



SI B64 07 17
Heating and Air Conditioning

January 2019
Technical Service

RECALL 17V-676: BLOWER MOTOR WIRING

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 B64 07 17 **dated June 2018**

Whats new:

- The Warranty Information section has been updated with Mobile Assistance - Off Site Repair information

MODEL

E90 (3 Series Sedan including M3)	E91 (3 Series Wagon)	E92 (3 Series Coupe including M3)	E93 (3 Series Convertible including M3)
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Vehicles produced from February 1, 2005 to December 16, 2011

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective November 2, 2017) on Model Year 2006-2011 BMW 3 Series involving the wiring of the blower motor.

This issue involves the wiring for the system – known as the “blower-motor” – that controls air flow for the heating and cooling (air conditioning) system. Over time, and due to a number of contributing factors, the connection between the wiring and this system can degrade.

Recall notice and Q & A have been attached for further information.

Points of Contact:

If you have any questions in the meantime, contact your Aftersales Area Manager.

Please direct any media inquiries to BMW NA Corporate Communications at corpcomm@bmwna.com

AFFECTED VEHICLES

Approximately 703,921 vehicles are affected by this recall.

Affected vehicles show the campaign as “Open” when checked either in Warranty Vehicle Inquiry, AIR or ISPA Next. The affected vehicles will be identified with the comment: 0061660400 B640717 Recall: Blower Motor Wiring.

Customer letters were mailed notifying them that they are affected by this recall. A 2nd letter will be mailed once

we start receiving parts to let customers know they can come in for repair.

CORRECTION

Inspect blower motor regulator harness in order to determine which of the 3 types of repairs is needed.

PROCEDURE

In order to determine which repair is needed follow the harness check procedure attachment. Based on the checking procedure 1 of the 3 types of repairs will be needed. See chart below:

Type	Wire insulation is damaged (copper exposed)	Discoloration of the wire insulation based on harness check procedure (attached)	Replace the blower regulator	Replace the blower wiring harness (Long)	Replace the blower wiring harness (Short)
1	Yes	Yes	Yes	Yes	No
2	No	Yes	Yes	No	Yes
3	No	No	No	No	Yes

Type	Repair Manual procedure needed
1	Replace long harness RAE9061-6111X1, Replace blower regulator 64 11 224
2	Replace short harness RAE9061-6111X3, Replace blower regulator 64 11 224
3	Replace short harness RAE9061-6111X3

Attachments:

Harness check procedure

Replace short harness RAE9061-6111X3

Replace long harness RAE9061-6111X1

PARTS INFORMATION

Please monitor the **Parts Matrix** for parts ordering procedure.

We expect to have about 80% of the vehicles need the short harness and 20% to need the long harness.

Part Number	Description	Quantity
64 11 9 483 928	Blower Regulator	1 if needed
61 11 8 716 086	Repair Harness (Short)	1 if needed
61 11 8 716 083	Repair Harness (Long)	1 if needed



WARRANTY INFORMATION

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

Defect Code:	0061660400	
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The vehicle is already in the workshop

Labor Operation:	Labor Allowance:	Description:
00 65 913	5 FRU (E90/E92); 6 FRU (E91); 7 FRU (E93)	(Repair Type 3) Check harness and install short repair cable (Plus work – Vehicle is already in the workshop)
Or:		
00 65 914	6 FRU (E90/E92); 7 FRU (E91); 8 FRU (E93)	(Repair Type 2) Check harness and install short repair cable and replace blower regulator (Plus work – Vehicle is already in the workshop)
Or:		
00 65 915	20 FRU (E90/E92); 21 FRU (E91); 22 FRU (E93)	(Repair Type 1) Check harness and install long repair cable and replace blower regulator (Plus work – Vehicle is already in the workshop)

Or:

The vehicle is in the workshop for this recall repair only.

Labor Operation:	Labor Allowance:	Description:
00 65 250	7 FRU (E90/E92); 8 FRU (E91); 9 FRU (E93)	(Repair Type 3) Check harness and install short repair cable (Main work)
Or:		
00 65 251	8 FRU (E90/E92); 9 FRU (E91); 10 FRU (E93)	(Repair Type 2) Check harness and install short repair cable and replace blower regulator (Main work)
Or:		
00 65 252	22 FRU (E90/E92); 23 FRU (E91/E93)	(Repair Type 1) Check harness and install long repair cable and replace blower regulator (Main work)

Or:

The vehicle is in the workshop for this recall and the battery cable repair as outline in SI B61 02 13, B61 26 16 or B61 09 18.

Labor Operation:	Labor Allowance:	Description:
00 66 693	4 FRU	(Repair Type 3) Check harness and install short repair cable when invoicing positive battery repair cable (Associated work)

Or:		
00 66 694	5 FRU	(Repair Type 2) Check harness and install short repair cable and replace blower regulator when invoicing positive battery repair cable (Associated work)
Or:		
00 66 695	6 FRU	(Repair Type 1) Check harness and install long repair cable and replace blower regulator when invoicing positive battery repair cable (Associated work)



Mobile Assistance - Off Site Repair

For centers that qualify, this Recall repair is eligible to be performed and submitted as a Mobile Assistance “Off-Site” Repair which includes an additional labor allowance.

Qualifying BMW centers are those that currently own and operate a Mobile Assistance Program vehicle. Other centers that may qualify are those who have officially registered their interest in conducting mobile service and mobile assistance work for the BMW Roadside Assistance Program.

If your center would like to registered, please send an email with contact your information to roadside.assistance@bmwna.com.

Additional information can be found in the Mobile Assistance program guide in CenterNet, it is located under the Customer Relations menu.

Claim - Labor Reimbursement

When a vehicle is eligible for this Recall repair and it is performed under this program, qualifying centers will be reimbursed for the corresponding special labor operation’s published flat rate unit (FRU) allowance at a of “rate of 150 percent.” This mobile assistance repair work is subject to the same policy and procedures that apply to the warranty repair work being performed in your workshop.

Time Control and Documentation

While repair-specific punch times are not necessary for this repair work that is being performed on a vehicle off-site (outside your center), the “on-call” technician must still “punch on” the corresponding repair order (electronic or manual) prior to leaving your BMW center when he or she is dispatched. The technician must then “punch off” the repair order upon their return to your center

In cases where the technician is out and on the road for an extended period of time (for example, on multiple calls), only one “on and off punch time” is required.

Claim Submission

In addition to the Blower Motor Wiring Recall repair order line item, please open an additional line item as described below:

Defect Code:	85800205RA	Mobile Service Reimbursement for PCV and Blower Motor Wiring Recall
Labor Operation:	Labor Allowance:	Description:

61 99 000	# FRU*	Additional labor allowance to perform “off-site” repair through Mobile Assistance
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*Labor Calculation Example

If the special flat rate labor operation to perform the Blower Motor Wiring Recall repair on a specific vehicle has a stated allowance of 7 FRU, after applying the “rate of 150 percent,” this repair will then be reimbursed for a total of 11 FRU (Rounded up from 10.5) as a Mobile Assistance off-site repair:

- Claim the additional “4 FRU” or the “applicable additional FRU amount” using the defect code and labor operation provided above.

Notes:

- Round up “half” flat rate units when applicable.
- Identify this line time as “Additional labor for a Mobile Assistance off-site repair.”
- Itemize the additional labor claimed and explain the repair performed on the repair order and in claim comment section.
- Labor operation code “61 99 000” is not considered a Main labor operation.

Additional Repair(s)

When additional work and/or parts are required as a “direct result of and/or in conjunction with” the blower motor wiring repair, claim these items under the defect code listed above together the corresponding labor operations listed in the KSD2.

Please explain the reason for this repair work (the why and what) on the repair order in the claim comments section.

Overlapping Labor Procedure – Other Repairs

If invoicing the KSD2 flat rate labor operation codes for other repair work results in overlapping labor, for those flat rate labor operations that are affected, you can now:

- Replace the stated KSD2 “FRU allowance” with a “reduced FRU value” to eliminate the overlapping labor.

For help in identifying the overlapping labor, please refer to the AIR FRU Plausibility Check (Overlapping Labor Tool) that is located in the AIR Client.

Eligible other repair work being claimed under a different defect code will require separate punch times.

On the repair order and in the claim comment section, please identify and itemize those labor operations being claimed with a “reduced FRU value.”

And, as applicable:

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.

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 17V-676: Blower Motor Wiring - 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 following supplemental alternate transportation measure is specific to this recall only, it does not supersede the existing Aftersales Mobility Program’s (AMP) policy, procedures and guidelines.

SI B64 07 17: ALTERNATE TRANSPORTATION MEASURES (ATM)

For this recall, please use the following alternate transportation measures for those customers who have concerns about driving their affected BMW vehicle while they wait to have this safety-recall completed.

• Enhanced Car Rental Procedure

For those customers with eligible Affected Vehicles needing mid to long-term alternate transportation car rentals, please refer to the Enhanced Car Rental Procedure option attachment for important information about:

1. The rental car allowance; and the
2. Safety-Recalled BMW_Vehicle Condition_Assessment Form; and
3. Please also provide the repair type (1, 2 or 3) that needs to be performed on the vehicle as noted in the Require Documentation section below.

• AMP Vehicles

Subject to availability and at the discretion of your center, provide the owner/operator of an Affected Vehicle in a comparable AMP Vehicle Loaner.

Owner/Operator Self-Storage Vehicle Agreement Form

With the customer's agreement and consent, you may allow the customer to retain and self-store their affected vehicle until the parts and/or repair procedure become available for this safety-recall.

Please print out the attached **Owner/Operator Self-Storage Agreement Form** and fill in the recall and customer's information. Please have the customer read and sign this agreement.

Required Documentation

A copy of the customer's completed and signed vehicle storage agreement form must be maintained in your center's Vehicle History File.

A copy of this form must also be provided to **BMW NA** as attachment along with a statement of which Repair Type (1, 2 or 3) the vehicle needs to have performed on a VIN-specific email that must be sent to: recall.rentalrequest@bmwna.com.

Please, also keep copies of all the corresponding safety recall parts and/or SIB-related information and documentation, vehicle's condition/assessment form and rental car invoices in the customer's Vehicle History File as applicable.

Customer Escalations

If you have an escalated customer situation concerning this safety-recall, please send an e-mail to recall.customerescalations@bmwna.com for review.

Please include the customer's name, their 17-character Vehicle Identification Number (VIN) and a brief explanation of their Safety Recall-related issue.

Safety Recall Repair Completion

As with any repair, once the corresponding safety recall-related parts and/or repair procedure become available from BMW NA, every effort must be made to immediately schedule service appointments at your center so this safety-recall repair can be performed on these vehicles.



Note: The client will have five (5) days after the safety-related recall repair (completion) date to

pick up their vehicle.

After five days, any additional time he/she remains in the rental car vehicle will be at the owner's/operator's expense.

ATM CLAIM SUBMISSION INFORMATION

Reimbursement for this specific safety-recall related car rental expenses is via normal claim entry, as a separate line item, utilizing the following information:

Defect Code:	11009999RV	Rental Reimbursement – Safety-Recall Parts Supply/Repair Procedure Issues
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And:

Sublet Code 3	Sublet at cost	Reimbursement for an alternate transportation vehicle through one of our preferred third-party rental car providers
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Mid to Long-Term Car Rentals

Due to the current part supply situation, BMW NA anticipates that some customers may require alternate transportation for thirty (30) days or more. As a result, you may have to submit more than one claim for rental car reimbursement, before your center has the parts necessary to fix an Affected Vehicle.

For these cases, BMW NA recommends that your center submit a claim for the rental car reimbursement at 30-day or monthly intervals (invoice after each 30 day or month of rental car usage); explain the situation in the claim comments; and reference the email you sent by date.

Thank you for your continued cooperation and support.

Posted: Monday, January 7, 2019

ATTACHMENTS

View PDF attachment [B640717 Dealer Script.](#)

View PDF attachment [B640717 Recall Notice.](#)

View PDF attachment [2017-BMW-MY2006-2011-E9x-Blower-Motor-Wiring-QA-\(27Dec2017\)-FINAL.](#)

View PDF attachment [B64 07 17 Harness Checking Procedure.](#)

View PDF attachment [B640717 Enhanced Car Rental Procedure.](#)

View PDF attachment [B640717 Safety-Recalled BMW Vehicle Condition Assessment Form.](#)

View PDF attachment [B640717 Vehicle Owner Operator Self-Storage Agreement.](#)

View PDF attachment [B640717 Long Repair Harness Procedure.](#)

View PDF attachment [B640717 Short Repair Cable Procedure.](#)

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