



SI B51 24 17
Body Equipment

October 2017
Technical Service

UPDATE! RECALL 17V-328: DOOR LATCHES

This Service Information bulletin supersedes SI **B51 24 17** dated **September 2017**

What's New:

- Updated Q and A (attached). This recall only affects vehicles equipped with Comfort Access (option code 322)

MODEL

E65 (7 Series)

E66 (7 Series)

SITUATION

UPDATE! BMW AG is conducting a Voluntary Safety Recall (effective May 18, 2017) on Model Year 2005 - 2007 BMW 7 Series, with option 322 Comfort Access (CA), 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.

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.

AFFECTED VEHICLES

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. The affected vehicles will be identified with the comment:

0051170400 B51 24 17 Recall: Do not retail or deliver.

UPDATE! CUSTOMER CONCERNS

Customers were mailed a letter informing them that they are affected by this recall with no remedy available at this time. Attached is a copy for your reference.

If a customer contacts you, please inform them that the remedy is not available at this time and they will receive a follow-up letter informing them when the remedy is available and to schedule an appointment.

If a customer contacts you and they have a current issue with the door latch, please contact Customer Relations at doorlatchsupport@bmwna.com with customer name, VIN and description of issue. Please do not use this email for regular customer inquiries.

Tuesday, October 10, 2017

ATTACHMENTS

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

View PDF attachment [17V-328 Customer Letter Remedy Unavailable](#).

View PDF attachment [2017-MY05-08-E65-66-DoorLatches-QA-\(5Oct2017\)](#).

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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.



IMPORTANT SAFETY RECALL – Initial Notice – Remedy Unavailable

This notice applies to your vehicle, [INSERT VIN]

Recall Campaign No. 17V-328: Door Latches

July 2017

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2005-2008 BMW 7 Series vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

At the present time, we are not ready to perform this recall on your vehicle. We will notify you with a follow-up letter as soon as we can perform this recall. **Please note that your vehicle may have been previously affected by recall 12V-504. This new recall, 17V-328, replaces 12V-504.**

What could happen?

This recall involves the door latch system. 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 inadvertent contact with the door interior, could cause the door to unexpectedly open while driving. If the door unexpectedly opens while driving, this could result in a crash or increase the risk of injury.

If the door does not close or stay latched, do not attempt to drive while trying to hold the door closed. If the door unexpectedly opens while driving, carefully move away from traffic and pull over to a safe location as soon as possible. Do not continue to drive the vehicle. Please contact an authorized BMW center to have your vehicle inspected and, if necessary, repaired.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

What will BMW do?

The door latch system update will be performed **free of charge**, and will take approximately [xxx] hours.

What if the current vehicle ownership information is incorrect?

You can update the vehicle ownership or your contact information by completing the enclosed postage-paid card or by registering at <http://www.bmwusa.com/myBMW>. **If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.**

What if you have questions or experience problems?

For the latest updates to this recall, please visit www.bmwusa.com/recall. Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, contact BMW Customer Relations and Services at 1-800-525-7417 or at CustomerRelations@bmwusa.com.

Company
BMW
of North America, LLC

BMW Group Company

Mailing Address
PO Box 1227
Westwood NJ 07675-
1227

Telephone
(800) 525-7417

Fax
(201) 930-8362

E-mail
CustomerRelations@
bmwusa.com

Internet
bmwusa.com

If your BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Please be assured that your safety is important to us and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your safety belt at all times.

Sincerely,

BMW of North America, LLC

Spanish translation on back side
Traducción en español en el lado inverso

**Door Latches
Safety Recall 17V-328
Model Year 2005-2008
BMW 7 Series (with Options Comfort Access / with or without the Soft Close
Automatic option)
*Last Updated 10/05/2017***



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 the Comfort Access option (with/without the Soft Close Automatic option) 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?

Vehicles which do not have the Comfort Access option 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-328
Model Year 2005-2008
BMW 7 Series (with Options Comfort Access / with or without the Soft Close
Automatic option)
*Last Updated 10/05/2017***

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.