

From: Broadcast Messaging System
To: [DL-BMS Message Monitors](#)
Subject: RECALL 17V-XXX: DOOR LATCHES
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Publish Date: May 18, 2017
From: Technical Service
Expiration Date: June 30, 2017

DCSnet Message
Urgent



Subject: **RECALL 17V-XXX: DOOR LATCHES**

BMW AG is conducting a Voluntary Safety Recall (effected May 18, 2017) on Model Year 2005 - 2007 BMW 7 Series, with options Comfort Access / Soft Close Automatic, and involves the door latch.

Attached is Service Information bulletin B51 24 17, Recall Notice and Q&A for more details.

The bulletin will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments:  [B512417_Recall_Notice\[8197304e\].pdf](#) 
 [B512417\[8197304d\].pdf](#) 
 [2017-MY05-08-E65-66-DoorLatches-QA-\(18May2017\)_v2\[8197304c\].pdf](#) 
 [B512417_Recall_Notice\[8197304e\].pdf](#) 
 [B512417\[8197304d\].pdf](#) 
 [2017-MY05-08-E65-66-DoorLatches-QA-\(18May2017\)_v2\[8197304c\].pdf](#) 

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



SI B51 24 17
Body Equipment

May 2017
Technical Service

RECALL 17V-XXX: DOOR LATCHES

MODEL

E65 (7 Series)

E66 (7 Series)

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective May 18, 2017) on Model Year 2005 - 2008 BMW 7 Series, with options Comfort Access / Soft Close Automatic, and involves the door latch.

The door can appear to be closed, although it has stopped in a position where the main detent is not fully engaged. Therefore, an irregular road surface, or an inadvertent contact with the door interior, could cause it to unexpectedly open while driving.

Approximately 45,484 vehicles are affected by this recall.

Vehicles in dealer inventory are affected by this recall/stop. Vehicles which are affected will show the campaign as "Open" when checked either in AIR or ISPA Next. Once the Warranty Vehicle Inquiry system is updated on Friday, May 19, 2017, it will display the same information. The affected vehicles will be identified with the comment: **0051170400 B51 24 17 Recall: Do not retail or deliver.**

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

A Q&A has been attached for further information.

ATTACHMENTS

View PDF attachment [B512417 Recall Notice.](#)

View PDF attachment [2017-MY05-08-E65-66-DoorLatches-QA-\(18May2017\) v2.](#)

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SAFETY RECALL NOTICE

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

RE: Recall 17V-XXX: Door Latches

BMW AG is conducting a Voluntary Safety Recall (effective May 18, 2017) on Model Year 2005 - 2007 BMW 7 Series, with options Comfort Access / Soft Close Automatic, and involves the door latch.

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.

**Door Latches
Safety Recall 17V-xxx
Model Year 2005-2008
BMW 7 Series (with Options Comfort Access / Soft Close Automatic)
*Last Updated 05/18/2017***

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

Approximately 45,500 Model Year 2005-2008 BMW 7 Series (with options Comfort Access / Soft Close Automatic) vehicles in the US, produced between August 2004 and July 2008, are potentially affected.

Q2. What is the specific issue?

This safety recall involves the door latches. The door can appear to be closed, although it may have stopped in a position close to the vehicle body and not be completely closed. Therefore, an irregular road surface, or an inadvertent contact with the door interior, could cause it to unexpectedly open while driving.

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

If the door unexpectedly opens while driving, this could result in a crash or increase the risk of injury.

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

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

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

Other vehicles, manufactured without Comfort Access and Soft Close Automatic, are not affected.

Q6. I heard about a Safety Recall in 2012 on this issue. Is this the same issue?

It is similar as both recalls involve the door latch. The vehicles affected by the 2012 recall are also included in the 2017 recall.

Q7. If my vehicle had the 2012 Recall performed, is my vehicle affected by this 2017 Recall?

Yes. Vehicles affected by the 2012 recall need to have the 2017 recall performed as well.

Q8. Can I determine if this issue exists in my vehicle?

If the door will not close or the door opens unexpectedly while driving, you may be experiencing this issue.

Q9. Can I continue to drive my vehicle?

Yes. However, when you receive a letter 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.

Q10. How will my vehicle be repaired?

The repair is still being determined.

Door Latches
Safety Recall 17V-xxx
Model Year 2005-2008
BMW 7 Series (with Options Comfort Access / Soft Close Automatic)
Last Updated 05/18/2017

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

You will receive a letter in July via First Class mail advising you of this recall. You will receive another letter when the recall is ready to be performed. At that time, you should immediately schedule an appointment with an authorized BMW center to have this recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealers.

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

Q12. 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.

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

Yes. We are in the process of implementing this program to ensure that the necessary parts, tools and procedures are available, 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.