



SI B11 17 18
Engine

October 2018
Technical Service

RECALL 18V-XXX: EXHAUST GAS RECIRCULATION (EGR) COOLER

MODEL

F30 (328d)	F31 (328d Sports Wagon)	F10 (535d)
F02 (740Ld)	F25 (X3 xDrive 35d)	F15 (X5 xDrive 35d)

SITUATION

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective October 25, 2018) on various Model Year 2013-2017 BMW vehicles with a diesel engine that have been produced between September 12, 2012 – June 19, 2017.

The issue involves the Exhaust Gas Recirculation (EGR) system which contains an integrated cooling component (“Cooler”). Over time, a leak of cooling fluid (glycol), could develop in the EGR Cooler.

Approximately 44,368 vehicles are affected by this recall, including 429 which are currently in Pre-Owned dealer inventory.

Affected vehicles show the campaign as “Open” when checked either in Warranty Vehicle Inquiry, AIR or ISPA Next and identified with the description: **0011050500 B111718 Recall: Exhaust Gas Recirculation (EGR) Cooler**

All of the other systems including DAR and the RDR system will show the Stop Sale Sign starting tomorrow. Please utilize the Inventory Campaign Details under ROSS which shows all vehicles that have a Stop Sale in your inventory.

The bulletin will be updated as soon as we have more information.

The Q&A has been attached for further information.

ATTACHMENTS

View PDF attachment [B111718 Recall Notice](#).

View PDF attachment [18V-xxx -VariousModels-Diesel-EGR-Cooler-\(QA\)-\(25Oct2018\)](#).

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SAFETY RECALL NOTICE

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

RE: Recall 18V-XXX: Exhaust Gas Recirculation (EGR) Cooler (B11 17 18)

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective October 25, 2018) on various Model Year 2013-2017 BMW vehicles with a diesel engine that have been produced between September 12, 2012 – June 19, 2017.

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.

**Exhaust Gas Recirculation (EGR) Cooler
Safety Recall 18V-xyz
Model Year 2013-2018
BMW Models w/Diesel Engines
Diesel Engines (4-cyl. – N47 / 6-cyl. – N57)
Last updated October 25, 2018**

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

Approximately 44,368 Model Year 2013-2018 BMW vehicles with a diesel engine, produced between September 2012 and June 2017, are potentially affected. The vehicles have the 4-cylinder (“N47”) and 6-cylinder (“N57”) diesel engines. Please refer to the table below for additional information.

Series	Model Year	Model	Approx. Volume	Production Dates
F30	2013-2018	328d, 328xd	12,781	Sep 2012 – Jun 2017
F31	2014-2018	328d/xd Sports Wagon	4,766	Mar 2013 – Apr 2017
F10	2014-2016	535d, 535xd	7,551	Feb 2013 – Sep 2016
F02	2015	740Lxd	331	Aug 2013 – May 2015
F25	2015-2017	X3 xDrive 28d	4,061	Sep 2013 – Dec 2016
F15	2014-2017	X5 xDrive35d	14,878	May 2013 – Jun 2017

Q2. What is the specific issue?

The issue involves the Exhaust Gas Recirculation (EGR) system which contains an integrated cooling component (“Cooler”). Over time, a leak of cooling fluid (glycol), could develop in the EGR Cooler.

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

If cooling fluid leaks in the EGR Cooler, and combines with typical diesel engine soot deposits while the temperature is high (which is normal), this could create smoldering particles. In very rare cases, these particles could contact the engine intake manifold and cause damage by creating small holes in the manifold due to melting. In extremely rare cases, due to the holes in the manifold, this could increase the risk of a fire.

Q4. If I had a similar issue occur previously, and I had a repair performed, will I need to have this Safety Recall performed? Why?

Yes. Your vehicle will need to have the 2018 Safety Recall performed. The EGR Cooler will be inspected and, if necessary, replaced. If it is determined that the EGR Cooler has leaked, then the engine intake manifold will also be replaced.

Q5. Are BMW Group models, which are not Diesel, affected? Why not?

No. They are not affected because they have a different engine design.

Q6. Are BMW Group models with Diesel engines, but of different Model Years, affected? Why not?

No. They are not affected because they have a different engine design.

Q7. How did BMW Group become aware of this issue?

BMW Group became aware of this issue through its quality control procedures.

Q8. Is BMW Group aware of any accidents, injuries or fires, in the US, involving these BMW Group vehicles associated with this Safety Recall?

No. BMW is continuing to monitor this issue, and it is too early to determine if specific cases, involving fires, have occurred in the US due to this particular issue.

Q9. Can I determine if this issue exists in my vehicle?

You may or may not be able to determine if this issue is occurring to your vehicle. Your vehicle may display a warning symbol indicating a loss of engine coolant. In some cases, your vehicle may experience a reduction in engine power. You may notice an unpleasant odor, i.e., an odor of exhaust gas, and/or hear an unusual noise from the engine compartment. In rare cases, you may see smoke from the engine.

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Q10. What should I do if I notice this condition in my vehicle?

If this condition occurs, pull off the road to a safe location away from traffic, and switch off the engine. Do not open the hood. All occupants should carefully exit the vehicle and move to a safe location away from traffic. Do not continue to drive your vehicle.

Contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.

Q11. Can I continue to drive my vehicle (before I receive my Safety Recall letter)?

Yes. The likelihood of this issue occurring to your vehicle is extremely low. However, when you receive a letter asking you to have this Safety Recall performed by an authorized BMW center, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q12. How will I be informed of this Safety Recall?

You will receive a letter in December via First Class mail advising you of this Safety Recall, and to schedule an appointment with an authorized BMW center as soon as possible to have this Safety Recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealers.

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

Q13. How will my vehicle be repaired?

The EGR Cooler will be inspected and, if necessary, replaced. If it is determined that the EGR Cooler has leaked, the engine intake manifold will also be replaced.

Q14. Is a loaner vehicle, or alternate transportation available?

Your dealer can provide you with a loaner vehicle during the service appointment.

Q15. How long will the repair take?

Depending upon the repair, and the specific model, this could take up to several hours to perform.

Q16. Do I have to wait for my letter to have my vehicle serviced?

Yes. We are in the process of implementing this Safety Recall campaign to ensure that the necessary parts are at the BMW centers. For the latest updates to this Safety Recall, please visit www.bmwusa.com/recall.

Q17. 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.