

**From:** [Broadcast Messaging System](#)  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** Delivery Stop N20, N26 Vacuum Pump Oil Supply, Update 1  
**Date:** Friday, October 04, 2013 1:44:20 PM

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From: Technical Service  
Expiration Date: October 18, 2013

DCSnet Message  
Urgent



Subject: **Delivery Stop N20, N26 Vacuum Pump Oil Supply, Update 1**

**Message Recipients: General Managers, Sales Managers, Service Managers, Service and Parts Directors, Parts Managers, Service Advisors, Shop Foremen**

#### Message Text:

This is a follow-up to the delivery stop announcement last week of certain N20 and N26-equipped models. Vehicles on the delivery stop VIN list must not be retailed or delivered until the defect has been corrected. The VIN list attached to this DCS message now includes your center name and number, associated with the affected VINs in your inventory. As soon as vehicles can be identified via the Key Reader or DCS Inquiry, an updated DCS message will be issued.

#### Technical Description

An oil plug in the intake camshaft may become displaced, restricting oil supply to the vacuum pump. Continued operation may lead to failure of the vacuum pump, resulting in loss of power-assist braking. Only camshafts from one supplier exhibit this issue; therefore, not all N20 and N26-equipped vehicles are involved in the delivery stop and Recall.

A repair solution is under development to secure the intake camshaft oil plug, but will not be available before December. As an interim solution, a limited supply of intake camshafts is being secured. These replacement camshafts do not exhibit the oil restriction problem. Contact your Market Team for availability of these parts. For planning purposes, repair time to replace the intake camshaft is approximately 5.5 hours per vehicle.

#### Recall

When the repair solution becomes available (expected in December), the intake camshaft should not be replaced. An SIB will be issued with the repair procedure and parts needed at that time. That repair will require approximately 1.5 hours per vehicle.

#### Customer Notification

Owners of vehicles which have already been delivered will receive initial notification in November, informing them of the issue. A second letter will be mailed in December, advising customers to schedule an appointment with your center to have the Recall completed, when parts and the repair procedure become available.


#### Parts

The intake camshaft and associated parts for the interim repair are currently blocked from dealer ordering. When sufficient stock arrives, VIN-specific ordering will be allowed for the Priority 1 vehicles held in your inventory. **Do not order parts at this time.** A Parts DCS will be sent out and updated as new information becomes available.

Sincerely,

Technical Service

Attachments: [Draft\\_10.2.13\[810fea1b\].pdf](#)  
 [DealerDelivStopVINs\[810fea1a\].pdf](#)

[2013-Exx-N20-N26-VacuumPumpOilSupply\\_QA2\\_\[810fea19\].pdf](#) 

[Draft\\_10.2.13\[810fea1b\].pdf](#)

[DealerDelivStopVINs\[810fea1a\].pdf](#)

[2013-Exx-N20-N26-VacuumPumpOilSupply\\_QA2\\_\[810fea19\].pdf](#)

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