



SI B11 16 17  
Engine

September 2018  
Technical Service

## RECALL 17V-683: POSITIVE CRANKCASE VENTILATION (PCV) VALVE HEATER

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 B11 16 17 **dated July 2018**

### What's New:

- The intake manifold part number table is updated.

### MODEL

|                      |                            |                      |                      |
|----------------------|----------------------------|----------------------|----------------------|
| E82 (1 Series Coupe) | E88 (1 Series Convertible) | E90 (3 Series Sedan) | E91 (3 Series Wagon) |
| E92 (3 Series Coupe) | E93 (3 Series Convertible) | E60 (5 Series Sedan) | E61 (5 Series Wagon) |
| F10 (5 Series Sedan) | E83 (X3)                   | F25 (X3)             | E70 (X5)             |
| E85 (Z4 Roadster)    | E89 (Z4 Roadster)          | E86 (Z4 Coupe)       |                      |

With the N51, N52, N52K, or N52T engines.

### SITUATION

The blow-by-heater which is designed to prevent the engine's Positive Crankcase Ventilation (PCV) system from freezing can internally short circuit. Irregularities in the manufacturing process could allow moisture to occur near the blow-by-heater and lead to the short circuit.

### AFFECTED VEHICLES

This Recall Campaign involves E82, E88, E90, E91, E92, E93, E60, E61, F10, E83, F25, E70, E85, E89 and E86 vehicles produced from February 2006 to December 2011.

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.

Customer letters were mailed in December 2017 notifying them that they are affected by this recall. The mailing of the 2nd letter letting customers know they can come in for repair started in June 2018 and will continue based on part availability.

### CORRECTION

Replace the blow-by-heater (positive crankcase ventilation heater elbow).

### PROCEDURE

Refer to the attached procedure to replace the blow-by-heater (positive crankcase ventilation heater elbow).

The E70 vehicles require an additional step. The labor allowance now includes additional time for this added repair step.

### **UPDATE!** PARTS INFORMATION

**Note: Request and invoice the part numbers specified and listed below in this Service Information bulletin only. Performing a part number look-up for these parts in ETK by VIN or model will result with the wrong parts being invoiced.**

**Please monitor the Parts Matrix for important updates to the parts ordering procedure.**

| Part Number     | Description                                | Quantity |
|-----------------|--|----------|
| 11 61 2 458 830 | PCV Blow-by-heater (Elbow/Angle Connector) | 1        |
| 12 31 2 458 831 | Set of aluminum screws for alternator      | 1        |
| 11 61 7 535 849 | Screw for blow-by-heater                   | 2        |

And, if required as a result of the issue being addressed by this bulletin, use the intake manifold table below to determine which part number applies to your vehicle.

Identify the model first and then the engine variant to determine the correct intake manifold part number.

| Model                | Engine Variant | Part Number     | Description     | Quantity |
|----------------------|----------------|-----------------|-----------------|----------|
|                      |                |                 |                 |          |
| E60 (5 Series Sedan) | N52            | 11 61 9 487 260 | Intake Manifold | 1        |
|                      | N52K           | 11 61 9 487 260 | Intake Manifold | 1        |
|                      |                |                 |                 |          |
| E61 (5 Series Wagon) | N52            | 11 61 9 487 259 | Intake Manifold | 1        |
|                      |                |                 |                 |          |
| E70 (X5)             | N52K           | 11 61 9 487 259 | Intake Manifold | 1        |
|                      |                |                 |                 |          |
| E82 (1 Series Coupe) | N52K           | 11 61 9 487 260 | Intake Manifold | 1        |
|                      | N51            | 11 61 9 487 259 | Intake Manifold | 1        |
|                      |                |                 |                 |          |
| E83 (X3)             | N52K           | 11 61 9 487 259 | Intake Manifold | 1        |
|                      |                |                 |                 |          |
| E85 (Z4 Roadster)    | N52            | 11 61 9 487 260 | Intake Manifold | 1        |
|                      |                |                 |                 |          |
| E86 (Z4 Coupe)       | N52            | 11 61 9 487 259 | Intake Manifold | 1        |
|                      |                |                 |                 |          |
|                      |                |                 |                 |          |

|                            |      |                 |                 |   |
|----------------------------|------|-----------------|-----------------|---|
| E88 (1 Series Convertible) | N52K | 11 61 9 487 260 | Intake Manifold | 1 |
|                            | N51  | 11 61 9 487 259 | Intake Manifold | 1 |
|                            |      |                 |                 |   |
| E89 (Z4 Roadster)          | N52K | 11 61 9 487 259 | Intake Manifold | 1 |
|                            |      |                 |                 |   |
| E90 (3 Series Sedan)       | N52  | 11 61 9 487 259 | Intake Manifold | 1 |
|                            | N52K | 11 61 9 487 260 | Intake Manifold | 1 |
|                            | N51  | 11 61 9 487 259 | Intake Manifold | 1 |
|                            |      |                 |                 |   |
| E91 (3 Series Wagon)       | N52K | 11 61 9 487 260 | Intake Manifold | 1 |
|                            |      |                 |                 |   |
| E92 (3 Series Coupe)       | N52K | 11 61 9 487 260 | Intake Manifold | 1 |
|                            | N51  | 11 61 9 487 259 | Intake Manifold | 1 |
|                            |      |                 |                 |   |
| E93 (3 Series Convertible) | N52K | 11 61 9 487 260 | Intake Manifold | 1 |
|                            | N51  | 11 61 9 487 259 | Intake Manifold | 1 |
|                            |      |                 |                 |   |
| F10 (5 Series Sedan)       | N52T | 11 61 9 487 262 | Intake Manifold | 1 |
|                            |      |                 |                 |   |
| F25 (X3)                   | N52T | 11 61 9 487 262 | Intake Manifold | 1 |

#### Repair harness for engine electrical harness:

Do not replace the entire engine electrical harness if only the PCV Blow-by-heater (Elbow/Angle Connector) electrical connector is damaged.

| Part Number     | Description                  | Quantity |
|-----------------|------------------------------|----------|
| 12 52 9 489 752 | Repair harness               | 1        |
| 61 13 8 353 748 | Cable connector 1.5 - 2.5 mm | 2        |
| 61 13 1 379 833 | Shrinking hose               | 2        |

For additional items that are not listed above, refer to ETK (EPC) and the repair instructions for information about one-time use fasteners, ventilation hoses, intake manifold, screws/bolts and gaskets that may also be needed or must be replaced to perform this repair.

## EMISSIONS CERTIFICATE INSTRUCTIONS

**For California centers only:** This Safety Recall involves an emissions compliant component. It is required by

the California Code of Regulations that an executed orange "Vehicle Emission Recall - Proof of Correction" certificate (SD92-084, see illustration) be provided to each customer (for vehicles registered in the state of California), once this Recall on his or her vehicle has been completed.

| Vehicle Emission Recall - Proof of Correction  |                               |                              |               |                               |  |
|--|-------------------------------|------------------------------|---------------|-------------------------------|--|
| License Number   | Make                          | Year Model                   | Body Type     | Vehicle Identification Number |  |
| Manufacturer   |                               |                              | Serial Number |                               |  |
| The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws. |                               |                              |               |                               |  |
| Dealer's Name  |                               | Address, City, State and Zip |               |                               |  |
| Date   | Dealer's Authorized Signature |                              |               |                               |  |
| Return this certificate to DMV only when required - otherwise retain for your records. SD92-084  |                               |                              |               |                               |  |
| S12 96 U31   |                               |                              |               |                               |  |

## WARRANTY INFORMATION

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

|                     |                   |  |
|---------------------|-------------------|--|
| <b>Defect Code:</b> | <b>0011640400</b> |  |
|---------------------|-------------------|--|

The vehicle is already in the workshop

| Labor Operation: | Labor Allowance:  | Description:   |
|------------------|-------------------|--|
| 00 65 790        | Refer to KSD2/AIR | Replace the blow-by-heater (positive crankcase ventilation heater elbow) (Plus work) |

Or:

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

| Labor Operation: | Labor Allowance:  | Description:   |
|------------------|-------------------|--|
| 00 65 194        | Refer to KSD2/AIR | Replace the blow-by-heater (positive crankcase ventilation heater elbow) (Main work) |

And, as applicable:

When additional work and/or parts are required as a "direct result of and/or in conjunction with" replacing PVC heater elbow, claim these items under the defect code listed above together the corresponding labor operations listed in KSD2 as applicable and as necessary.

And, also 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.

### Overlapping Labor Procedure

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

- 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.”

### **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-683: Positive Crankcase Ventilation (PCV) System Heater - 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 B11 16 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

- **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 and if necessary, be provided to BMW NA upon request.

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](mailto: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:

|                     |                   |   |
|---------------------|-------------------|---|
| <b>Defect Code:</b> | <b>11009999RV</b> | <b>Rental Reimbursement – Safety-Recall</b> |
|---------------------|-------------------|---|

|  |  |   |
|--|--|---|
|  |  | <b>Parts Supply/Repair Procedure Issues</b> |
|--|--|---|

And:

|                      |                |   |
|----------------------|----------------|---|
| <b>Sublet Code 3</b> | 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: Thursday, September 13, 2018

## ATTACHMENTS

View PDF attachment [B111617 Dealer Script.](#)

View PDF attachment [B111617 Recall Notice.](#)

View PDF attachment [2017-BMW-MY2007-2011-Exx-Fxx-PCV-Valve-Heater-QA-\(30Oct2017\)-FINAL.](#)

View PDF attachment [B111617 Enhanced Car Rental Procedure.](#)

View PDF attachment [B111617 Safety-Recalled BMW Vehicle Condition Assessment Form.](#)

View PDF attachment [B111617 Vehicle Owner Operator Self-Storage Agreement.](#)

View PDF attachment [B111617 Procedure.](#)

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## **SAFETY RECALL NOTICE**

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

RE: Recall 17V-683: Positive Crankcase Ventilation (PCV) Valve Heater B11 16 17

BMW AG is conducting a Voluntary Safety Recall (effective November 2, 2017) on certain Model Year 2007-2011 BMW vehicles involving the positive crankcase ventilation (PCV) valve heater.

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.**

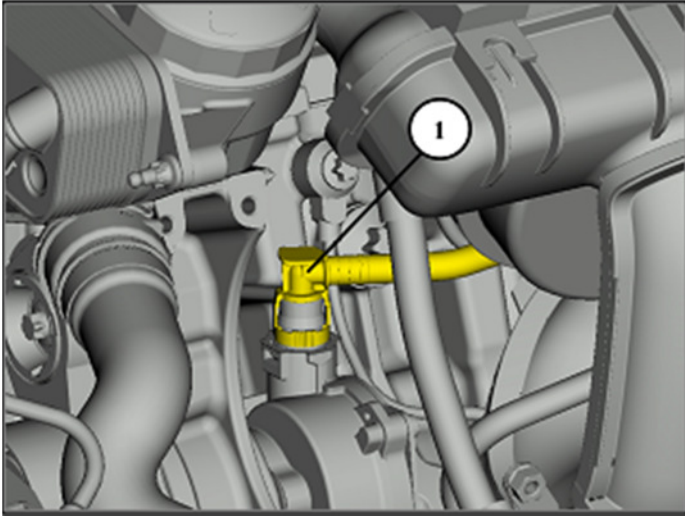
**Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.**

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

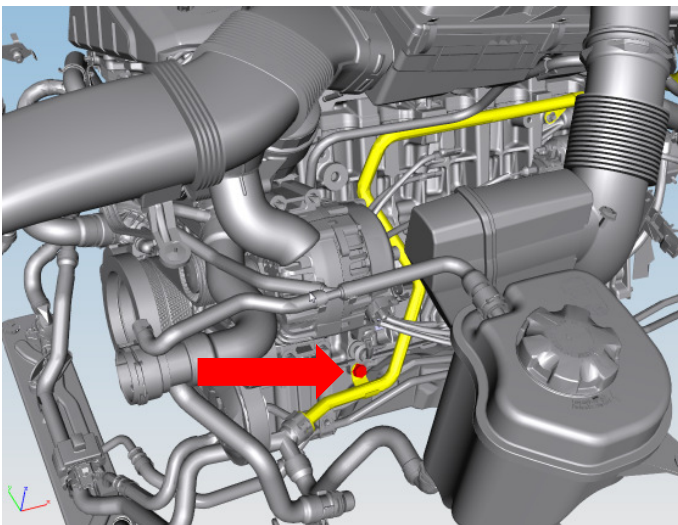
We appreciate all your assistance with this Recall.

## Recall 17V-683: Positive Crankcase Ventilation (PCV) System Heater

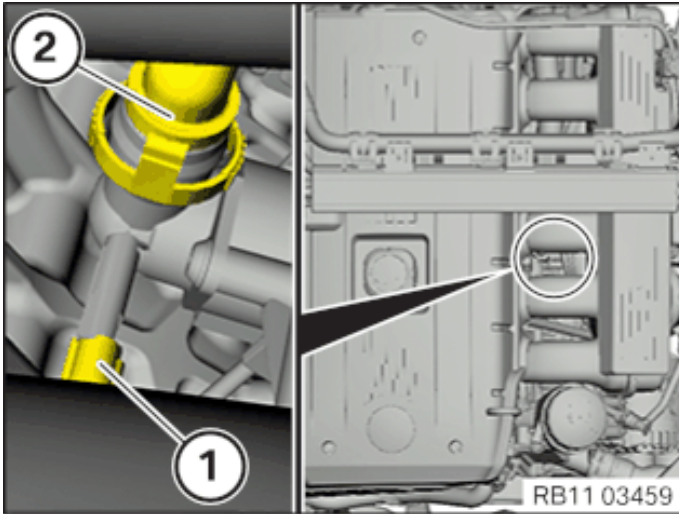
1. Remove the ignition coil cover as per Repair Instruction 11 00 ... Removing and installing/replacing the ignition coil cover”.
2. Remove the alternator as per Repair Instruction 12 31 020 “Removing and installing or replacing the alternator”.



3. Unlock and pull off the vacuum line (1).  
Secure the vacuum line (1) off to one side.



4. **E70 (X5) vehicles only:** UPDATE!  
A coolant pipe will be blocking the access to one of crankcase ventilation heater screws.  
Remove the M10 x 18 screw to allow the coolant pipe to be moved away from the crankcase ventilation heater screws.  
See the red arrow in the illustration.



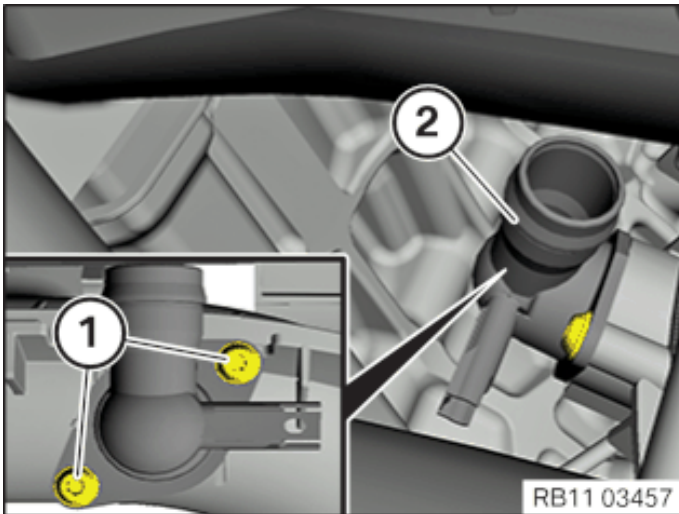
5. Unlock and disconnect the plug connection (1).  
Unlock and pull off the ventilation line (2).



6. Use a suitable tool with T25 Torx bit to release the screws.



7. Reach under the intake with your left hand/arm to access the crankcase ventilation heater.

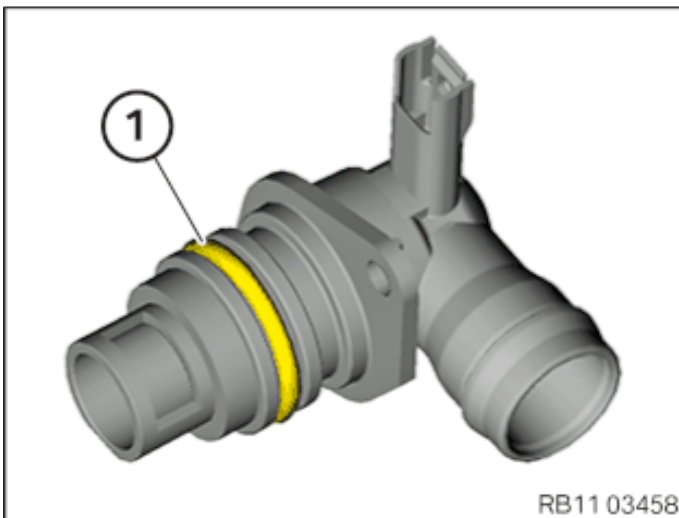


8. Remove both T25 screws (1).

Remove the crankcase ventilation heater (elbow fitting) (2).

Other components such as the ventilation line or the intake manifold may have to be replaced.

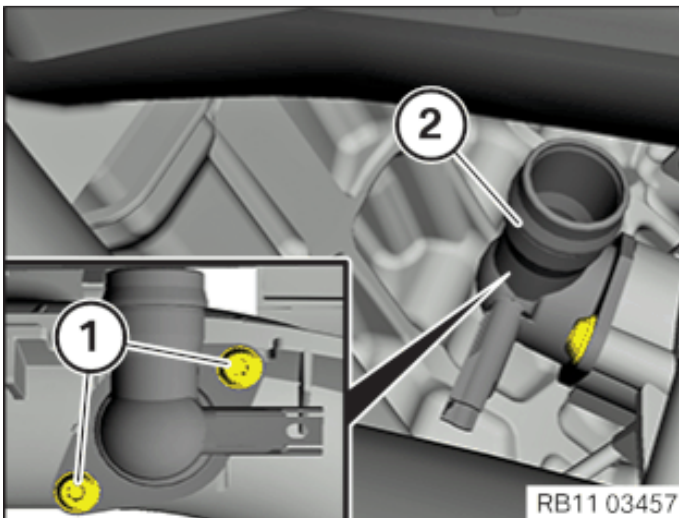
Inspect all surrounding components for thermal damage.



**Important! Installation risk of damage.**

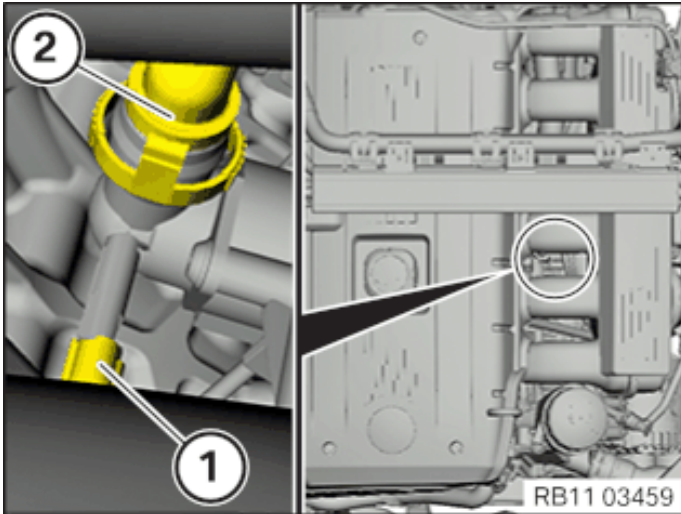
9. Use only distilled water for lubrication when installing the new crankcase ventilation heater.

No grease or lubricating oils should be used.



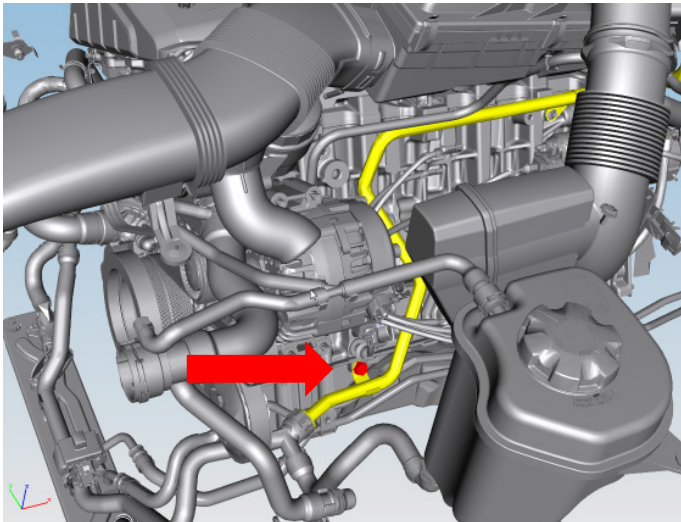
10. Install the crankcase ventilation heater (2).

Tighten the T25 screws (1) to **6 Nm**.



11. Connect the ventilation line (2).

Connect and lock the connector (1).

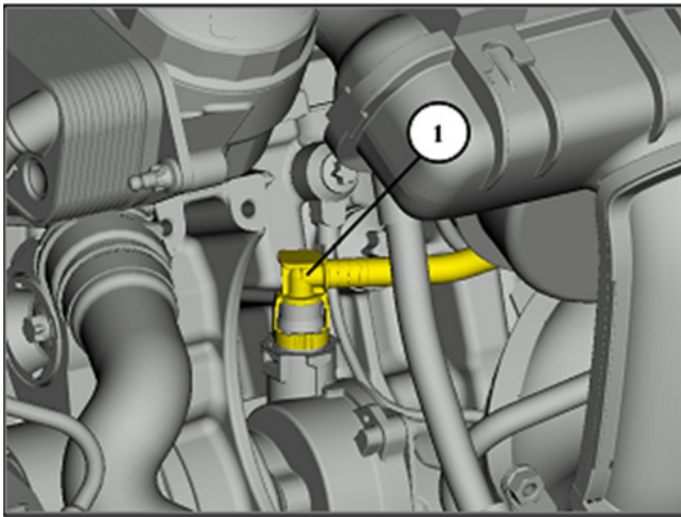


12. **E70 (X5) vehicles only:**

**UPDATE!**

Reposition the coolant pipe and reinstall the M10 x 18 screw. See arrow.

Tighten the M10 x 18 screw to 38 Nm.



13. Connect the vacuum line (1).

14. Install the alternator as per Repair Instruction 12 31 020 "Removing and installing or replacing the alternator".

15. Install **the ignition coil cover as per** Repair Instruction 11 00 ... Removing and installing/replacing the ignition coil cover”.

**Safety Recall 17V-683**  
**Positive Crankcase Ventilation (PCV) Valve Heater – (“Blow-By-Heater”)**  
**Model Year 2007-2011**  
**N51, N52, N52K, N52T**  
**BMW 1 Series, 3 Series, 5 Series, X3 SAV, X5 SAV, Z4**  
**Last Update: 10/30/2017**

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

Approximately 740,561 BMW vehicles in the US, as noted below, are potentially affected.

| Series | Model Year | Model                | Approx. Volume | Production Dates    |
|--------|------------|----------------------|----------------|---------------------|
| E82    | 2008-2011  | 1 Series Coupe       | 12,401         | Nov 2007 – Feb 2011 |
| E88    | 2008-2011  | 1 Series Convertible | 13,021         | Nov 2007 – Feb 2011 |
| E90    | 2007-2011  | 3 Series Sedan       | 305,352        | Jul 2006 – Dec 2011 |
| E91    | 2007-2011  | 3 Series Wagon       | 10,221         | Jul 2006 – Aug 2011 |
| E92    | 2007-2011  | 3 Series Coupe       | 54,544         | May 2006 – Aug 2011 |
| E93    | 2007-2011  | 3 Series Convertible | 40,227         | Nov 2006 – Aug 2011 |
| E60    | 2007-2010  | 5 Series             | 114,750        | Feb 2006 – Dec 2009 |
| F10    | 2011       | 5 Series             | 19,656         | May 2010 – Aug 2011 |
| E61    | 2007       | 5 Series Wagon       | 1,442          | Feb 2006 – Feb 2007 |
| E83    | 2007-2010  | X3 SAV               | 64,417         | Aug 2006 – Aug 2010 |
| F25    | 2011       | X3 SAV               | 15,649         | Nov 2010 – Sep 2011 |
| E70    | 2007-2010  | X5 SAV               | 68,770         | May 2006 – Mar 2010 |
| E85    | 2007-2008  | Z4 Roadster          | 12,496         | Jun 2006 – Aug 2008 |
| E89    | 2009-2011  | Z4 Roadster          | 5,868          | Feb 2009 – Aug 2011 |
| E86    | 2007-2008  | Z4 Coupe             | 1,747          | Sep 2006 – Aug 2008 |

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

This issue involves the Positive Crankcase Ventilation (PCV) valve heater (“blow-by-heater”) which is designed to prevent the engine’s PCV valve from freezing. The electrical contacts of the PCV valve heater are coated with a plastic material. Irregularities in the manufacturing process could allow moisture to occur near the PCV valve heater and lead to a short circuit.

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

In rare cases, the plastic material could overheat, lead to smoldering, and possibly melting. In extremely rare cases, this could increase the risk of a fire.

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

Other models have different designs for the PCV valve heater.

**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 from the area near the engine compartment.
- You smell smoke, or a plastic burning odor.

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.

**Safety Recall 17V-683**  
**Positive Crankcase Ventilation (PCV) Valve Heater – (“Blow-By-Heater”)**  
**Model Year 2007-2011**  
**N51, N52, N52K, N52T**  
**BMW 1 Series, 3 Series, 5 Series, X3 SAV, X5 SAV, Z4**  
**Last Update: 10/30/2017**

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](http://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](http://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 PCV valve heater 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.

**Safety Recall 17V-683**  
**Positive Crankcase Ventilation (PCV) Valve Heater – (“Blow-By-Heater”)**  
**Model Year 2007-2011**  
**N51, N52, N52K, N52T**  
**BMW 1 Series, 3 Series, 5 Series, X3 SAV, X5 SAV, Z4**  
**Last Update: 10/30/2017**

**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](http://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.

## 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 - 683: SI B11 16 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](mailto: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:

|                                |   |
|--------------------------------|---|
| <b>BMW Rental Vehicles</b>     | <ul style="list-style-type: none"><li>• <b>Up to \$64.00 a day;</b> plus any</li><li>• Market surcharge (if applicable); plus the</li><li>• CDW* (Collision Damage Waiver) protection - when the rental vehicle agreement "signee" accepts this "optional" coverage; plus</li><li>• Taxes</li></ul> |
| <b>Non-BMW Rental Vehicles</b> | <ul style="list-style-type: none"><li>• <b>Up to \$44.00 a day;</b> plus any</li><li>• Market surcharge (if applicable); plus the</li><li>• CDW* (Collision Damage Waiver) protection - when the rental vehicle agreement "signee" accepts this "optional" coverage; plus</li><li>• Taxes</li></ul> |

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:

| <b>Rental Vehicle Invoice - Line items</b> | <b>Required Information to be provided</b>          |
|--|---|
| 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  |

## Recall 17V - 683: SI B11 16 17 - Alternate Transportation Measures

### 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 B11 16 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 11 16 17 (17V - 683)

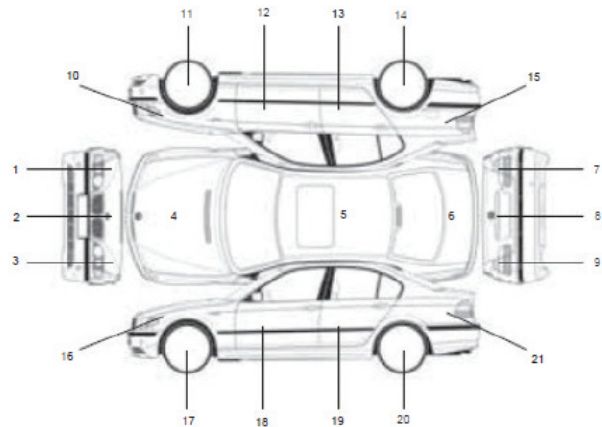
**Type of Alternate Transportation provided to the Customer**

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                              |         |      |      |      |  |
| <b>Other Items/Installations/Issues</b> |         |      |      |      | <b>Comments (as applicable)</b>                |
| 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](mailto:Recall.rentalrequest@bmwna.com)

# SI B11 16 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 - 683 | Positive Crankcase Ventilation (PCV) Valve Heater |
|------------------|---|

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)