SI B16 04 16
Fuel Supply Systems

September 2017
Technical Service

RECALL CAMPAIGN 16V-746: REPLACE LOW-PRESSURE ELECTRIC IN-TANK FUEL PUMP

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

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 B16 04 16 **dated September 2017**

What's New:

• Procedure and Warranty information changed. A new labor operation is added for checking previous repairs.

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

The vehicle can exhibit a fuel leak from the area surrounding the low-pressure electric in-tank fuel pump electrical connector.

UPDATE! AFFECTED VEHICLES

This Recall Campaign involves F07, F10, F12, F13, E70, E71 and E72 vehicles produced from May 2006 to July 2011.

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

UPDATE! The open campaign description will read as: **B160416 Recall Fuel Pump.**

UPDATE! We are mailing only a limited amount of customer notification letters each month because of the parts supply. Please see the Parts Matrix and Mailings Update and the remedy status column in Warranty Vehicle Inquiry for more information.

1. VINs that had customer letters mailed will be flagged in vehicle comments with the following statement: **The final repair for this vehicle is available, please refer to Service Information bulletin B16 04 16.**
2. VINs that did not have customer letters mailed will be flagged in vehicle comments with the following statement: **The final repair is not available for this vehicle at this time.**

CAUSE

An improper crimp on the low pressure electric in-tank pump electrical connector pins can result in increased resistance. The heat generated from the resistance can melt or deform the fuel pump flange plastic housing and electrical connector pin sealing surfaces.

CORRECTION

UPDATE! Check vehicle history for a qualifying previous repair.

Or

UPDATE! Replace the electric low-pressure fuel pump and install the repair cable for the vehicle electrical harness.

PROCEDURE

1. UPDATE! Check vehicle history for a previous repair containing the applicable fuel pump part number and applicable fuel pump repair kit part number.
2. UPDATE! If the vehicle has a previous repair in its vehicle history that meets the requirements of this Recall Campaign (and includes both applicable part numbers) then take no further action and use Labor Operation 11 65 856 (1 FRU). If NO previous repairs are in the vehicle history that meet the requirements of this Recall Campaign then proceed to step 3.
3. Remove and replace the low pressure electric in-tank fuel pump as per one of the following repair instructions.

E Series Vehicles:

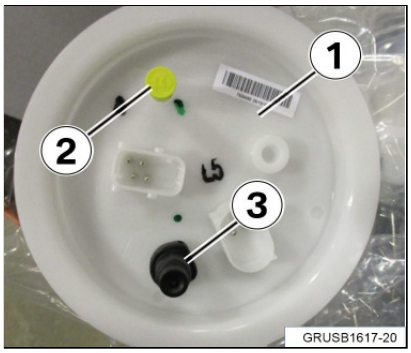
Refer to Repair Instruction 16 14 010 “Removing / installing and replacing the electric fuel pump”

F Series Vehicles:

Refer to Repair Instruction 16 15 200 “Removing / installing and replacing the electric fuel pump”

New Part Inspection

Concerns part number 16 11 7 934 459 and 16 11 7 934 460 only. All other part numbers do not need an inspection.



4. Inspect the new fuel pump assembly white plastic lid (1).

   The yellow transportation cap for the fuel supply line (2) must be removed and discarded before installation.

   The black plastic cap (3) must not be removed. If removed, a fuel leak may develop if an open port is present.

   If the new 7934459 or 7934460 fuel pump is received without this the black plastic cap (3) and an open port is present then another fuel pump must be ordered.

   Do not use a fuel pump that is missing the black plastic cap (3) and it has an open port which may cause a fuel leak.

5. Install the repair cable onto the vehicle harness. Refer to repair instruction 61 13 …“Butt connector for repairing a plug connection”.

   ISTA/D Repair Instruction Path:

   - Select “Product Structure”

   - Select “61 General electrical system”

   - Select “6113 Plug connection, terminal, power distribution box”

   - Select “Start Search”

   - Scroll down and select “61 13 …“Butt connector for repairing a plug connection” \

Read the entire repair instruction.

Special tools:

Use special tool 614 340 Crimping Set (BMW tool P/N 83 30 0 496 833).

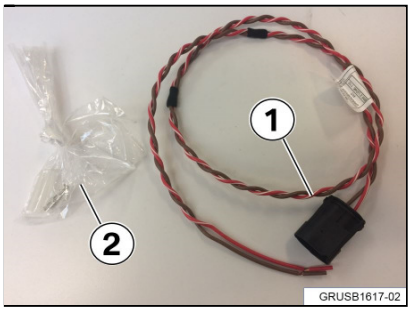
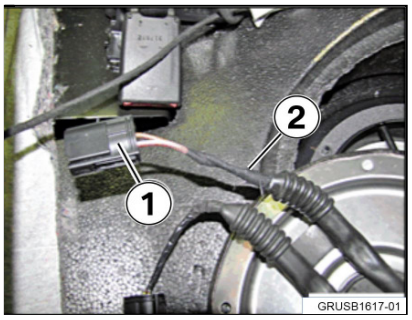
Or:

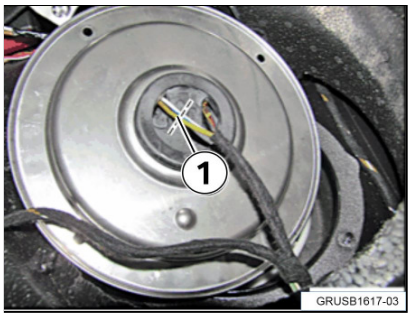
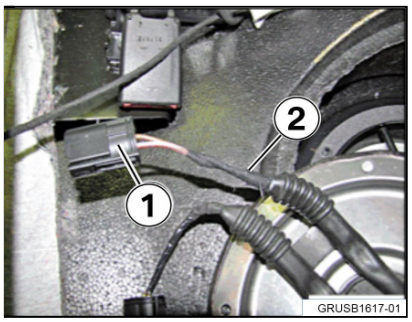
Use special tool 614 320 Crimping Set (BMW tool P/N 83 30 0 494 158) with Universal Crimping Die 614 328 (BMW tool P/N 83 30 0 495 555).

Use one of the above tools to install the butt connectors between repair cables and the vehicle harness. Properly insulate the connection using the shrink tubing provided in the repair cable kit.

The length of wires supplied with the repair cable is more than enough to make the repair. The repair cable length may be reduced as needed to perform the proper repair in the vehicle.

If the crimp is not performed correctly and it needs to be removed and installed again then use P/N 61 13 8 353 748 crimp and P/N 61 13 1 379 833 shrink tube. Repeating this repair will not be reimbursed under the recall.

	Repair kit overview: Repair harness (1) Butt connector and shrink tubing (2)
	Repair harness procedure: Locate the fuel pump electrical connector (1). Unwrap the tape (2) from rubber grommet.

	Turn over the steel lid. Cut the electrical harness (1) and remove it from the grommet. Measure the removed section of the harness. Cut the new repair harness to the same length as the removed section of electrical harness. Install the repair harness through the grommet and install the shrink tubing and butt connectors at this location (1).
	Verify that the length of harness protruding from the grommet is correct (1). Tape the harness (2) at the grommet to seal it from water ingress. Reassemble the vehicle as per the applicable repair instruction.

PARTS INFORMATION

Select, from both part number tables below based on the affected vehicle's "model and engine variant," the applicable part numbers to install and claim.

Low pressure electric in-tank fuel pump:

Part Number	Part Description with Model and Engine	Quantity
16 11 7 934 453	Fuel pump (E70 with N52 engine)	1
16 11 7 934 454	Fuel pump (E71 with N54 engine)	1
16 11 7 934 455	Fuel pump (E70, E71 with N55 engine)	1
16 11 7 934 456	Fuel pump (E70 with N62 engine)	1
16 11 7 934 457	Fuel pump (E70, E71, E72 with N63 and S63 engines)	1
16 11 7 934 458	Fuel pump (F10 with N52 engine)	1
16 11 7 934 459	Fuel pump (F07, F10, F12, F13 with N63 engine)	1

16 11 7 934 460	Fuel pump (F07, F10, F12 with N20 and N55 engines)	1

And,

Repair cable:

Part Number	Description	Quantity
61 12 9 384 625	Repair cable - F07 F10, F12, F13 (4-pin connector)	1
61 12 9 387 439	Repair cable - E70, E71, E72 all engines except N63 and S63 engines (2-pin connector)	1
61 12 9 387 440	Repair cable - E70, E71, E72 with N63 and S63 engines (6-pin connector)	1

If the crimp is not performed correctly and it needs to be removed and installed again then use P/N 61 13 8 353 748 crimp and P/N 61 13 1 379 833 shrink tube. Repeating this repair will not be reimbursed under the recall.

PARTS RETENTION

The parts replaced to perform and submit for this Recall repair procedure are the property of BMW NA.

Your center is responsible for the proper identification, storage and documentation of these parts. They must be held in a secure retention area until notification of claim payment is made by BMW NA through DCSnet.

These “used’ fuel delivery modules need to be properly drained and stored until requested.

Applicable Recall parts will be requested to be returned, a corresponding DCSnet generated Part Return tag will be generated.

Warning: “used’ fuel delivery modules are classified as dangerous goods (DG) by the Department of Transportation (DOT) require special preparation, packing and labeling for transport.

- **Your center is responsible for following all rules and regulations that apply to the proper documentation and shipping of dangerous goods (DG).**
- **As listed in the “Ship To” address section of the corresponding Part Return tag, return the requested Recall part to the Warranty Parts Return Center (WPRC).**
- **Please DO NOT return these recalled fuel delivery modules to “Lighting Resources."**

Your center can use the Labelmaster® Dangerous Goods Information System (DGIS) for proper shipping procedures and guidelines (additional information for the DGIS can be found in SI B01 22 16).

Any return requested Recall parts that are not received by the WPRC within 60 days of the claim “credit date” may be subject to debit.

WARRANTY INFORMATION

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

Defect Code:	**0016150200**	

UPDATE! Use this labor operation when a previous repair that meets the requirements of this Recall Campaign is searched and found in the DCSnet Warranty Vehicle Inquiry's Repair History (Claims) section.

Labor Operation:	Labor Allowance:	Description:
00 65 856	1 FRU	A recall-compliant low-pressure electric in-tank fuel pump repair was previously performed

Or:

UPDATE! Use this labor operation when a vehicle repair is performed as described in this Recall Campaign.

Labor Operation:	Labor Allowance:	Description:
00 64 234*	12 FRU (E70 and the F10 Hybrid)	Replacing the right delivery unit along with the wiring harness connector (Main work)
Or, for these models:		
00 64 234*	11 FRU (E71, E72, F10, F12 and the F13); 14 FRU (F07)	Replacing the right delivery unit along with the wiring harness connector (Main work)
Or:		
00 64 235*	14 FRU (E70)	E70 with third row seating (SA 4UB): Replacing the right delivery unit and the wiring harness connector (Main work)

Note*: The special flat rate labor operations provided above includes time for extracting "enough" fuel from the fuel tank to perform the repair and refilling.

And, as applicable:

UPDATE! **Alternative Mobility Solution (AMS)**

This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Defect Code noted above as follows:

- Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to SI B01 29 16 for additional information.

TREAD Act - Previous Customer-Pay Repairs

Implemented previous to this Recall Service Information bulletin, the In-tank fuel delivery module (pump) also has a component-specific Extended Limited Warranty (ELW: SI B01 15 15). Therefore, previous customer-repair reimbursement requests are not likely.

However, if your center is presented with a reimbursement request for a "qualifying customer-pay repair" that was performed on an "affected vehicle" prior to the release of this Recall, BMW of North America, LLC ("BMW NA") will reimburse the costs for that repair.

Customer-pay Invoice Review and Reimbursement Procedure

1. Review and verify that the previous customer-pay invoice (BMW center or independent repair shop) contains a repair that was performed to address the issue described in this Recall bulletin.
2. If this prior repair qualifies, reimburse the customer (labor and parts).
3. Submit for this customer-paid repair expense under **Defect Code 85 99 00 12** NA, as follows:
   - Sublet Code “3”
   - Dollar amount (with no markup)
   - Comment: Recall 16V-746 - Replace Low-Pressure Electric In-Tank Fuel Pump, reimbursement for allowable expenses that relate to performing a previous qualifying customer-pay repair.
   - Itemize the sublet amount on the repair order and in the claim comments
4. Retain the “original” customer pay invoice in your files; this documentation may be requested by BMW during the claim review process.

A claim submission for a “prior customer-pay reimbursement” under Defect Code “85 99 00 12 NA” **will not close** the “Open” Safety Recall on the vehicle. The Recall repair procedure that applies must still be performed on the vehicle and claimed.

Repairs That do not Qualify for Reimbursement

Repairs that do not qualify for reimbursement include repairs performed on non-affected vehicles, and/or the diagnosis and repair of other unrelated issues. This exclusion applies to repairs that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

Posted: Wednesday, December 13, 2017

ATTACHMENTS

View PDF attachment **Recall Notice B160416**.

View PDF attachment **B160416_Drain_Procedure**.

View PDF attachment **B160416_FuelDeliveryModule-QA**.

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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.

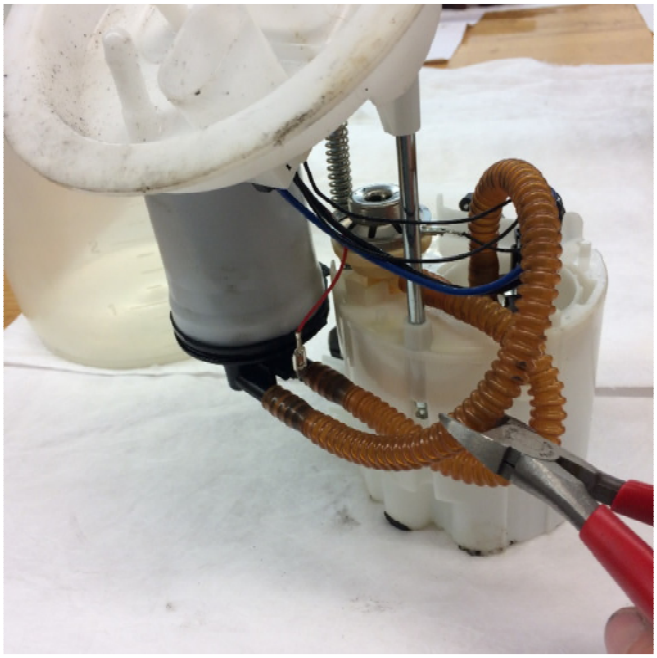
Please follow any special instructions that we provide to you for the return or disposition of recall parts.

We appreciate all your assistance with this Recall.

SI B16 04 16 Fuel Pump Draining Procedure January 2016

Perform the inclusive procedure outlined below before shipping the fuel pump back to the WPRC (Warranty Parts Return Center). Please use the appropriate eye, hand and skin protection.

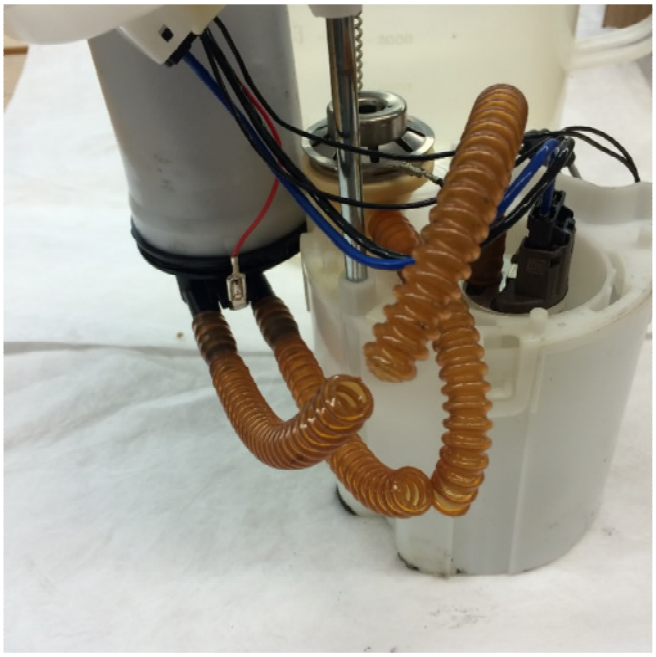
NOTE: If this procedure is not followed and the fuel pump is received with residual fuel, the entire claim may be subject to debit.



1. After removing the pump from the vehicle, place the fuel pump over a suitable container and use a suitable cutting tool (material cutter) to cut the hoses.

   Turn the pump in a few different directions to allow the hoses to drain. This may take a few seconds or up to 1 minute.

   Suitable cutting tool shown in the illustration.



The hoses are cut in this illustration.

2. After the residual fuel has been drained, the part must be held until requested by the WPRC.

   Refer to B01 22 16 for important shipping-related information.

In-Tank Fuel Pump
Safety Recall 16V-746
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-746
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.

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.

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.