



## RECALL CAMPAIGN 17V-240: CHECK ENGINE OIL COOLER LINES

### What's New:

- **The Recall claim submission for those vehicles that “passed all 16 inspection points” can now be submitted.**

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

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 B17 03 17 **dated April 2017**

### MODEL

G12 (7 Series M760i)

### SITUATION

The engine oil cooler lines may have been incorrectly assembled.

### AFFECTED VEHICLES

This Recall Campaign involves G12 vehicles produced May 2016 to April 2017.

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.

Inspect and if necessary, replace the affected engine oil cooler line(s).

### PROCEDURE

See the attached inspection/repair procedure.

Only applies to those vehicles that were examined and **passed** all 16 inspection points.

Part Number	Description	Quantity

31 10 6 870 648	Hex bolt with washer	12
-----------------	----------------------	----

**UPDATE!** **WARRANTY INFORMATION**

**UPDATE!** Reimbursement for this Recall repair campaign for those vehicles that “**passed all 16 inspection points**” only can now be submitted via normal claim entry utilizing the following information:

<b>Defect Code:</b>	<b>0017770100</b>
---------------------	-------------------

**Completion “before” vehicle delivery to the customer or the vehicle is already in the workshop**

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 65 515	25 FRU	Inspect the vehicle’s engine oil line “ferrules,” the vehicle “passed all 16 inspection points,” no repair is necessary (in conjunction replace the 12 stiffening plate bolts) (Plus work)

Or:

**Completion after vehicle delivery to the customer**

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 65 010	27 FRU	Inspect the vehicle’s engine oil line “ferrules,” the vehicle “passed all 16 inspection points,” no repair is necessary (in conjunction replace the 12 stiffening plate bolts) (Main work)

And, for those vehicles already delivered:

**Alternative Mobility Solutions (AMS) Reimbursement**

For customer owned and operated vehicles, 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

Or, the:

<b>Vehicle’s Engine Oil Line(s) Require Replacement (After inspection)</b>
--

When an affected vehicle's engine oil line "ferrules" fail the inspection and oil line replacements are necessary:

- Please create a PuMA Hotline case as noted in the attachment.

**UPDATE!** **TREAD Act - Previous Customer-Pay Repairs**

Based on the small number affected vehicles and their current age (February 2017 production), reimbursement requests for previous customer-repairs for the issue being addressed by this Recall are not very likely.

## **ATTACHMENTS**

View PDF attachment [B17\\_03\\_17\\_Instructions.](#)

View PDF attachment [B170317-MY2017-18-G12-EngineOilCoolerLines-QandA.](#)

View PDF attachment [B170317 Recall Notice.](#)

[ Copyright ©2017 BMW of North America, Inc. ]

## **SAFETY RECALL NOTICE**

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

RE: Delivery Stop & Recall 17V-XXX: Check Engine Oil Cooler Line B17 03 17

BMW Group is conducting a Voluntary Safety Recall (effective April 4, 2017) on Model Year 2017-2018 BMW 7 Series M760i involving the engine oil cooler lines.

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.**

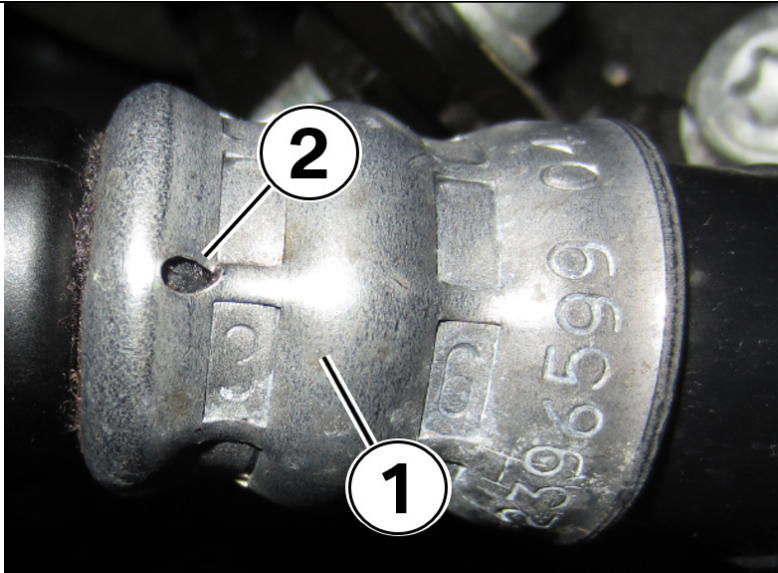
**Please follow any special instructions that we provide to you for the return or disposition of recall parts.**

We appreciate all your assistance with this Recall.

B17 03 17 - Delivery Stop & Recall 17V-XXX: Check Engine Oil Cooler Lines

1. Remove the stiffening plate, refer to Repair Instruction 31 11 039 "Remove and install/replace front stiffening plate." This will include the front underbody cover.

Remove the left and right wheel arch covers, refer to Repair Instruction 51 71 038 "Removing and installing /replacing front left or right wheel arch covers."

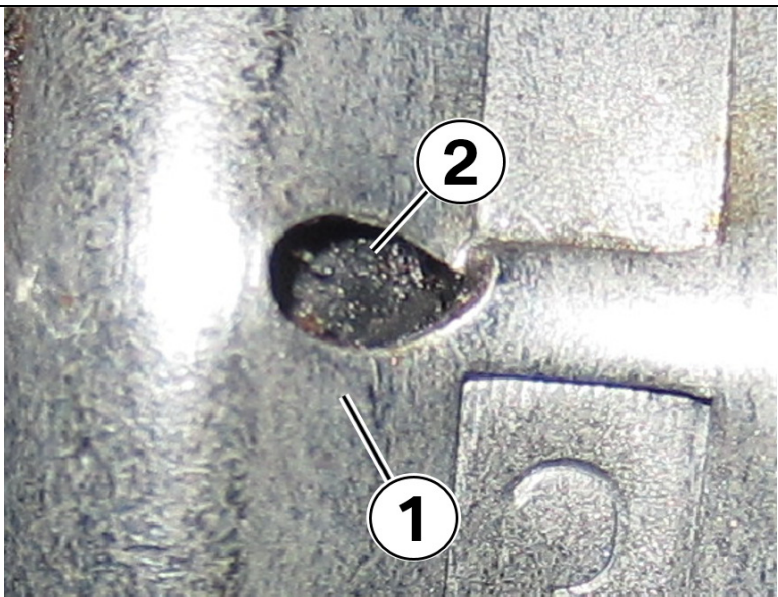


2. The engine oil cooler line ferrules (1) will have an inspection hole (2) to determine if the rubber hose was inserted fully before the ferrule was crimped at the manufacturing facility.

The inspection hole (2) must be completely blocked with black rubber hose.

In this example the inspection hole is completely filled with black rubber hose.

If the inspection hole is partially blocked or is not blocked at all then the oil line was incorrectly manufactured and it will need to be replaced.



Close-up picture of the ferrule (1) and the ferrule inspection hole (2).

In this example the inspection hole (2) is completely filled with black rubber hose.

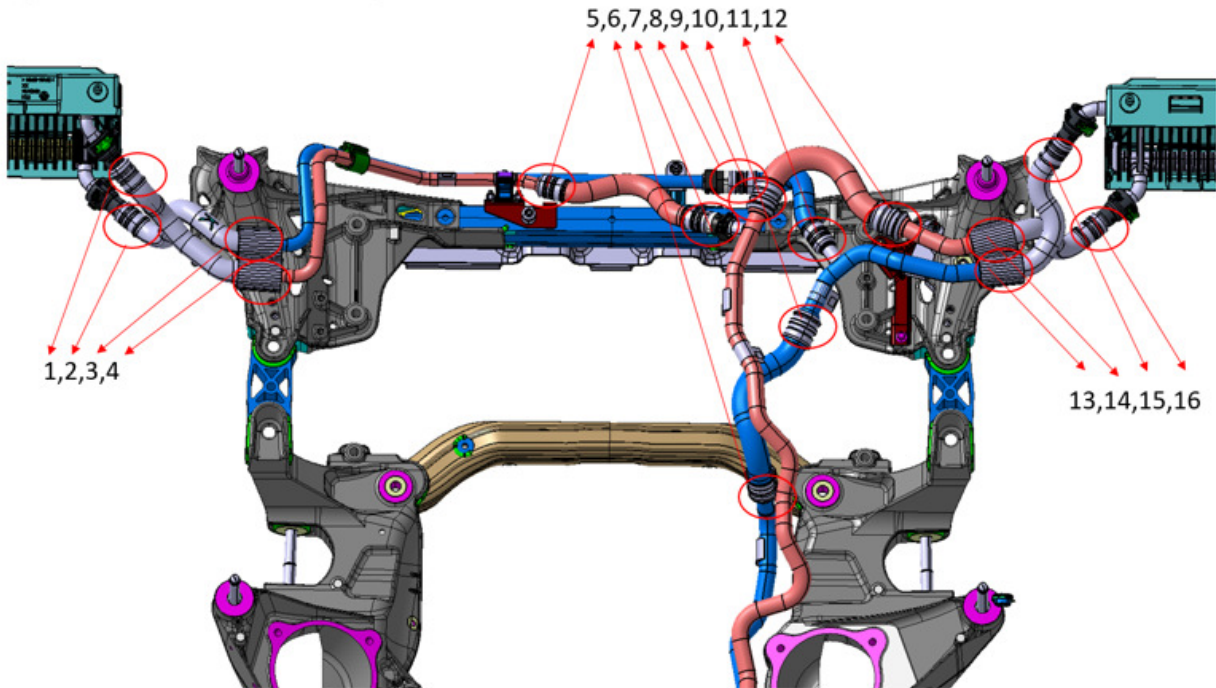
If the inspection hole is partially blocked or is not blocked at all then the oil line was incorrectly manufactured and it will need to be replaced.

The engine oil line ferrule inspection hole location may vary. The ferrule hole may be rotated to the opposite side of the line and in some cases a flashlight and a mirror and or a borescope may be needed to make a proper inspection. You must inspect the full circumference of the ferrule for the inspection hole.

B17 03 17 - Delivery Stop & Recall 17V-XXX: Check Engine Oil Cooler Lines

- Use the diagram below to locate all 16 of the engine oil line ferrules. Use the table located below the diagram to log the results. Enter "OK" or "Not OK" next to each numbered location in the table.

Ferrules that are located at position 3, 4, 13 and 14 will need the protective cover slide away from the ferrule. When complete with the inspection reinstall the ferrule protection sleeve in the proper position again.



1.	5.	9.	13.
2.	6.	10.	14.
3.	7.	11.	15.
4.	8.	12.	16.

- If all of the oil line ferrule inspection holes inspected "OK" then take no further action and reassemble the vehicle as per the applicable repair instructions. Replace the 12 stiffening plate bolts.

If any of the oil line ferrule inspection holes inspected "NOT OK" then that engine oil line will need to be replaced. You must inspect all 16 holes to ensure all four lines pass or fail the inspection. Do not remove any of the oil lines from the vehicle at this time.

Place copy of this inspection sheet in the vehicle file.

**If any of the lines has failed the inspection:**

- Create a PuMA Hotline case with "G12N74B Oil Line Inspection" in the subject field.
- Provide the "NOT OK" ferrule location numbers in the case description and wait for a response.

The parts availability is limited and parts will be allocated as needed. Do not remove the engine oil lines from the vehicle.



**Engine Oil Cooler Lines  
Safety Recall 17V-xxx  
Model Year 2017-2018  
BMW 7 Series (12-cylinder)  
*Last Updated 04/04/2017***

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

Approximately 95 Model Year 2017-2018 BMW 7 Series (12-cylinder) vehicles in the US, produced between November 2016 and March 2017, are potentially affected.

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

This safety recall involves the engine oil cooler lines which may not have been produced to specifications. As a result, oil cooler line connections within the engine compartment could loosen during driving.

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

If an engine cooler line loosened during driving, this could result in an oil leak. Depending upon the location and size of the leak, this could increase the risk of a crash. Other road users could also be affected by the oil leak.

**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 were manufactured with oil cooler lines produced to specifications by the supplier.

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

No.

**Q7. 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.

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

The oil cooler lines will be inspected and, if necessary, replaced.

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

No.

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

You will receive a letter in May via First Class mail advising you of this recall. 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](http://www.bmwusa.com/dealers).

**Engine Oil Cooler Lines  
Safety Recall 17V-xxx  
Model Year 2017-2018  
BMW 7 Series (12-cylinder)  
*Last Updated 04/04/2017***

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

**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. 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](http://www.bmwusa.com/recall).