



## **RECALL 17V-328: E65/E66 (7 SERIES) DOOR LATCHES**

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

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

### **What's New:**


- Procedure and Warranty Information added
- Tread Act information added

### **MODEL**

E65 (7 Series)

E66 (7 Series)

### **SITUATION**

 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.

### **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 description: **0051170400 B51 24 17 Recall: Door Latches**

Customers will be mailed a final letter in January 2018 informing them that the repair is now available.

### **CORRECTION**

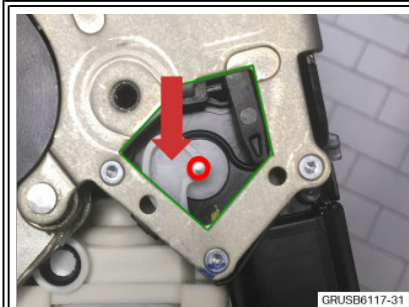
- Select the conversion "Conversion, Comfort Access without Electric Opening" and Program the vehicle with ISTA/P 3.63.3 (I-Level E065-17-11-520) or higher
- Remove and modify the 4 door latches

### **PROCEDURE**

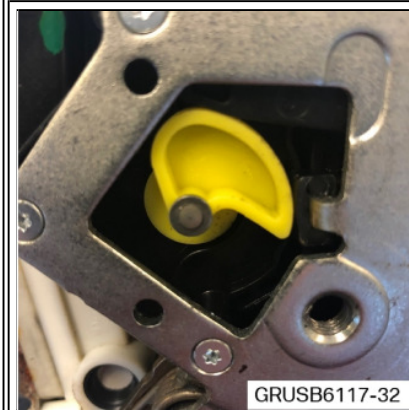
**It is important prior to this repair to check the operation of Comfort Access and the door locks since this procedure will only correct the unexpected opening of the door while driving.**

1. Remove all 4 door latches as per the repair instructions:

- “51 21 090 Removing and installing door lock in left or right front door
- “51 22 090 Removing and installing door lock in left or right rear door



2. Once the door lock is removed, modify each lock by removing the white or yellow opening assist cam (red arrow).



3. Manually position the cam so that it is clearly visible in the opening.



4. Cut the head of the cam retainer off with a pair of cutters.



5. Slide the cam off and discard using a pair of needle nose vice grips.

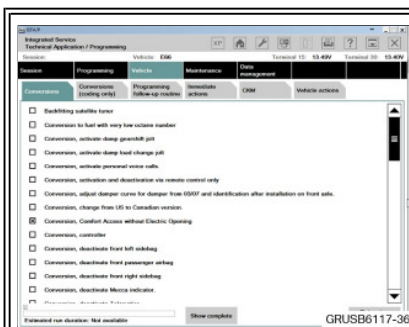


6. Make sure the area is clean of debris from the repair.

7. Reinstall all 4 door latches as per the repair instructions:

- “51 21 090 Removing and installing door lock in left or right front door
- “51 22 090 Removing and installing door lock in left or right rear door

8. Check the operation of Comfort Access and the doors for proper operation



9. Select the conversion “Conversion, Comfort Access without Electric Opening” and program the vehicle with ISTA/P 3.63.3 (I-Level E065-17-11-520) or higher. The following K-Word will be added to the Vehicle Order: “CAOE”

**Always connect a BMW approved battery charger/power supply (SIB04 23 10).**

**If programming cannot be performed because the vehicle has been modified or fails, submit a PuMA case for technical support.**

**Note: If the message “Please update navigation software” displays, please confirm and disregard this request.**

Lastly, check the operation of Comfort Access and central locking system.



### Vehicles arriving with inoperable Control Modules

Some Affected Vehicles may arrive with inoperable control modules and may be in need of repair, those repairs are outside the scope of this Recall.

For vehicles beyond the applicable warranty coverage, please address other required repair work with the customer prior and during the repair order write-up process as necessary.

Should the customer decline these other repairs, please note it accordingly on the repair order.



## WARRANTY INFORMATION

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

|                     |                   |  |
|---------------------|-------------------|--|
| <b>Defect Code:</b> | <b>0051170400</b> |  |
|---------------------|-------------------|--|

The vehicle is in the workshop for another repair.

| Labor Operation: | Labor Allowance: | Description:  |
|------------------|------------------|---|
| 00 65 910        | 40 FRU           | Modify the door locks ( <b>Removing and installing all four existing door locks and removing the cams</b> ) with programming/encoding control units including the CAS (this includes connecting an approved battery charger/power supply and performing a vehicle test) (Plus work)                                       |
| 00 65 911        | 40 FRU           | Modify the door locks ( <b>Removing and installing all four door locks, replacing defective door lock(s) as necessary and removing the cams</b> ) with programming/encoding control units including the CAS (this includes connecting an approved battery charger/power supply and performing a vehicle test) (Plus work) |

Or:

The vehicle arrives at your workshop for this Recall repair.

| Labor Operation: | Labor Allowance: | Description:  |
|------------------|------------------|---|
| 00 65 248        | 42 FRU           | Modify the door locks ( <b>Removing and installing all four existing door locks and removing the cams</b> ) with programming/encoding control units including the CAS (this includes connecting an approved battery charger/power supply and performing a vehicle test) (Main work)                                       |
| 00 65 249        | 42 FRU           | Modify the door locks ( <b>Removing and installing all four door locks, replacing defective door lock(s) as necessary and removing the cams</b> ) with programming/encoding control units including the CAS (this includes connecting an approved battery charger/power supply and performing a vehicle test) (Main work) |

Only one main labor operation can be claimed per repair visit. All other labor operations on the same line or other lines must be claimed using Plus code labor operations.

During the same workshop visit, if a vehicle also requires another Technical Campaign or repair that also includes programming and encoding the control units, the programming procedure may only be invoiced one time.

### **UPDATE !** Vehicle Programming and Encoding

- A. ISTA automatically reprograms and encodes all the vehicle control modules that do not have the latest software i-level. If one or more control module failures occur “during” the programming procedure:
- Please claim this “consequential” control module-related repair work under the defect code listed in this bulletin with the applicable KSD2/AIR labor operations.
- B. **For control module failures that occurred “prior” to performing the programming** procedure:
- When “covered” under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations in KSD2/AIR.
  - For vehicles beyond the applicable warranty coverage, these item “B” repairs are outside the scope of this Recall.

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.

### **UPDATE !** 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.

### **UPDATE !** 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 17V-328: Door Latches - 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).
- 5. **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.

Posted: Tuesday, December 19, 2017

## ATTACHMENTS

View PDF attachment [B512417 Recall Noticev2](#).

View PDF attachment [2017-MY05-08-E65-66-DoorLatches-QA-\(5Oct2017\) 2](#).

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

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## **SAFETY RECALL NOTICE**

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

RE: Recall 17V-328: 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](http://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](mailto:CustomerRelations@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

**Company**

BMW  
of North America, LLC

BMW Group Company

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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](http://www.bmwusa.com/dealers).

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.

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