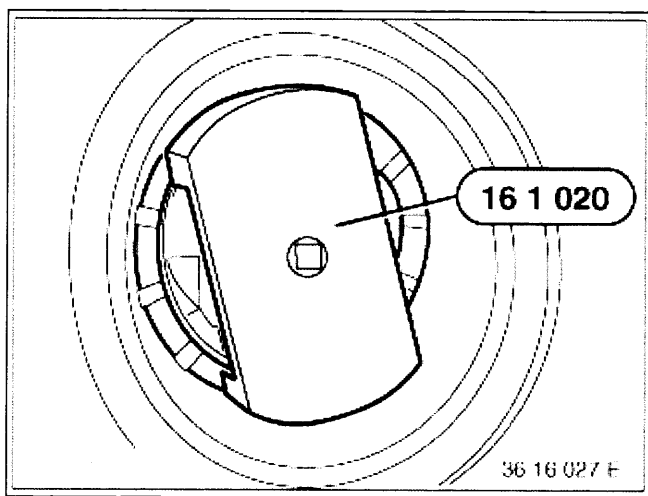
Remove rear bench seat. Detach rubber plug above sensor unit on the left side. Fold back rubber mat.



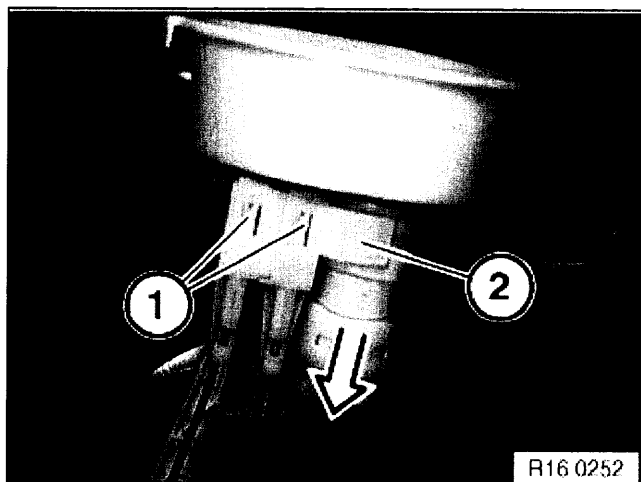
Remove 4 screws (1) and then remove cover taking care to not damage the gasket.



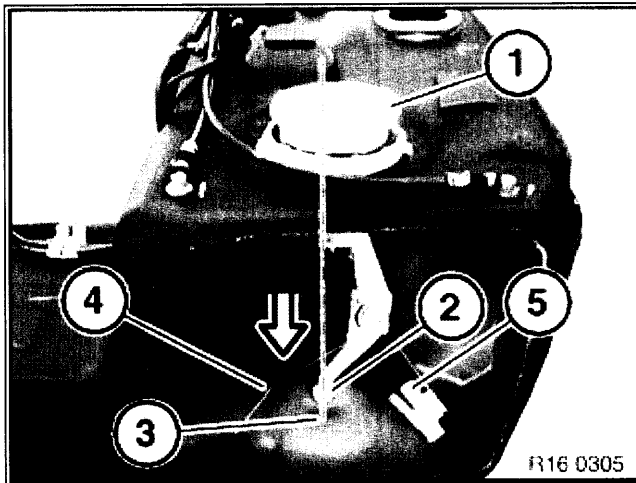
Disconnect plug connection (1) and carefully detach the hose (2).



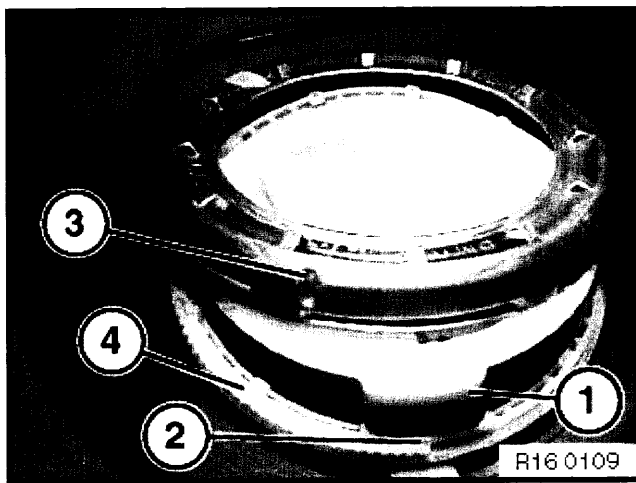
Unscrew retaining ring using tool 16 1 020.



Carefully raise the level sensor until the connection (2) for the suction jet pump is accessible. Inspect the retaining lugs (1) and ensure that they are clearly and completely visible within their respective recesses. Refit if necessary.



When reinstalling, ensure that the fuel level sensor is perfectly vertical so that the sensor foot (2) is positioned in the recess (3) at the bottom of the tank. Additionally, care should be taken so that the tubing (5) does not interfere with sensor arm (4)



When reinstalling, replace the rubber gasket and ensure that the lug located on the level sensor (1) catches in the recess (2).

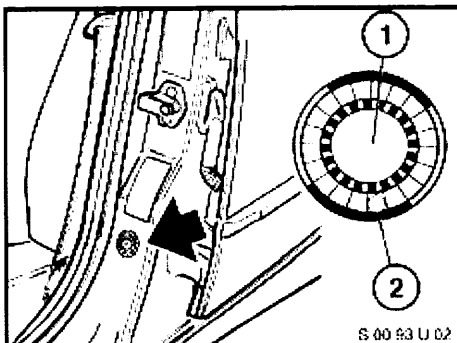
While retorquing the retaining ring, the engagement of the notch (3) with the toothed segment (4) will clearly be felt and heard. Tightening torque is 35 Nm. Reconnect the electrical connector and reinstall the hose using a new clamp.

When installation is complete, recheck the fuel level readings as performed in the beginning steps. Values should be the same with a permissible deviation of +/- 2 liters.

#### PARTS INFORMATION

Part Number	Description	Quantity
16 12 1 180 240	Hose clamp	1
16 14 1 182 905	Rubber seal	1

#### LABEL INSTRUCTIONS



This Recall Campaign has been assigned code number **419**. After the vehicle has been checked, and corrected if necessary, obtain a label (SD 92-253) and:

- emboss your BMW dealer warranty number in the middle of the label (1);
- punch out code number **419** 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.

#### **WARRANTY INFORMATION**

Reimbursement for this Recall Campaign will be via Campaign Entry.

**Defect Code**                **00 16 37 01 00**

**Work Package #1:**      Check/refit the suction jet pump clip.  
Before customer delivery.

Labor Operation:        00 55 596

Labor Allowance:        6 FRUs

Parts Allowance        16 12 1 180 240                      Hose clamp – Qty = 1  
16 14 1182 905                      Rubber seal – Qty = 1

**Work Package #2:**      Check/refit the suction jet pump clip.  
Vehicle delivered to customer.

Labor Operation:        00 55 044

Labor Allowance:        8 FRUs

Parts Allowance:        16 12 1 180 240                      Hose clamp – Qty = 1  
16 14 1182 905                      Rubber seal – Qty = 1

#### **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 3.0iA, 4.4iA, 4.8iA**

**Affected by Fuel Tank Suction Jet**

**Recall Campaign**

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 3.0iA, 4.4iA, 4.8iA**  
**Affected by Fuel Tank Suction Jet**  
**Recall Campaign**

Sublet:              \$25.00

Sublet code:        4

**RENTAL VEHICLES**

Retailers participating in the Retailer Administered Customer Assistance Program and the BMW 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.

**ATTACHMENTS**

view PDF attachment [B160304Letter.](#)

view PDF attachment [B160304Q&A.](#)

view PDF attachment [B160304Tread.](#)

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September, 2004

**Recall Campaign No. 04V-402, Suction Jet Pump**

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 BMW X5 Sports Activity Vehicles (SAV). Our records indicate that you are the owner of a potentially affected vehicle.

**DESCRIPTION OF DEFECT**

The defect involves the suction jet fuel pump. Specifically, an in-tank fuel line may not have been attached according to specifications, and fuel transfer from the left chamber to the right chamber of the fuel tank may become impossible. As a result, engine stalling could occur, even though the vehicle's fuel gauge indicated that fuel is present in the tank.

**If stalling were to occur, you would not be able to maintain vehicle speed or accelerate. Depending upon traffic and road conditions, and the driver's reactions, this could lead to a crash.**

**PRECAUTIONS**

- 1. CONTACT YOUR AUTHORIZED BMW SAV CENTER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
- 2. Do not operate your vehicle with the fuel tank gauge indicating that the tank is less than half-full. Engine stalling could occur even though the gauge indicates that there is sufficient fuel in the tank. Therefore, you should refuel before the gauge indicates that the tank is half-full.**
- 3. If you experience engine stalling while driving, you should pull over carefully to a safe location, and away from traffic. Do not continue to drive the vehicle. Please contact BMW Roadside Assistance immediately at 1-800-332-4269 to have the vehicle brought to the nearest Authorized BMW SAV Center.**
- 4. BMW recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.**
- 5. If you are not the only driver of this vehicle, please advise all other drivers of this important information.**

**DESCRIPTION OF REPAIR**

BMW will conduct a recall campaign to remedy the affected vehicles. Specifically, the in-tank suction jet pump fuel line of affected vehicles will be inspected and, if necessary, reattached according to specifications.

This repair will require approximately one hour and will be performed *free of charge* by your Authorized BMW SAV Center. Additional time may be required depending on the BMW SAV 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 SAV 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 SAV 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 Street 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 SAV center. Expenses from repair facilities outside of the BMW SAV center network will be considered; however, the procedure must meet BMW standards and use BMW Genuine Parts.

Your authorized BMW SAV 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 SAV 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 SAV 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