



SI B11 11 12
Engine

July 2018
Technical Service

RECALL CAMPAIGN 12V-550: REPLACE HEX BOLT WITH INTERNAL THREAD FOR DEFLECTION PULLEY

New information provided by this revision is preceded by this symbol .

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

This Service Information bulletin replaces SI [B11 11 12](#) dated July 2013.

What's New:

- All vehicles under this recall has been re-recalled under 18V-336. Please refer to [B12 19 18](#) for more details
- The Warranty Information section has been updated.

MODEL

E70 with M57Y engine



SITUATION

All vehicles under this recall are being recalled again for this issue under 18V-336. Please refer to [B12 19 18](#) for more details.

Recall: 18V-XXX ([B12 19 18](#)) **Total Vehicles:** 33,214

Recall: 12V-550 ([B11 11 12](#)) **Total Vehicles:** 29,885 **Completion Rate:** 97.6% (727 vehicles still open)

One of the alternator attaching bolts may fail. Subsequently the vehicle may lose power steering assist while driving. If power steering assistance is lost, the vehicle will remain controllable through the mechanical steering system, but with increased steering effort.

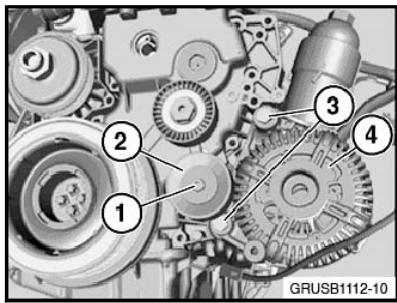
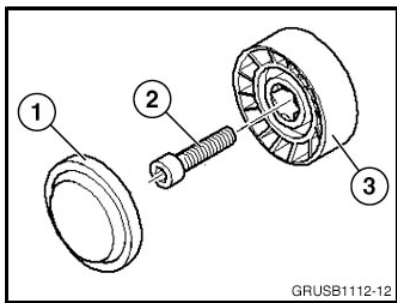
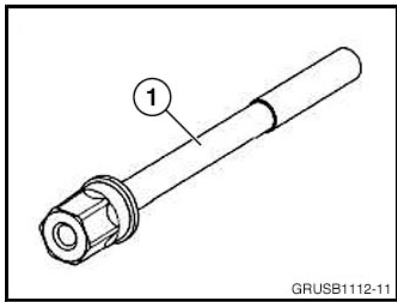
AFFECTED VEHICLES

This Recall Campaign involves E70 (X5) vehicles produced from September 2008 to November 2012

Vehicles which require this Recall Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

PROCEDURE

1. Replace the alternator and deflection pulley mounting bolt. Use repair instruction 12 31 020 "Removing and installing/replacing alternator (M57TU, M57T2)" to access the deflection pulley mounting bolt. Do not remove the alternator.
2. For better accessibility the fan cowl and the upper cross member have to be removed as per repair instruction 17 11 035 Removing and installing/replacing fan cowl with electric fan (M57T2). When reinstalling the cross member new bolts are required.

 <p>GRUSB1112-10</p>	<p>3. Remove cover (1) from deflection pulley (2) to access the mounting bolt.</p>
 <p>GRUSB1112-12</p>	<p>4. Remove the deflection pulley mounting bolt (2) to remove the deflection pulley (3).</p> <p>Overview:</p> <p>Cover for deflection pulley (1)</p> <p>Deflection pulley mounting bolt (2)</p> <p>Deflection pulley (3)</p>
 <p>GRUSB1112-11</p>	<p>5. Remove and replace the alternator bolt with P/N 12 31 8 574 809 (M10x125). Do not remove the alternator.</p> <p>IMPORTANT!</p> <p>Bolt Torque Specification:</p> <p>Torque the new bolt to 38 Nm initial torque, and then angle torque the bolt to an additional 180°.</p> <p>Reassemble the vehicle.</p>

PARTS INFORMATION

Part Number	Description	Quantity
12 31 8 574 809	Bolt (M10x125)	1
07 14 6 954 889	Hex bolt with collar	4

UPDATE! WARRANTY INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the following information:

Defect Code:	UPDATE! 0012390300	
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Vehicle is already in the workshop.

Labor Operation:	Labor Allowance:	Description:
		Replace alternator and deflection pulley

00 61 558	Refer to KSD2/AIR	mounting bolt (Plus work)
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Or:

The vehicle arrives at your center for this Recall repair (No other Main work will be claimed during this workshop visit)

Labor Operation:	Labor Allowance:	Description:
00 61 010	Refer to KSD2/AIR	Replace alternator and deflection pulley mounting bolt (Main work)

Refer to KSD2/AIR for the corresponding flat rate unit (FRU) allowances.

UPDATE ! Additional Repairs

If bolt fails before the vehicle is brought to your center, additional work may be necessary. This additional work must be claimed with separate labor operation(s) under the defect code listed above; refer to KSD2/AIR.

Please explain this additional work on the repair order and in the claim comment section.

UPDATE ! Overlapping Labor Procedure – Additional/Other Repairs

If invoicing the KSD2/AIR flat rate labor operation codes for other repair work results in overlapping labor, for those flat rate labor operations that are affected, you can now:

- Replace the stated KSD2 “FRU allowance” with a “reduced FRU value” to eliminate the overlapping labor.

For help in identifying the overlapping labor, please refer to the AIR FRU Plausibility Check (Overlapping Labor Tool) that is located in the AIR Client.

Eligible other repair work being claimed under a different defect code will require separate punch times.

On the repair order and in the claim comment section, please identify and itemize those labor operations being claimed with a “reduced FRU value.”

Posted: Tuesday, July 17, 2018

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