SI B64 07 17
Heating and Air Conditioning

March 2018
Technical Service

RECALL 17V-676: BLOWER MOTOR WIRING

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

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 February 2018**

WHATS NEW:

• Correction and checking procedure added to determine type of repair

• Part numbers changed and short repair harness added

• Warranty information changed to reflect the 3 types of repairs

• Vehicle Storage Agreement and the Repair Type (1, 2 or 3) that the vehicle needs must be sent to BMW NA to the email address listed below.

MODEL

E90 (3 Series Sedan including M3)	E91 (3 Series Wagon)	E92 (3 Series Coupe including M3)	E93 (3 Series Convertible including M3)

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

UPDATE! 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.

UPDATE! CORRECTION

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

UPDATE! 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

Replace blower regulator REP 64 11 224

UPDATE! 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**	

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 Type1)** 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 cabl**e (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)

And, as applicable:

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.

- UPDATE! **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. UPDATE! 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.

UPDATE! **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.

UPDATE! 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**

And:

Sublet Code 3	Sublet at cost	Reimbursement for an alternate transportation vehicle through one of our preferred third-party rental car providers

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: Tuesday, March 13, 2018

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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SAFETY RECALL NOTICE

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

RE: Recall 17V-676: Blower Motor Wiring B64 07 17

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.

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.

Safety Recall 17V-676
Blower-Motor-Wiring
Model Year 2006-2011
BMW 3 Series (including M3)
Last Update: 12/27/2017

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

Approximately 702,965 BMW vehicles in the US, as noted below, are potentially affected.

Series	Model Year	Model	Approx. Volume	Production Dates
E90	2006-2011	3 Series Sedan	495,283	Feb 2005 - Dec 2011
E91	2006-2011	3 Series Wagon	12,480	Jun 2005 - Jul 2011
E92	2007-2011	3 Series Coupe	96,269	Apr 2006 - May 2011
E93	2007-2011	3 Series Convertible	69,681	Nov 2006 – May 2011
E90	2009-2011	3 Series Diesel	9,016	Mar 2008 - Jul 2011
E90	2008-2011	M3 Sedan	4,797	Nov 2007 - May 2011
E92	2008-2011	M3 Coupe	9,757	Jun 2007 - May 2011
E93	2008-2011	M3 Convertible	5,682	Nov 2007 - May 2011

Q2. What is the specific issue?

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

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

Degradation of the wiring connection over time, due to long-term exposure to vehicle vibrations and climatic conditions, could lead to corrosion and possibly to an increase in electrical resistance at the connection. In rare cases, this could further lead to overheating, the possibility of melting at the connection point, and potentially to a short circuit. In extremely rare cases, the melting could propagate and lead to a fire.

Q4. Why are other vehicles not included in this Safety Recall?

Other models have different designs for the blower-motor wiring, and for the blower-motor which controls air flow for the heating and air conditioning system.

Q5. Do I need to stop driving my vehicle?

No. The possibility of this issue occurring is extremely rare.

However, you should stop driving your vehicle if any of the following warning signs occur:
- You see smoke entering the interior through the heating and cooling air vents.
- You smell smoke, or a plastic burning odor, in the interior.

If any of these warning signs occur, then as soon as possible, carefully move away from traffic, pull over to a safe location, and shut off the engine. All occupants should carefully exit the vehicle and move to a safe location away from traffic. Do not continue to drive your vehicle.

Dial 911 in the event of an emergency or contact an authorized BMW center immediately to have your vehicle brought to the nearest authorized BMW center for inspection and, if necessary, repair.

If an authorized BMW center is not available, then contact BMW Roadside Assistance at 1-800-332-4269. Please note that if you no longer have roadside coverage, you may be required to pay in advance for the towing service. However, BMW will reimburse you for the towing service after validation of the recall repair claim.

Q6. I am nervous about continuing to drive my vehicle. Can I get a loaner vehicle? Is alternate transportation available?

If you request a loaner vehicle and replacement parts are not available, we have directed our authorized BMW centers to assist customers with alternate transportation needs.

Q7. Can I determine if this issue exists in my vehicle?

No. This can only be determined through proper inspection at an authorized BMW center.

Q8. How did BMW become aware of the problem?

BMW became aware of the problem through our quality control procedures.

Q9. How will I be informed of this Safety Recall?

All affected owners will receive an initial letter in December via First Class mail advising them of this recall. Due to the large vehicle population, sufficient parts may not be immediately available to repair all vehicles. Therefore, affected owners will receive a second letter on a rolling basis as parts become available. When owners receive the second letter, they should promptly schedule an appointment with an authorized BMW center to have this recall performed. The nearest authorized BMW center can be located at www.bmwusa.com/dealers.

To ensure BMW has the most recent contact and vehicle information, owners should register their vehicle at www.bmwusa.com/myBMW. Registration is free, and will give them access to factory initiated campaigns and other information specific to their BMW.

Q10. How will my vehicle be repaired?

The wiring leading to the system that controls the heating and air conditioning system (the blower-motor) will be inspected and a new part will be installed. In some cases, additional components may need to be replaced which will be determined at the time of repair.

Q11. How long will the repair take?

This repair should take approximately one to two hours, depending upon the specific repair necessary; 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 to have my vehicle serviced?

Yes. Due to the large vehicle volume, a sufficient quantity of parts may not be immediately available for all potentially affected vehicles. Therefore, potentially affected owners will receive a second letter on a rolling basis. When you receive the second letter, you should promptly

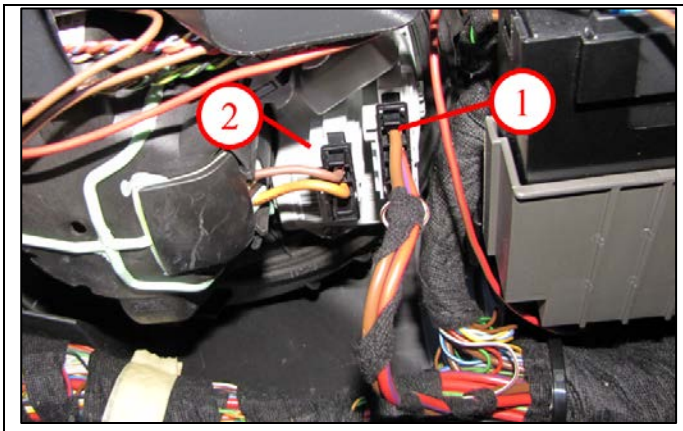
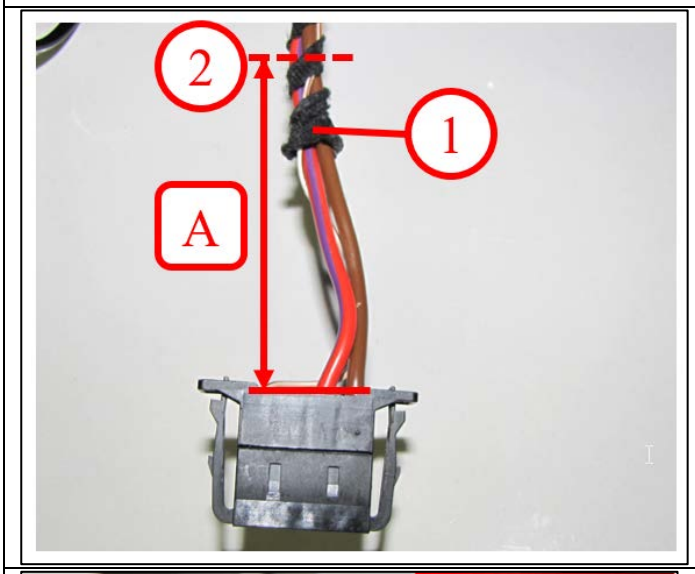
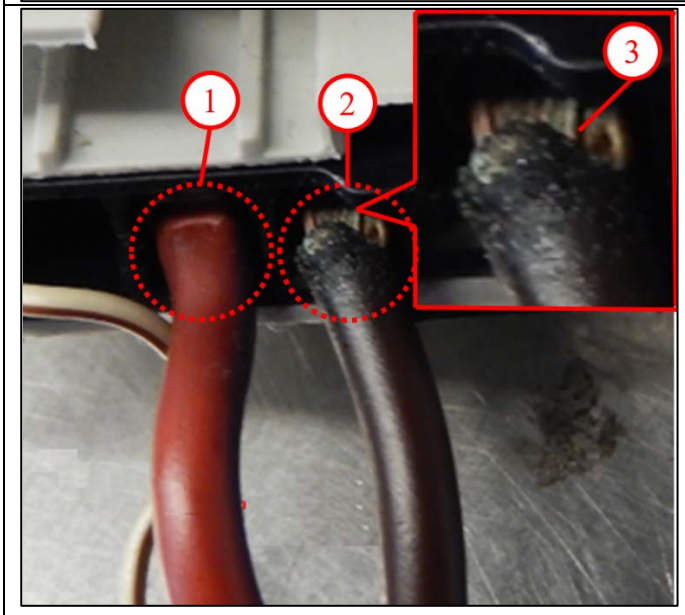
schedule an appointment with an authorized BMW center to have this recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealers.

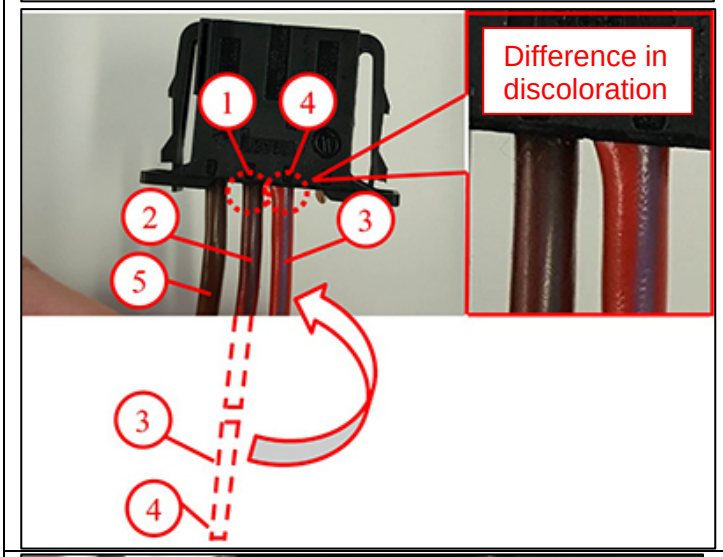
Q13. I see the "TREAD Act Customer Reimbursement Plan" attached to my letter. Can you explain what that is about? Am I eligible for reimbursement?

If you have already had this repair performed at your own expense, you may be eligible for reimbursement of certain expenses that you incurred.

Preliminary work:

- Disconnect battery per repair instructions 61 20 900
- Remove lower instrument panel trim from right hand side per repair instructions 51 45 181

	• Disconnect blower regulator harness (1) from blower regulator (2).
	• Measure distance (A) 6 cm from the connector housing and mark the harness (1) for cutting at (2). • Cut the harness at (2) and remove to a well-lit area for further inspection.
	• Inspect the harness wires (1) and (2) at the connector for discoloration and copper wires (3) exposed. • Are there both discoloration in the harness insulation and copper wire exposed as in the picture to the left? **Yes** – This is a **<u>Type 1</u>** case. Install the long repair harness and replace the blower regulator in order to finish the repair. **No** – Proceed to next step

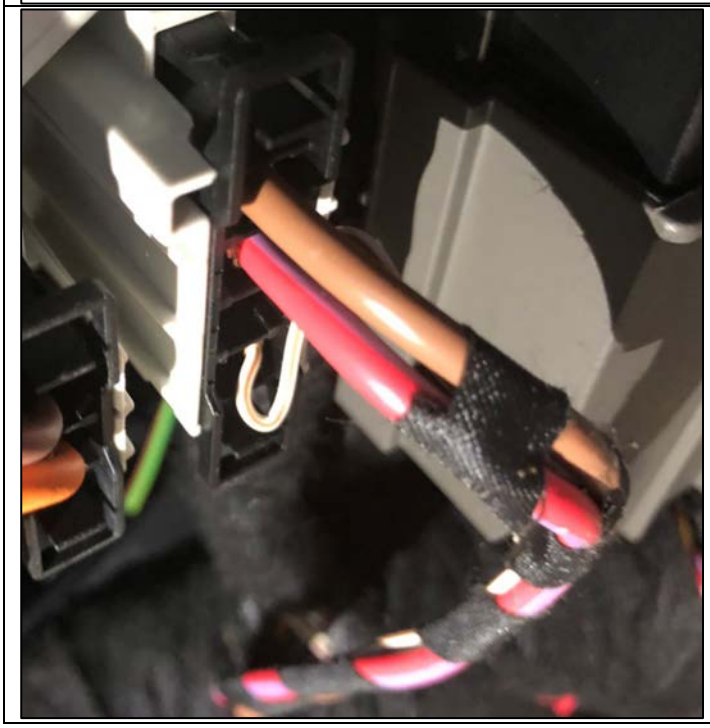


- Cut the wires at the arrow and put the cut wire (3) end (4) next to connector end (1). Do this for both Red/Blue (Red/Violet) (2) and Brown (5) wires

- Is there a difference in the discoloration of the wire insulation at (1) and (4) as shown in the close-up picture?

  Yes – This is a **<u>Type 2</u>** case. Install the short repair harness and replace the blower regulator and finish the repair.

  No – Proceed to the next step



- If there is no discoloration in the wire insulation at all then this is a **<u>Type 3</u>** case.

- Install the short repair harness and finish the repair.

Inspection Repair

Type	Picture	Copper Exposed	Insulation Discolored		Blower Regulator	Short Harness	Long Harness
1		Yes	Yes		Yes	No	Yes
2		No	Yes		Yes	Yes	No
3		No	No		No	Yes	No

B64 07 17 Short Repair Cable

February 2018

REP-REP-RAE9061-6111X3 REP-REP-RAE9061-6111X3 - Repairing wiring harness for blower controller - V.1

ISTA system version	**4.10.12.15585**	Data version	**R4.10.12**

61 11 ... **Repairing wiring harness for blower controller**

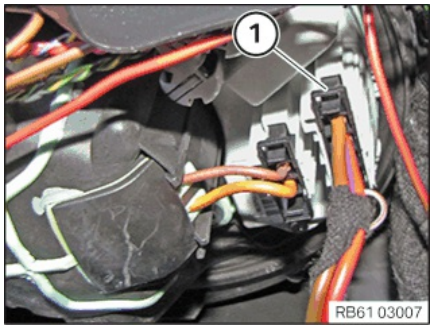
Special tools required:

- 2 221 122
- 0 495 324
- 0 496 464
- 0 494 159
- 0 495 555
- 0 444 131

Read and comply with notes on handling wiring harnesses and wiring!

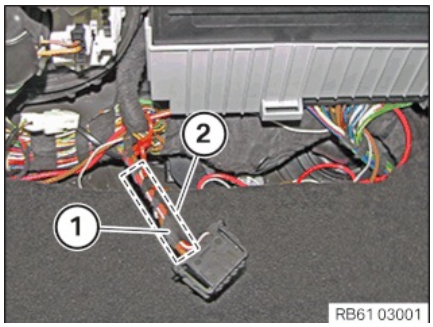
Necessary preliminary work:

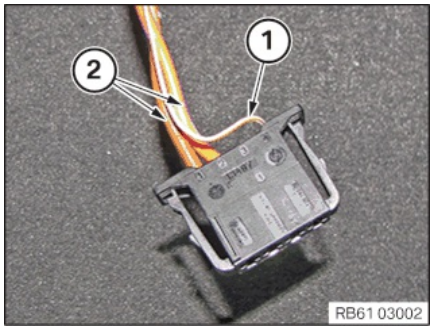
- Disconnect negative battery lead
- Remove instrument panel trim, bottom right



Disconnect plug connection (1).

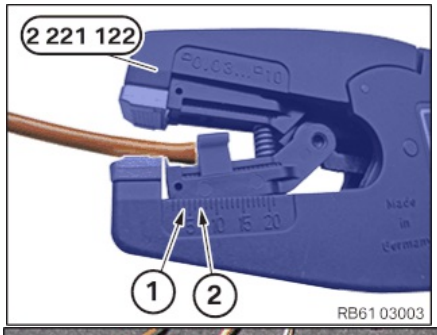
Remove insulating tape (1) in the area (2) carefully.





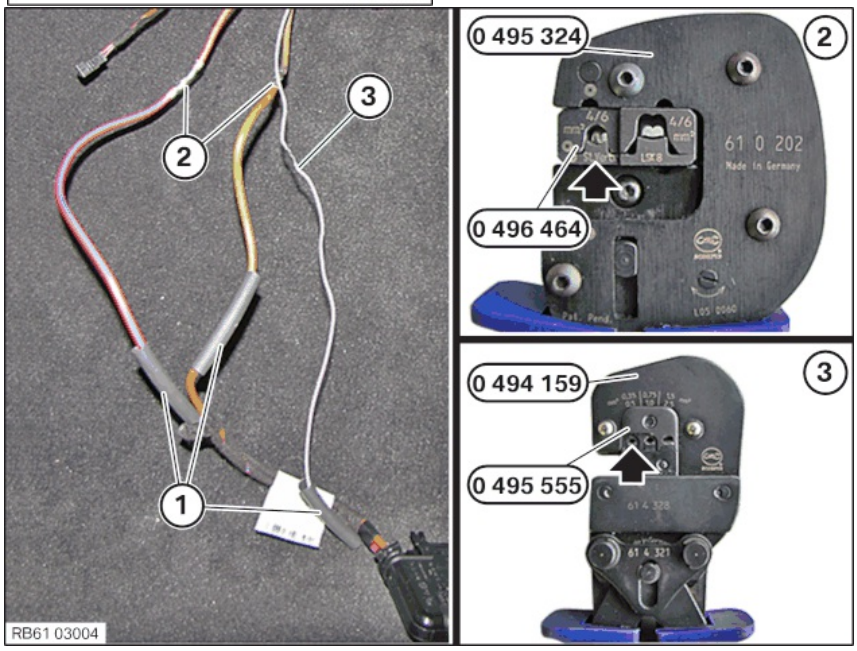
Disconnect thin line (1) at point indicated by arrow.

Disconnect thick lines (2) at point indicated by arrow.



Strip approx. 4 mm (1) insulation off thin line using insulation strippers 2 221 122.

Strip approx. 7 mm (2) insulation off thick lines using insulation strippers 2 221 122.



Attention!

Only the crimping pliers shown may be used for crimping!

Slide heat-shrink tubing (1) over it.

Crimp thick lines (2) using crimping pliers 0 495 324 (matrix 0 496 464).

Use opening marked by an arrow for crimping.

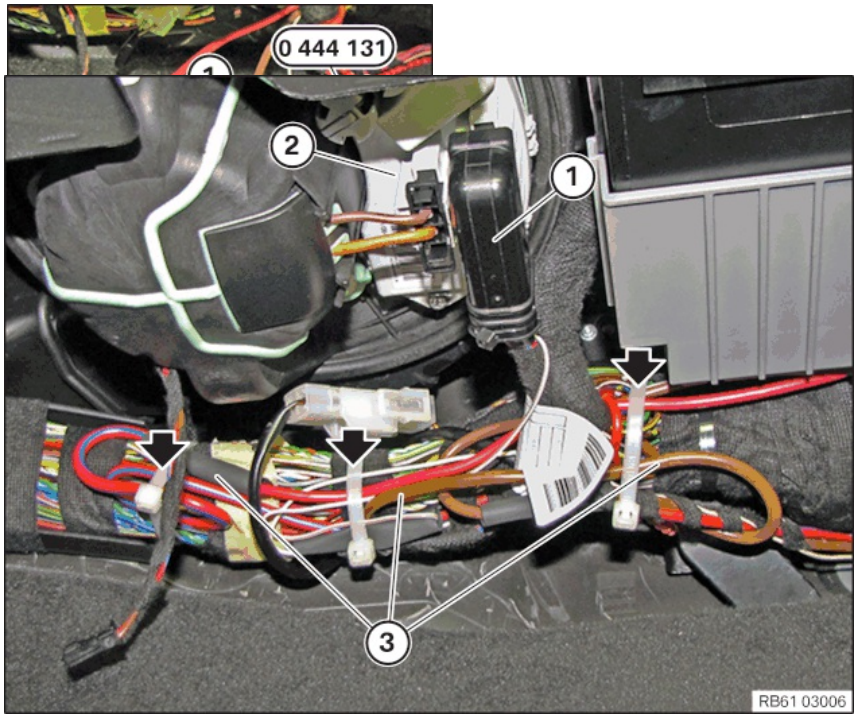
Crimp thin line (3) using crimping pliers 0 494 159 (matrix 0 495 555).

Use opening marked by an arrow for crimping.

Position heat-shrink tubing (1) centrally over the crimping point.

Shrink the heat-shrink tubing (1) with a hot air blower 0 444 131 at 400 °C. Use a heat-shrink tubing reflector (2)!

Repeat the procedure for all three lines.



Close plug connection (1) on the controller for blower (2).

Route possible excess length of the repair cable (3) as shown and secure it to positions marked with an arrow using cable straps.

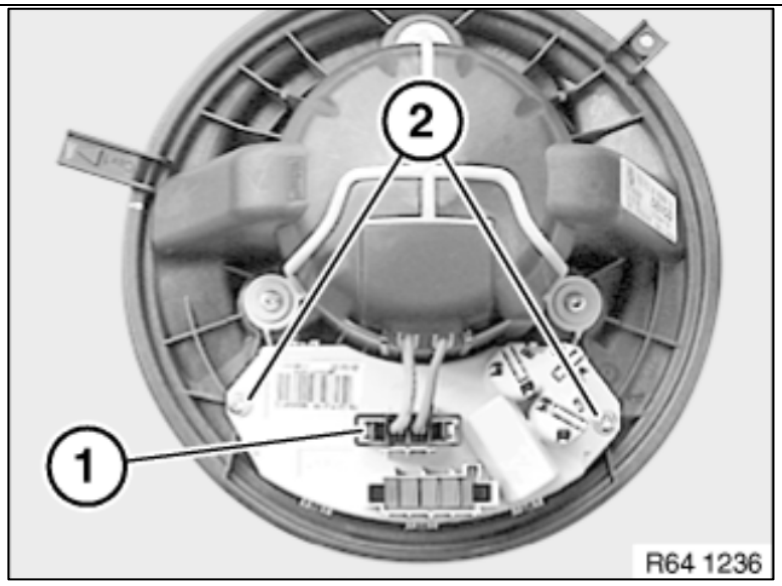
Attention!
Risk of damage!

Route repair cable in such a way that the thin line is not under voltage.

Add final details to vehicle:

- Install instrument panel trim, bottom right
- Connect battery earth lead

PROCEDURE

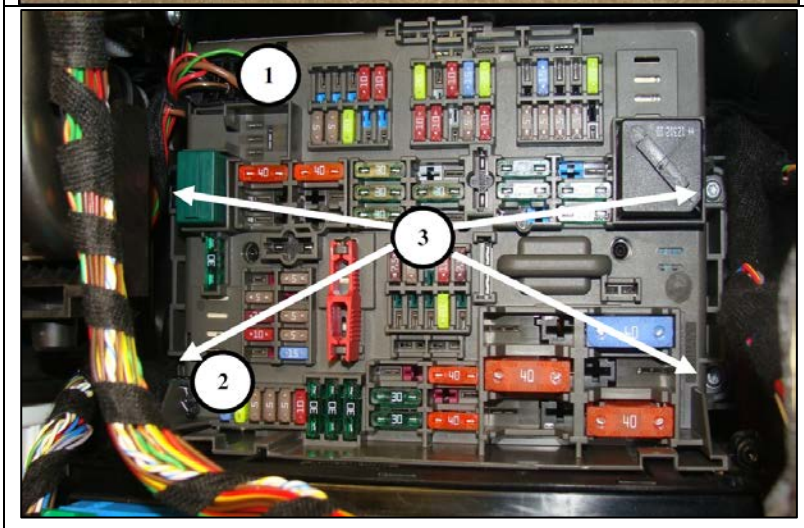
	Disconnect the battery before performing this repair per repair instructions “61 20 900 Disconnecting and connecting battery ground lead”. Remove the passenger front lower dash trim and glove box per repair instructions "51 16 360 Removing and installing right glove box” or “51 16 366 Removing and installing right glove box (with airbag) with housing” or “51 16 366 Removing and installing right glovebox with housing”.
	Locate the blower regulator and disconnect **ONLY** the motor connector (1).

Cut the wiring on the vehicle side for the Red/Violet **(vehicles prior to 3/2007 may have a Red/Blue wire)** and Brown wire as close to the main harness as possible (These 2 wires will no longer be used).

Cut the White/Brown wire leaving about 4-5 inches of wire coming out of the main harness (this will be used and spliced into the repair harness).

Replace the blower regulator by removing the 2 screws (2).

Prepare for shipping (all parts will be collected).

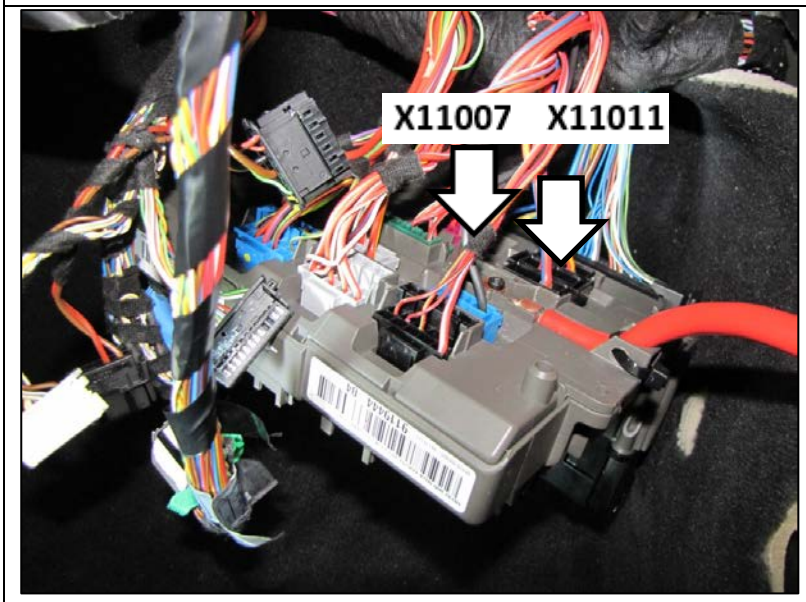


Remove the JBE (Junction Box Electronics) module per repair instructions “61 35 107 Removing and installing or replacing Junction Box electronics”.

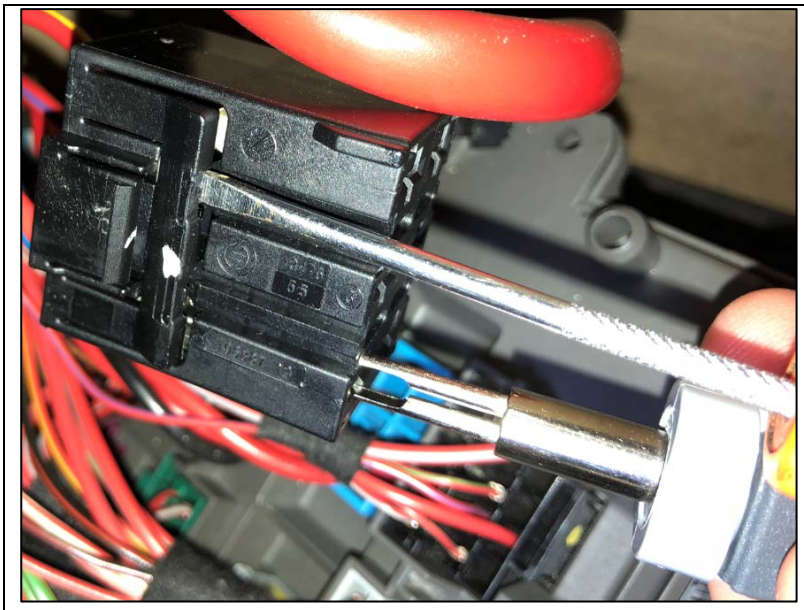
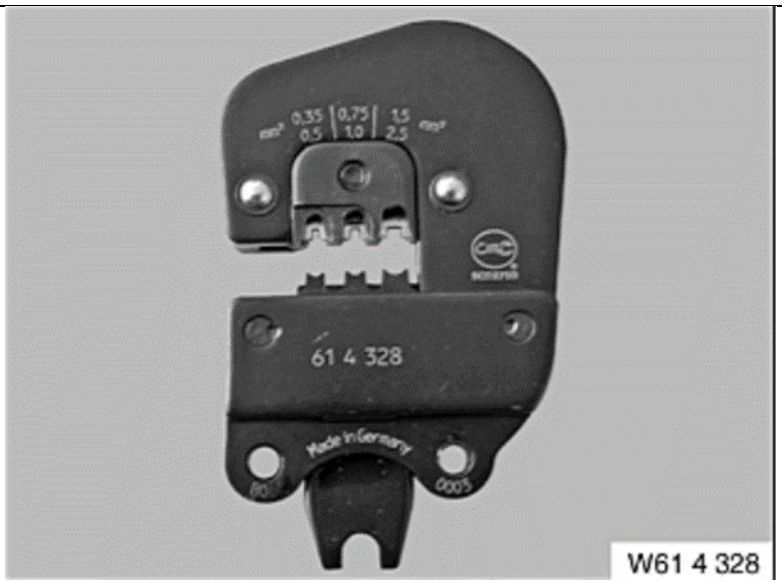
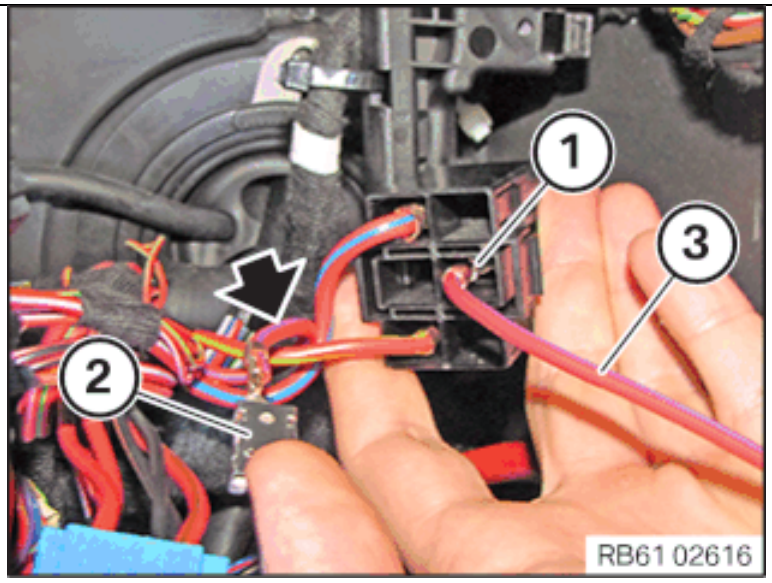
Locate the junction box and disconnect the plug connection (1).

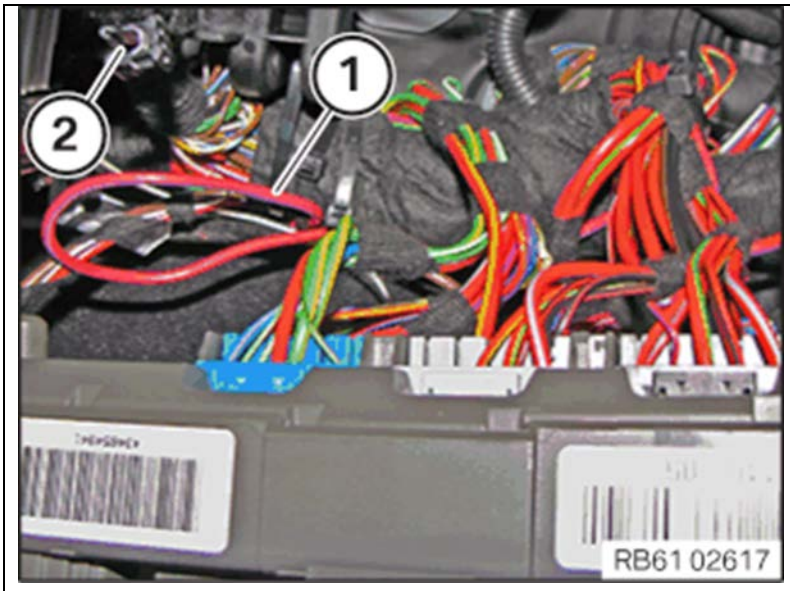
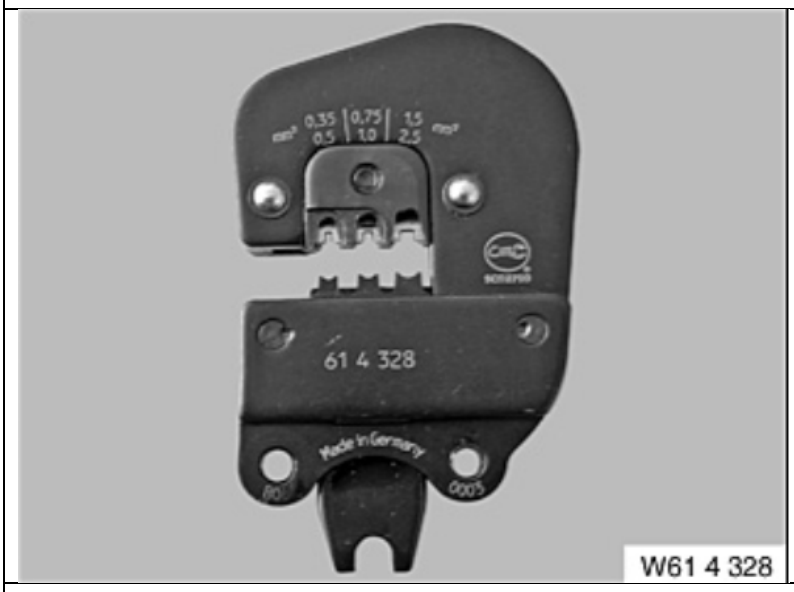
Release the wiring harness mounting from the power distribution box (2).

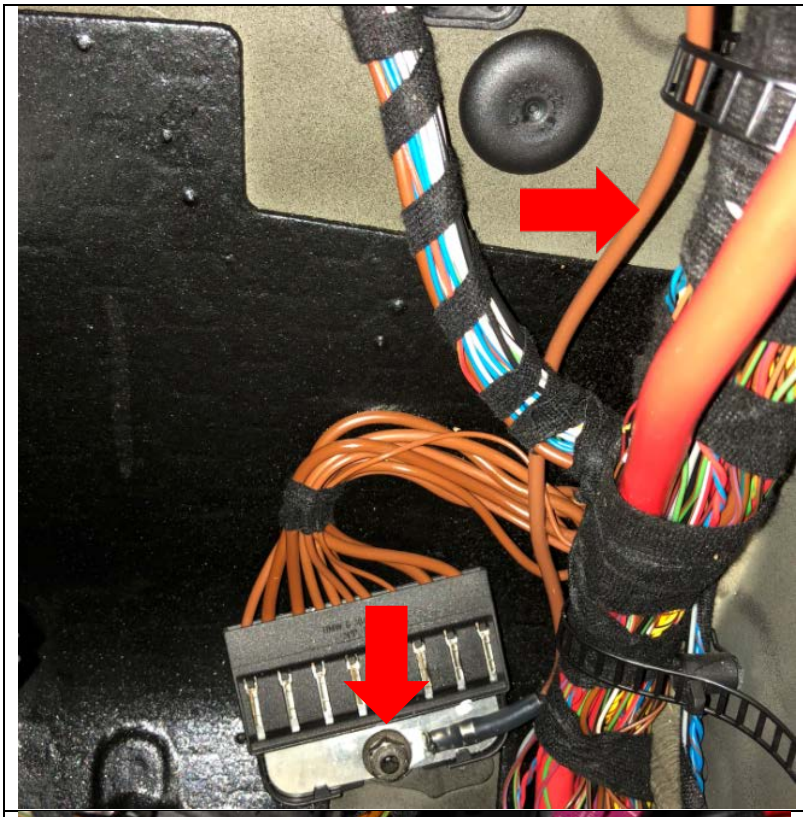
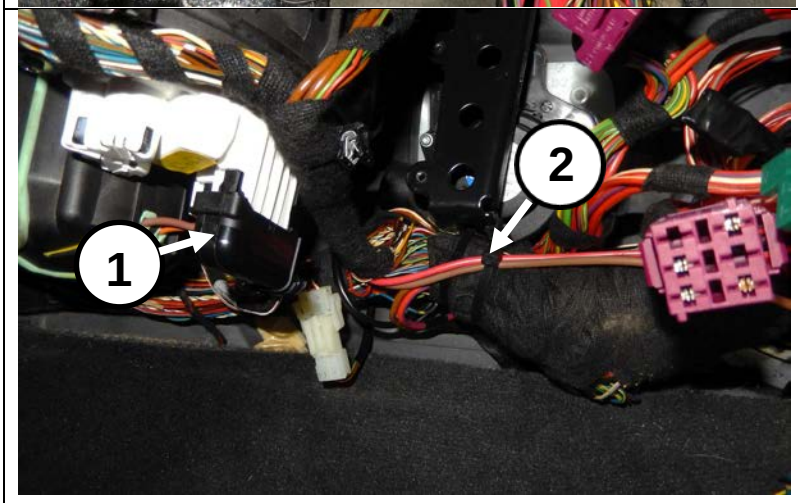
Release the 4 mounting screws T15 Torx (3). These screws can be removed using a long handled Torx driver.



Note: Prior to performing the next step, verify the correct pin location by checking continuity with the previously cut wire (Red/Violet or Red/Blue). Remove 6 pin connector indicated by white arrow:
(Up to 3/2007 X11007
From 3/2007 X11011)
From the back of the Junction Box by releasing the 2 tabs (red arrows) with a small screw driver or pick.

	Remove the **Red/Violet or Red/Blue** wire (2) from the connector using special tool 61 0 317 from kit (610 300 – P/N 83 30 0 495 382) and a small screwdriver. Refer to SI B04 03 06. Up to 3/2007 X11007 Pin 6 (F67) From 3/2007 X11011 Pin 2 (F88) Once the wire is removed it can be pulled from the harness and discarded.
	Prior to installing the repair harness into the vehicle, strip the end of the White/Brown wire ,push over the heat shrink tube and crimp one end of the supplied butt connector to the repair harness using crimping tool 614 328 (83 30 0 496 833) Refer to B04 32 06. This step makes it easier to crimp outside the vehicle prior to installing the repair harness.
	Insert the new wire (1) (3) **Red/Blue**) from the repair harness into the location where the original wire was removed. Warning **<u>Please note the difference in wire colors at the connector.</u>**

	Note: be careful of the sharp edge clip (2) when routing the new harness (1) along the existing vehicle harness.
	Strip the other end of the vehicle harness, and crimp to the new wire from the repair harness using crimping tool 614 328 (83 30 0 496 833) Refer to B04 32 06. Slide the shrink tube and use a heat gun to seal the shrink tube.

	Remove the lower passenger side A-pillar trim. Carefully lift the carpet from the passenger side footwell area. Route the Brown wire from the repair harness down to the ground point location. Remove the nut from the ground point and install the wire end onto the stud and torque to 8Nm using a torque wrench. Reinstall the carpet and A-pillar trim.
	Connect the new repair wire harness connector to the blower regulator (1) Secure the repair cable in place (2) using cable ties along the existing vehicle harness. Reinstall the junction box. Reinstall the glove box and lower trim. Connect battery as per repair instructions “61 20 900 Disconnecting and connecting battery ground lead”. Torque battery terminal to 5Nm. Test the operation of the blower.

Dealer Script:

Thank you for your call / inquiry regarding the current blower motor wiring (and or PCV Valve Heater) recall. I want to personally assure you that BMW of North America takes your safety and this situation very seriously. BMW has notified the National Highway Traffic Safety Administration, known as NHTSA, of our intent to recall approximately 1 million cars and SUV's.

Currently, we do not have a fixed date for the replacement parts.

Here's what I can tell you: If you own a potentially affected BMW vehicle, you will be sent a first-class letter in the mail within the next few weeks with more information on what you can do prior to availability of the replacements parts. Once the parts are available, owners will receive another letter with instructions on what to do to have the parts replaced.

While I certainly understand that this may not answer all your questions, I hope it helps a little to know what to expect in light of this recall. BMW is working as quickly as possible to address this situation and we very much appreciate your patience. In the meantime, more information can be found on our website: https://www.bmwusa.com/ scroll to the bottom left side of the page and click: Safety Recalls, enter the last 7 digits of your VIN and click enter. This will provide you with the current Q&A document.

Thank you for calling us and we will be happy to help you as soon as parts become available.

Recall 17V - 676: SI B64 07 17 - Alternate Transportation Measures

Enhanced Car Rental Procedure (Mid to Long-Term Alternate Transportation)

Customer requests alternate transportation while they wait for their affected vehicle to be repaired, prior to providing the customer with alternate transportation:

- Fully complete the attached **Safety Recalled BMW Vehicle Condition/Assessment Form** (Save either as pdf or print and scan to attach to the email)
- Create an email with the Subject: Safety Recall Rental Request - VIN: ####### (Customer's VIN- last seven)
- In the body of the email, please include the start date of the rental, the part number(s) and or repair procedures that are not available and any other information that is relevant to the situation
- Provide a center contact person's name, phone number and email address.
- Please send this VIN-specific email to Recall.rentalrequest@bmwna.com with the completed **Safety Recalled BMW Vehicle Condition/Assessment Form** attached for review.
- A BMW NA representative will respond to your e-mail with instructions on how to proceed.

Alternate Transportation is Approved

Please provide the customer with a vehicle through one of our preferred third-party rental car providers (Hertz or Enterprise), BMW will reimburse the following:

BMW Rental Vehicles	• **Up to $64.00 a day;** plus any • Market surcharge (if applicable); plus the • CDW* (Collision Damage Waiver) protection - when the rental vehicle agreement "signee" accepts this "optional" coverage; plus • Taxes
Non-BMW Rental Vehicles	• **Up to $44.00 a day;** plus any • Market surcharge (if applicable); plus the • CDW* (Collision Damage Waiver) protection - when the rental vehicle agreement "signee" accepts this "optional" coverage; plus • Taxes

Invoice these allowable rental car expenses (Excluding fuel) as a separate line item on the repair order as outlined below.

Note: Aftersales Area Manager (AAM) "Field Authorization" (FAS) is not required.

Rental Vehicle Invoice - Required Information for Claim Submission

In order to be reimbursed for the above, your center must itemize the rental car invoice in the claim comments, please ensure that you always include the following information:

Rental Vehicle Invoice - Line items	Required Information to be provided
Brand of rental vehicle in use	BMW or Non-BMW Vehicle - Model year and description
Rental period	Total number of days
Market surcharge (If applicable)	Cost per day and the total amount
CDW* (Collision Damage Waiver)	Cost per day and the total amount
Taxes	Total amount

Other Optional Protection/Insurance Coverage

BMW will only reimburse the cost of the applicable Collision Damage Waiver (CDW)* protection that the rental vehicle agreement "signee" accepted.

***Note:** The Collision Damage Waiver (CDW), this may also be referred to as the Loss Damage Waiver (LDW) or the Physical Damage Waiver (PDW).

If your customer wants to obtain other optional protection or insurance coverage, for example:

- SLP/SLI/LIS (Supplemental Liability Protection or Insurance/Liability Insurance Supplement); and/or
- PAI (Personal Accident Insurance); and/or
- PEC (Personal Effects Coverage);

The cost of this optional coverage would be at the owner's/operator's expense.

Important Note

If the customer believes they have access to optional protection/insurance coverage that will apply to their loaner car or rental vehicle either through their credit card company and/or personal car insurance (including other drivers and/or total loss), please encourage them to verify if and what additional coverage is available to him or her.

SI B64 07 17: Safety-Recalled BMW - Vehicle Condition/Assessment Form

Please provide the following information: **Date:**

Center Number: _____ **BMW Center Name**: _____

Center Contact – Name: _____

Center Contact – Phone number: _____

Center Contact – email: _____

BMW Client's Name: _____

Client's BMW VIN (Last Seven): _____ **Model Year:** _____

BMW Model: _____ **Current Mileage:** _____

Safety Recall - Service Information bulletin number **SI B** 64 07 17 (17V - 676)

Type of Alternate Transportation provided to the Customer

Select the one that applies: ☐ AMP ☐ Rental (BMW) ☐ Rental (Non-BMW)

Overall and Specific Conditions of the Recalled BMW Vehicle

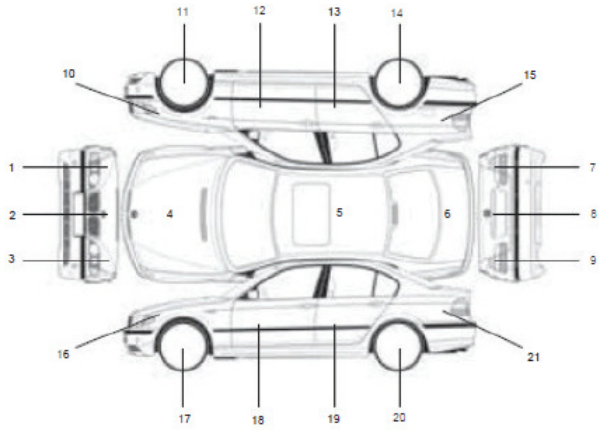
Select the overall condition below that applies:

☐ **Very Good/Clean**

☐ **Good/Clean**

☐ **Average**

☐ **Fair/Poor and below**



Item	V. Good	Good	Avg.	Poor	Comments (with the reference number as needed)
Paint	☐	☐	☐	☐	
Body	☐	☐	☐	☐	
Interior	☐	☐	☐	☐	
Carpeting	☐	☐	☐	☐	
Engine	☐	☐	☐	☐	
Transmission	☐	☐	☐	☐	
Axles	☐	☐	☐	☐	
Suspension	☐	☐	☐	☐	

Other Items/Installations/Issues	Comments (as applicable)
BMW Approved Accessories	
Vehicle Modifications	
Aftermarket Equipment/Accessories	
CARFAX™ or other noted issues	

Please attach or scan/attach this form with the email being sent to Recall.rentalrequest@bmwna.com

Version: 12/2017

SI B64 07 17 - Recalled BMW Vehicle: Owner/Operator Self-Storage Agreement Form

You, _____ are the owner/lessee of a model year _____
(Name Print)

BMW _____ VIN: _____ ("Vehicle") _____ ("Mileage")
(Last Seven)

You have been informed that your BMW Vehicle (referenced above) is subject to the following Safety Recall issued by BMW of North America, LLC ("BMW NA"):

Recall 17V - 676	Blower Motor Wiring

The replacement part(s) and/or repair procedure to perform this Safety Recall repair are not available at this time.

The authorized BMW center is providing you with a loaner/rental vehicle to drive until BMW NA notifies you that the recall-related parts and/or repair procedure are available to be performed on your Vehicle, or until such time, the authorized BMW center requests you to return the loaner/rental vehicle, whichever occurs first.

The authorized BMW center will allow you to take your Vehicle (referenced above) home and store it **(outside when applicable and necessary)** while you are driving the loaner/rental vehicle.

You must therefore agree to the following:

- You will drive the Vehicle directly home, store it (as noted above) outside and not drive it again, other than to return it to the BMW center when the parts and/or repair procedure becomes available to perform the Recall repair
- You will store your Vehicle at your home, or another safe location of your choice, at your own risk
- You will ensure that the vehicle's keys are secured and inaccessible to others
- You will maintain your Vehicle and will not alter, modify or sell the Vehicle (except in the case of a leased vehicle, which you may return at the expiration of your lease, if that time pre-dates the availability of the replacement parts and/or repair procedure to perform the Recall)
- You understand that you will be responsible for any and all damages caused to the Vehicle if it is driven prior to the performance of the Recall repair, other than directly to or from the BMW center

By signing below, you expressly agree to all of the terms and conditions set forth herein.

Name (Print)

Name (Signature) | **Today's Date**

Address (Print)

City/State/Zip (Print)

Telephone Number (OK to text message: Y / N) (Circle one)

Email(s)

Status: i.e., owner, lessor, lessee, operator, etc. (Print)