

**From:** Broadcast Messaging System  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** Recall 16V-XXX: Fuel Pump Replacement  
**Date:** Thursday, October 13, 2016 3:40:29 PM

Publish Date: October 13, 2016  
From: Technical Service  
Expiration Date: October 27, 2016

DCSnet Message  
**Urgent**



**Subject: Recall 16V-XXX: Fuel Pump Replacement**

BMW AG is conducting a Voluntary Safety Recall involving the certain Model Year 2007 - 2012 5 Series Gran Turismo, 5 Series Sedan, 6 Series Convertible, 6 Series Coupe, X5, X6 and X6 Hybrid vehicles regarding the Fuel Pump. Attached is Service Information bulletin B16 04 16 for more details.

At this time, a repair solution is being developed. You will be updated when additional information becomes available.

Sincerely,

Technical Service

Attachments:

-  [Recall Notice\\_B160416\[81808420\].pdf](#)
-  [B160416\\_Q\\_A\[8180841f\].pdf](#)
-  [B160416\[8180841e\].pdf](#)
-  [Recall Notice\\_B160416\[81808420\].pdf](#)
-  [B160416\\_Q\\_A\[8180841f\].pdf](#)
-  [B160416\[8180841e\].pdf](#)

Recipients: BMW Passenger Cars, CC-All  
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel



# Service Information

Fuel Supply Systems

B16 04 16

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October 2016

Technical Service

## **RECALL CAMPAIGN 16V-XXX: FUEL PUMP REPLACEMENT**

### **MODEL**

F07 (5 Series Gran Turismo)	F10 (5 Series Sedan)	F12 (6 Series Convertible)	F13 (6 Series Coupe)
E70 (X5)	E71 (X6)	E72 (X6 Hybrid)	

### **SITUATION**

BMW AG is conducting a Voluntary Safety Recall involving certain Model Year 2007 - 2012 vehicles. This involves the fuel delivery module which contains the in-tank fuel pump. Over time, the electrical connectors may become damaged.

Approximately 136,188 vehicles are affected by this recall. These vehicles will be displayed under "open campaign" in AIR and ISPA Next with the description: "INFO010117 Recall 160416 no action at this time". The VINs will be loaded into the Warranty System overnight and will be displayed on October 14, 2015 in Warranty Vehicle Inquiry.

This bulletin will be updated with repair instructions, parts and warranty information when it becomes available.

## **SAFETY RECALL NOTICE**

To: All Center Operators, Sales Managers, Service Manager, Parts Manager and Warranty Processor

RE: Recall Campaign 16V-XXX: Fuel Pump Replacement B16 04 16

BMW Group is conducting a Voluntary Safety Recall (effective October 13, 2016) involving the fuel pump in certain F07 (5 Series Gran Turismo), F10 (5 Series Sedan), F12 (6 Series Convertible), F13 (6 Series Coupe), E70 (X5), E71 (X6), E72 (X6 Hybrid).

Owners will be notified by First Class mail about the Recall and will be instructed to bring their vehicles in for a free repair when parts are available.

**Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.**

**Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.**

**Please follow any special instructions that we provide to you for the return or disposition of recall parts.**

We appreciate all your assistance with this Recall.

**In-Tank Fuel Pump  
Safety Recall 16V-xxx  
Model Year 2008-2012  
BMW 5 Series, 5 Series Gran Turismo, 6 Series, X5 SAV, X6 SAC  
*Last Updated 10/13/2016***

**Q1. Which BMW models in the US are potentially affected by this Safety Recall?**

Approximately 136,188 BMW models in the US, as noted below, are potentially affected.

Series	Model	Model Year	Approx. Volume	Production Dates
F10	5 Series	2011 – 2012	51,710	Jul 2010 – Jun 2011
F10	5 Series (Hybrid)	2012	1	Oct 2010
F07	5 Series Gran Turismo	2010 – 2011	4,961	Mar 2009 – Jun 2011
F12	6 Series Convertible	2012	1,609	Oct 2010 – Jun 2011
F13	6 Series Coupe	2012	8	Oct 2010 – Jun 2011
E70	X5 SAV	2007 – 2011	70,632	May 2006 – Jul 2010
E71	X6 SAC	2008 – 2011	7,068	Jul 2007 – Jul 2010
E72	X6 SAC (Hybrid)	2010 – 2011	199	Apr 2009 – Jul 2010

**Q2. What is the specific issue?**

This safety recall involves the in-tank fuel pump. Over time, the fuel pump connector may become damaged.

**Q3. What can happen as a result of this issue?**

If the fuel pump connector becomes damaged, a fuel odor may be noticed. This could also lead to a fuel leak during refueling, or when cornering while driving. The fuel pump could also stop working and lead to a no start or stalling condition in the vehicle.

**Q4. How did BMW become aware of this issue?**

BMW became aware of this issue through its quality control procedures.

**Q5. Why are other BMW vehicles not included in this Safety Recall?**

Other vehicles have a different fuel pump.

**Q6. Can I determine if this issue exists in my vehicle?**

If you notice a fuel odor or a fuel leak after recently refueling, your vehicle may be experiencing this issue. Additionally, if your vehicle does not start, or stalls while driving, your vehicle may be experiencing this issue. If this occurs, have the vehicle brought to the nearest authorized BMW center.

**Q7. Can I continue to drive my vehicle?**

Yes. However, when you receive a letter asking you to have this service performed by an authorized BMW center, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

**Q8. How will my vehicle be repaired?**

The fuel pump will be replaced.

**In-Tank Fuel Pump  
Safety Recall 16V-xxx  
Model Year 2008-2012  
BMW 5 Series, 5 Series Gran Turismo, 6 Series, X5 SAV, X6 SAC  
*Last Updated 10/13/2016***

**Q9. Is BMW aware of any accidents or injuries involving these BMW vehicles associated with this Safety Recall?**

No.

**Q10. How will I be informed of this Safety Recall?**

If your vehicle is affected, you will receive a letter in December via First Class mail advising you of this recall. You will receive another letter when parts become available. At such time, you should immediately schedule an appointment with an authorized BMW center for service and repair. Locate your preferred BMW center at [www.bmwusa.com/dealer](http://www.bmwusa.com/dealer).

To ensure BMW of North America, LLC has your most recent contact and vehicle information, please register your vehicle at <http://www.bmwusa.com/myBMW>. Registration is free, and will give you access to factory initiated campaigns and other information specific to your BMW vehicle.

**Q11. How long will the repair take?**

This repair may take several hours; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed free of charge by your authorized BMW center.

**Q12. Do I have to wait for my letter in order to have my vehicle serviced?**

Yes. BMW is in the process of implementing this program to ensure that the necessary parts, tools and procedures are available at its authorized BMW centers, prior to contacting you to schedule your vehicle to have this safety recall performed. For the latest updates to this recall, please visit [www.bmwusa.com/recall](http://www.bmwusa.com/recall).

**Q13. I see the "TREAD Act Customer Reimbursement Plan" attached to my letter. Can you explain what that is about? Am I eligible for reimbursement?**

If you have already had this repair performed at your own expense, you may be eligible for reimbursement of certain expenses that you incurred.