



RECALL CAMPAIGN 16V-919: ELECTRICAL GROUND CABLE FOR THE DME CONTROL UNIT

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.

MODEL

F15 (X5)	
With the N20 engine	

SITUATION

There is a possibility the ground cable from the engine wiring harness between the DME (Digital Engine Electronics) and the engine block is not fastened to the correct torque specification.

A faulty ground connection between the DME and the engine block could cause sporadic reset of the DME while driving. This could lead to the engine stalling or depending on the driving speed after the reset of the DME, difficulty in restarting the engine.

Alternative Mobility Solutions (AMS) Reimbursement

This BMW Recall/Service Action repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement. Please refer to SI B01 29 16 for claim submission details.

AFFECTED VEHICLES

This Recall Campaign involves approximately (8) F15 xDrive 40e vehicles produced from 7/29/2015 to 9/9/2015. Customer Relations will be notifying customers via telephone as well as a customer mailing to advise them to visit their center for repairs.

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

CORRECTION

Check the fastening torque of the DME engine wiring harness ground and rework if necessary.

PROCEDURE

In order to safely access this ground connection the follow repair procedure is to be followed:

1. De-energize the high voltage system as described in the repair instruction **REP 61 25 900**

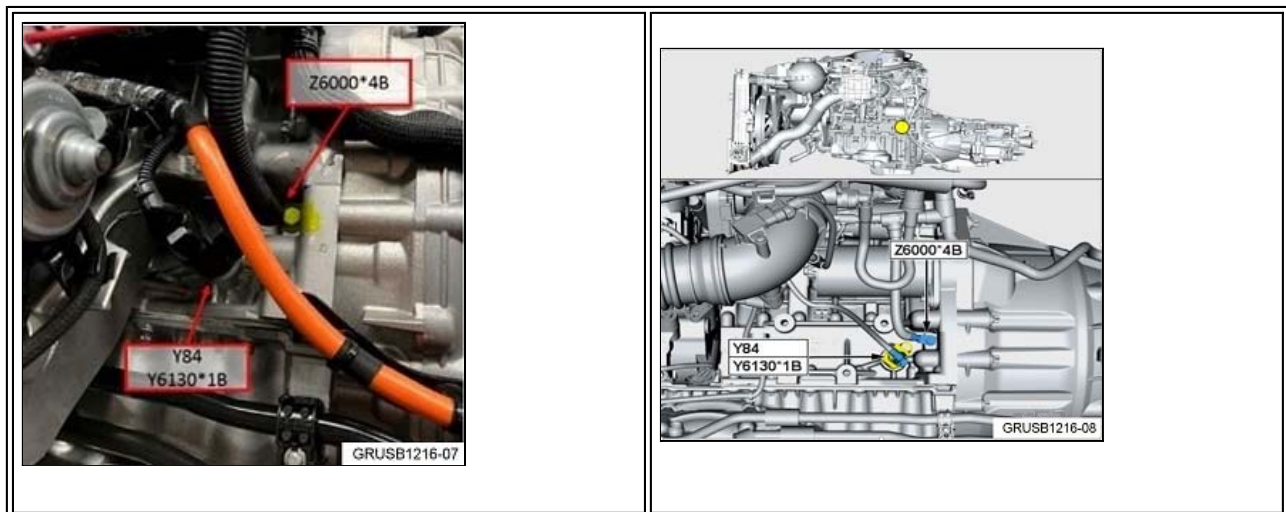
2. Disconnect and connect battery earth lead (Plug-in Hybrid Electric Vehicle) – **REP 61 20 900**
3. Remove the underbody protection – **REP 51 47 491**
4. Remove the underbody paneling – **REP 51 71 016**
5. The bracket for the refrigerant lines (as indicated below) need to be loosened in order to access the DME engine harness ground point.



6. Check that the M6 bolt (DME ground connection “**Z6000*4B**”) is torqued to **8 Nm** as shown below and described in the repair instruction:

REP 12 51 245 Replacing wiring harness section engine transmission module (N20).

Ensure that the ground cable is indeed tight by trying to move it back and forth by hand. It is possible the specified torque of **8 Nm** is reached, but the ground cable is not secured tightly.



7. Reassemble all removed panels, reconnect the battery ground and active the high-voltage system.

WARRANTY INFORMATION

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

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Defect Code:	0012390400	
Labor Operation:	Labor Allowance:	Description:
00 64 738	12 FRU	Check the tightening of the M6 bolt and ground cable on the engine block and rework if necessary (Plus work)

Additional Repair Work

When additional work and/or parts are required to properly perform the bolt re-torquing procedure, claim these items under the defect code listed above together the applicable labor operations listed in KSD2.

Please explain and itemize the additional work on the repair order and in the claim comments

TREAD Act - Previous Customer-Pay Repairs

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 Service Information bulletin, BMW of North America, LLC (“BMW NA”) will reimburse this previous 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” Service Information 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 Campaign: Electrical Ground Cable for the DME Control Unit, Reimbursement for allowable expenses that relate to performing a prior 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).

Note: A previously reimbursed repair, a repair performed on a non-affected vehicle, and/or, the diagnosis and repair of other “unrelated issues” on an affected or non-affected vehicles does not qualify for reimbursement.

This claim submission for the “prior customer-pay reimbursement,” when it is submitted as outlined under Defect Code “85 99 00 12 NA,” **will not close the “Open” Safety Recall on the vehicle.**

The applicable “open” Recall repair must still be performed on the vehicle.

ATTACHMENTS

View PDF attachment [B123016 Q&A.](#)

View PDF attachment [Recall Notice B123016.](#)

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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: Electrical Ground Cable – DME Control Unit – B12 30 16

BMW Group is conducting a Voluntary Safety Recall (effective December 15, 2016) involving the Electrical Ground Cable – DME Control Unit in certain F15 (X5).

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.

**Electrical Ground Cable – DME Control Unit
Safety Recall 16V-xxx
Model Year 2016
BMW X5 xDrive40e
*Last Updated 12/15/2016***

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

Approximately 8 Model Year 2016 BMW X5 xDrive40e vehicles, produced between July and September 2015, in the US are potentially affected.

Q2. What is the specific issue?

This safety recall involves the electrical ground cable between the Digital Motor Electronic (DME) control unit and the engine block. The cable may not have been adequately tightened. Over time, this connection could loosen and result in an under-voltage condition and a DME reset.

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

The transmission could shift to Auto-N, and the vehicle would coast to a stop, increasing the risk of a crash.

Q4. Can I continue to drive my vehicle?

Yes.

However, when you are contacted by BMW informing you of this recall, and asking you to have this recall 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.

Q5. How did BMW become aware of this issue?

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

Q6. Why are other BMW vehicles not included in this Safety Recall?

Other vehicles have the electrical ground cable adequately tightened.

Q7. Can I determine if this issue exists in my vehicle?

No.

Q8. How will my vehicle be repaired?

The electrical ground cable between the DME and the engine block will be retightened to specifications.

Q9. When are the parts for the recall expected to be available?

Parts are not required, as the repair involves retightening a cable.

Q10. Is BMW aware of any accidents or injuries involving these BMW vehicles in the US associated with this Safety Recall?

No.

**Electrical Ground Cable – DME Control Unit
Safety Recall 16V-xxx
Model Year 2016
BMW X5 xDrive40e
*Last Updated 12/15/2016***

Q11. How will I be informed of this Safety Recall?

BMW is contacting owners of affected vehicle by phone, email, and First Class mail. You can locate your nearest authorized 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.

Q12. How long will the repair take?

This repair will take approximately 1 hour; 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.

Q13. Do I have to wait for my letter in order to have my vehicle serviced?

No.

BMW is contacting owners of affected vehicle by phone, email, and First Class mail. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer. For the latest updates to this recall, please visit www.bmwusa.com/recall.