



This Service Information bulletin supersedes SI 11 08 11 **dated November 2011.**

The **NEW** attachments are the only changes to this bulletin.

**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.**

**BMW centers must ensure recalls are completed after having been notified by BMW of North America, LLC (BMWNA) that a safety-related defect or noncompliance exists in any motor vehicle or item of replacement equipment in the center's possession at the time of notification. In BMW NA's case, this notification would typically be made by the issuance of a recall notification in the form of a Service Information bulletin (SIB) or transmission of a Dealer Communication System (DCS) recall message.**

**Under the National Traffic and Motor Vehicle Safety Act of 1966, as amended, if a recall campaign is announced by BMW NA, centers must ensure that all recalls on new vehicles and new items of replacement equipment are completed BEFORE delivery to the consumer. This means that centers may not legally deliver new motor vehicles or new items of replacement equipment to consumers with an open recall.**

**The Safety Act also prohibits centers from selling or leasing the motor vehicle or item of replacement equipment, unless and until the open recall has been completed BEFORE delivery. This also pertains to vehicles in the Certified Pre-Owned program, and to items of replacement equipment.**

**Finally, BMW centers should not sell or use parts that have been recalled by BMW NA. Please follow the specific instructions provided by BMW NA on the return or disposition of the parts.**

**NEW** designates changes to this revision

#### **SUBJECT**

**Recall Campaign 11V-521: Replace the Auxiliary Coolant Pump for Turbocharger**

#### **MODEL**

F01 and F02 (7 Series) with N63 engine (including Alpina B7/B7L) or N74 engine

F04 (ActiveHybrid 7) with N63 engine

F07 (5 Series Gran Turismo) with N63 engine

F10 (5 Series) with N63 engine

E70, E71 (X5, X6) and E72 (ActiveHybrid X6) with N63 or S63 engine

## SITUATION

Moisture ingress into the electronics of the turbocharger auxiliary coolant pump could cause a short circuit. This short circuit may cause the auxiliary water pump to overheat. In rare cases where overheating occurs, a fire in the engine compartment or in the entire vehicle is possible.

## AFFECTED VEHICLES

This Recall Campaign involves all models with the N63, S63 and N74 engines that were produced from November 16, 2007 to February 2, 2011.

In order to determine whether a specific vehicle has had this Recall Campaign completed or is affected by this Recall Campaign, first check the B-pillar label for code number **604**. If code number **604** has been punched out, the campaign has already been performed. If code number **604** has not been punched out, it will be necessary to utilize the "Service Menu" of DCSnet (Dealer Communication System) or the Key Reader. Based on the response of the system, either proceed with the corrective action or take no further action.

## CORRECTION

Replace the auxiliary water pump for the turbochargers with an improved pump (refer to parts information). Refer to Repair Instruction RA 11 53 000 (5, 6 and 7 Series) or RA 11 53 090 (X5 and X6) for replacement of the pump and proper coolant bleeding procedures.

This repair procedure involves draining a small quantity of coolant; replenish the drained quantity with new BMW long-term Antifreeze/Coolant (50/50 mixture). Do not reuse the drained coolant.

**Note:** Please refer to the Customer Satisfaction Support section below for additional customer assistance.

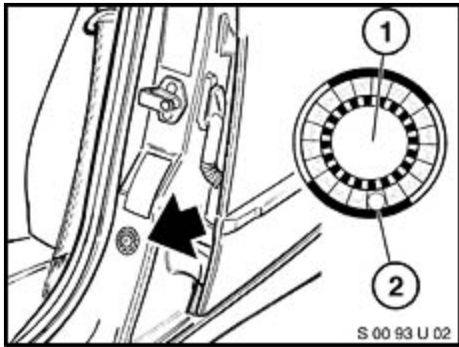
## PARTS INFORMATION

Part Number	Description	Quantity
11 51 7 629 917	Auxiliary water pump (Alpina B7)	1
11 51 7 629 913	Auxiliary water pump (E72 w/N63)	1
11 51 7 629 914	Auxiliary water pump (F01, F02 w/N74)	1
11 51 7 629 915	Auxiliary water pump (F04 w/N63)	1
11 51 7 629 917	Auxiliary water pump (E7X w/S63)	1
11 51 7 629 916	Auxiliary water pump (F01, F02, F10, F07, E70, E71 w/N63)	1
11 15 1 726 339	Hose clamp	2

## LABEL INSTRUCTIONS

This Recall Campaign has been assigned code number **604**. After the vehicle has been checked and/or corrected, obtain a label (SD 92-403) and:

- A. Emboss your BMW center warranty number in the middle of the label (1);



- B. Punch out code number **604** (2), 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

The repair described in this bulletin is covered under warranty regardless of time or mileage. Reimbursement for this Recall will be via normal claim entry utilizing the following information:

**Defect Code                    00 11 83 02 00**

#### A. After vehicle delivery to the customer

Labor Operation:	Labor Allowance:	Description
00 60 061	Refer to KSD2	Replace the auxiliary coolant pump for the turbocharger

Labor operation 00 60 061 is a Main labor operation.

#### B. Before vehicle delivery to the customer (including center vehicles that are in-service)

Labor Operation:	Labor Allowance:	Description
00 60 683	Refer to KSD2	Replace the auxiliary coolant pump for the turbocharger

Labor operation 00 60 683 is a Plus labor operation.

Sublet Code 4	See sublet reimbursement calculation below	Reimbursement for replacing the drained quantity of antifreeze/coolant (P/N 82 14 1 467 704 one gallon container)
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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.

Sublet calculation: BMW Antifreeze/Coolant P/N 82 14 1 467 704 - partial replenish quantity (50/50 mixture) at dealer net plus handling. Enter this material cost in sublet and itemize the amount in the claim comment section.

#### CUSTOMER SATISFACTION SUPPORT

BMW of North America, LLC remains committed to providing exceptional service and delivering the Ultimate Customer Experience.

As part of our focus on improving customer satisfaction, your center may claim up to a maximum of \$50.00, a goodwill gesture, for topping off the vehicle's fuel tank, detailing the vehicle, extending an accessory purchase credit, etc.

Please extend this goodwill (Item "A" above only) when customers have this recall service performed at your center.

**Defect Code**                    **85 10 01 64 NA**

Sublet Code 4                    Up to \$50.00                    Reimbursement for topping up the vehicle's fuel tank, detailing the vehicle or extending an accessory purchase credit, etc.

Please explain the type of goodwill provided and itemize the amount on the repair order and in the claim comment section. Retain and file the corresponding invoices.

#### **ATTACHMENTS**

view PDF attachment [B110811 Customer Letter](#).

view PDF attachment [B110811 TREAD ACT](#).

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