



RECALL 18V-248: ELECTRONIC AUXILIARY WATER PUMP

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 M17 01 18 **dated April 2018**

What's New:

- Situation updated
- Procedure has been added
- Parts Information has been added
- Warranty Information has been added

MODEL

Engine	Model
N14/N18	R55 MINI Cooper S Clubman, MINI JCW Clubman
N14/N18	R56 MINI Cooper S, MINI JCW
N14/N18	R57 MINI Cooper S Convertible, MINI JCW Convertible
N14/N18	R58 MINI Cooper S Coupe, MINI JCW Coupe (2 Seater)
N14/N18	R59 MINI Cooper S Roadster, MINI JCW Roadster (2 Seater)
N18	R60 MINI Cooper S Countryman, MINI Cooper S Countryman ALL4

SITUATION

The electronic circuit board of the auxiliary coolant pump could short circuit. This short circuit may cause the auxiliary water pump to overheat. In rare cases where overheating occurs, a fire in the engine compartment could occur.

AFFECTED VEHICLES

This Recall Campaign involves Model Year 2008 - 2012 MINI vehicles with N14 and N18 engines that were produced from June 2007 through September 2011.

Approximately 23,832 vehicles are affected by this recall

Affected vehicles show the campaign as "Open" when checked either in Warranty Vehicle Inquiry, AIR or ISPA Next and identified with the description: 0011740400 M170118 Recall: Electronic Auxiliary Coolant Pump

Customers affected by this recall will be notified via First Class Mail in early June 2018.

UPDATE! PROCEDURE

Replace the auxiliary water pump for the turbocharger. Refer to Repair Instruction RA 11 53 590 Removing and installing/replacing auxiliary water pump (N14, N18) for replacement of the pump and proper coolant bleeding procedures.

PARTS INFORMATION

Part Number	Description	Quantity
11 53 7 630 368	Auxiliary water pump	1
11 53 7 546 422	Hose clamp	2
82 14 0 031 133	ANTIFREEZE	See sublet below

UPDATE! WARRANTY INFORMATION

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

Defect Code:	0011740400	
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The vehicle is already in your workshop

Labor Operation:	Labor Allowance:	Description:
00 66 630	9 FRU (R55, R56, R57, R58, R59); 10 FRU (R60)	Replace auxiliary coolant pump (Plus work)

Or:

The vehicle arrives at your workshop for this Recall repair

Labor Operation:	Labor Allowance:	Description:
00 66 072	11 FRU	Replace auxiliary coolant pump (Main work)

And:

Sublet – Bulk Materials

Sublet Code 4	Up to \$10.00	Reimbursement for the repair-related bulk materials (Do not use the part numbers for claim submission)
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Sublet reimbursement calculation for claiming repair-related bulk materials (MINI part numbers) is at the dealer net price for the “quantities used” plus your dealer’s handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

And, as applicable:

Consequential Repair(s)

When additional work and/or parts are required as a “direct result” of the issue being address in this Service

Information bulletin, claim these items under the defect code listed above together with the corresponding labor operations listed in the KSD2.

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

And, as applicable:

Alternative Mobility Solution (AMS) for Vehicle Owners

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 M01 01 17 for additional information.

TREAD Act - Previous Customer-Pay Repairs

If your dealer 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, MINI USA, a division of BMW of North America, LLC (“MINI USA”) will reimburse this previous repair.

Customer-pay Invoice Review and Reimbursement Procedure

1. Review and verify that the previous customer-pay invoice (MINI dealer 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 Campaign 18V-248: Electronic Auxiliary Water Pump - 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 MINI 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 applicable “open” Recall repair must still be performed on the vehicle.

SI M17 01 18: ALTERNATE TRANSPORTATION MEASURES (ATM)

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

A. 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;
2. Safety-Recalled MINI_Vehicle Condition_Assessment Form; and the
3. Self-Storage Agreement.

The following is required to be performed **prior** to supplying the customer the rental vehicle and submitted via the email address below within **two (2) business days** of supplying the rental vehicle:

- Fully complete the attached **Safety Recalled MINI Vehicle Condition/Assessment Form and if applicable, the Self-Storage Agreement** (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) that are not available and any other information that is relevant to the situation
- Provide a dealer 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 MINI Vehicle Condition/Assessment Form and if applicable, the Self-Storage Agreement** attached for review.

A MINI USA representative will respond to your e-mail with instructions on how to proceed.

B. AMP Vehicles

Subject to availability and at the discretion of your dealer, 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 dealer's Vehicle History File and if necessary, be provided to MINI USA 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 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 MINI USA, every effort must be made to immediately schedule service appointments at your dealer 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, MINI USA 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 dealer has the parts necessary to fix an Affected Vehicle.

For these cases, MINI USA recommends that your dealer 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.

Please note: If the above Enhanced Car Rental Procedure is not adhered to and MINI USA does not receive the required email about this the rental, the corresponding claim submissions will be declined or debited.

Thank you for your continued cooperation and support.

Posted: Thursday, May 17, 2018

ATTACHMENTS

View PDF attachment [2018-Aux.WaterPump-QA-\(23Apr2018\)](#).

View PDF attachment [M170118 Recall Notice](#).

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SAFETY RECALL NOTICE

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

RE: Recall 18V-248: Electronic Auxiliary Water Pump M17 01 18

BMW Group is conducting a Voluntary Safety Recall (effective April 25, 2018) on certain Model Year 2007 - 2012 MINI vehicles with N14 and N18 engines that were produced from June 2007 through September 2011.

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.

**Electric Auxiliary Water Pump for Turbocharger
Safety Recall 18V-248
Model Year 2007-2012
BMW / MINI
*Last Updated 4/23/2018***

Q1. Which models are included in this Safety Recall?

Included are approximately 46,996 vehicles (BMW – 23,164 / MINI – 23,832) in the US, with approximate volumes and production dates as noted below.

BMW

Series	Model	Model Year	Approx. Volume	Production Dates
F10	550i, 550i xDrive	2011 – 2012	5,700	Apr 23, 2010 – Sep 14, 2011
F07	550i Gran Turismo, 550i Gran Turismo xDrive	2010 – 2012	687	Jul 30, 2009 – Sep 8, 2011
F13	650i Coupe, 650i xDrive Coupe	2012	495	Dec 10, 2010 – Sep 15, 2011
F12	650i Convertible, 650i xDrive Convertible	2012	2,053	Jan 12, 2011 – Oct 31, 2011
F01 / F02	750i, 750Li, 750i xDrive, 750Li xDrive, 760Li (including Alpina B7)	2009 – 2012	8,417	Oct 14, 2008 – Sep 13, 2011
F04	ActiveHybrid7	2011 – 2012	322	Sep 24, 2010 – Sep 6, 2011
E70	X5 xDrive50i, X5 M	2010 – 2012	3,853	Jul 3, 2009 – Nov 19, 2011
E71	X6 xDrive50i, X6M	2008 – 2012	1,614	Nov 15, 2007 – Nov 18, 2011
E72	X6 Hybrid	2010 – 2011	23	Sep 14, 2009 – Sep 12, 2011

MINI

Series	Model	Model Year	Approx. Volume	Production Dates
R55	Cooper S Clubman, JCW Clubman	2008 – 2012	2,779	Jan 28, 2008 – Sep 23, 2011
R56	Cooper S, JCW	2007 – 2012	8,762	Jun 28, 2007 – Sep 23, 2011
R57	Cooper S Convertible, JCW Convertible	2011 – 2012	2,192	Oct 28, 2010 – Sep 23, 2011
R58	Cooper S Coupe, JCW Coupe (2 Seater)	2012	420	Jun 22, 2011 – Sep 23, 2011
R59	Cooper S Roadster, JCW Roadster (2 Seater)	2012	10	Aug 11, 2010 – Sep 21, 2011
R60	Cooper S Countryman, Cooper S Countryman ALL4	2011 – 2012	9,669	Jan 19, 2011 – Sep 30, 2011

Q2. What is the specific issue?

The issue involves the electric auxiliary water pump on the models equipped with 4-cylinder turbocharged engines (MINI) and 8- and 12-cylinder turbocharged engines (BMW). The auxiliary pump is controlled electronically by an engine control unit. After switching off the engine, the electric auxiliary water pump conducts heat away from the turbocharger.

Under certain conditions, the pump's electronic circuit board can malfunction. The malfunction can occur as a result of certain design features in combination with high operating temperatures.

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

If the pump's electronic circuit board malfunctions, it can overheat. In an extreme case, overheating of the circuit board can lead to smoldering of the water pump. If smoldering occurs, it cannot be excluded that this may also lead to an engine compartment or vehicle fire.

Q4. This sounds familiar. Was there a similar recall before?

Yes, the BMW Group conducted similar recalls in 2011 and 2012.

Electric Auxiliary Water Pump for Turbocharger
Safety Recall 18V-248
Model Year 2007-2012
BMW / MINI
Last Updated 4/23/2018

Q5. Why are additional models being added?

The pump supplier produced additional pumps that did not meet specifications.

Q6. Why are other BMW Group vehicles not included in this Safety Recall?

Other vehicles have a different electric auxiliary water pump design.

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

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

Q8. Can I determine if this issue exists in my vehicle?

If you notice a plastic burning smell, or burning and/or smoke from the front of the vehicle, your vehicle may be experiencing this issue.

Q9. What should I do if I notice this condition in my vehicle?

Should this condition occur, pull off the road to a safe location away from traffic, and switch off the engine. If you notice a plastic burning smell, or burning and/or smoke from the front of the vehicle, do not open the hood. All occupants should carefully exit the vehicle and move to a location away from traffic. Do not continue to drive your vehicle.

Contact BMW Roadside Assistance at 1-800-332-4269 or MINI Roadside Assistance at 1-866-646-4772 immediately to have your vehicle brought to the nearest authorized dealer.

Q10. Can I continue to drive my vehicle?

Yes. However, when you receive a letter asking you to have this recall performed by an authorized BMW center / MINI dealer, 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.

Q10a. 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 / MINI dealers to assist customers with alternate transportation needs.

Q11. Should I park my car in the garage, because this condition can occur when the engine is off?

The BMW Group recommends parking your vehicle outdoors until repairs have been performed.

Q12. How will my vehicle be repaired?

The electric auxiliary water pump will be replaced on your vehicle.

Q13. Is BMW Group aware of any accidents, injuries or fires involving these BMW Group vehicles associated with this Safety Recall?

There are no known accidents or injuries associated with this Safety Recall. While the number of fires has not been confirmed, a limited number may be related to this issue.

Electric Auxiliary Water Pump for Turbocharger
Safety Recall 18V-248
Model Year 2007-2012
BMW / MINI
Last Updated 4/23/2018

Q14. How will I be informed of this Safety Recall?

You will receive a letter in June via First Class mail advising you of this recall. Depending upon vehicle model and parts availability, this letter may request you to schedule an appointment with an authorized BMW center / MINI dealer to have this recall performed. In cases where parts are not immediately available, you will receive a second letter when parts become available, advising you to schedule an appointment with an authorized BMW center / MINI dealer at that time to have this recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealers or authorized MINI dealer at www.miniusa.com/dealer.

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

Q15. How long will the repair take?

This repair will take approximately 1 hour; however, additional time may be required depending upon your dealer's schedule. The repair will be performed for free by your authorized BMW center / MINI dealer.

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

Yes. We are in the process of implementing the recall campaign to ensure that the necessary parts are at the BMW centers / MINI dealers prior to sending out the owner notification letters. For the latest updates to this recall, please visit www.bmwusa.com/recall or www.miniusa.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.