



RECALL 18V-336: REPLACE BELT DRIVE IDLER PULLEY BOLT

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 B12 19 18 dated **February 2019**

What's New:

- Attachments updated

MODEL

E70 (X5 xDrive35d)

SITUATION

BMW Group is conducting a Voluntary Safety Recall (effective May 23, 2018) on Model Year 2009 - 2013 BMW X5 (Diesel) vehicles produced from March 2008 through June 2013.

This recall involves the bolt that holds the accessory drive belt deflection (idler) pulley. Due to a number of factors, the bolt could loosen over time, eventually break, and lead to a loss of power steering assist.

If power steering assistance is lost, the vehicle will remain controllable through the mechanical steering system, but with increased steering effort.

Approximately 33,214 vehicles are affected by this recall. These vehicles were previously recalled in 2012 under recall number 12V-550, and are being recalled a second time, along with Model Year 2013.

All open VINs under Recall 12V-550 have been closed and require the new remedy under 18V-336.

Affected vehicles show the campaign as "Open" when checked either in Warranty Vehicle Inquiry, AIR or ISPA Next and identified with the description:

- 0012680400 B121918 Recall: Idler Pulley Bolt.

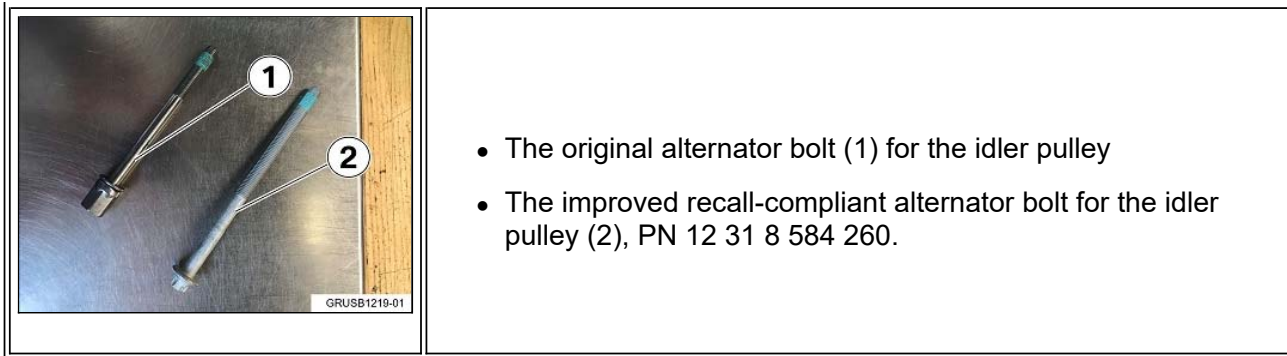
AFFECTED VEHICLES

This Recall Campaign involves E70, X5 xDrive35d models produced March 2008 to June 2013.

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

CORRECTION

Replace the mounting bolt and idler pulley ("final remedy").



- The original alternator bolt (1) for the idler pulley
- The improved recall-compliant alternator bolt for the idler pulley (2), PN 12 31 8 584 260.

PROCEDURE

Refer to the attachment B12 19 18 Repair.pdf

PARTS INFORMATION

Please monitor the Parts Matrix for the parts ordering procedure.

Refer to the ETK and the applicable repair instructions for one-time use fasteners and/or component information regarding additional or replacement screws, gaskets, and seals that need to be installed and claimed.

Part Number	Description	Quantity
12 31 8 584 260	Hex bolt (M10X170-8.8)	1
11 28 8 585 243	Deflecting element with spacer sleeve	1
11 28 7 535 867	Protective cap	1
07 14 6 954 889	Hex screw with collar	4

WARRANTY INFORMATION

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

Defect Code:	0012680400	E70 M57 Replace screw generator connection
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The vehicle is already in the workshop for another repair that includes Main work

Labor Operation:	Labor Allowance:	Description:
00 67 569	10 FRU	Replacing bolt with deflection element (Plus work)

Or:

The vehicle arrives at your center for this Recall repair (No other Main work will be performed/claimed during this workshop visit)

Labor Operation:	Labor Allowance:	Description:
00 67 055	12 FRU	Replacing bolt with deflection element (Main work)

Consequential Repair

When additional work and/or parts are required because an Affected Vehicle arrives at your center with a loose or broken alternator bolt for the idler pulley, claim these items under the defect code listed above together with the corresponding labor operations listed in the AIR/KSD2.

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

Overlapping Labor Procedure – Other Repairs

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

- Replace the stated AIR/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) 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 [B01 29 16](#) for additional information

TREAD Act Reimbursement - Qualifying Prior Customer-Pay Repairs

After the release of this bulletin in May 2018, an Affected Vehicle experiencing the issue described in this bulletin maybe have been repaired under the:

- Previous Recall 12V-550 (**SI B11 11 12: Defect code 00 12 39 03 00**), if the vehicle was one of the 727 vehicles that still showed this Recall open; or through the
- Special interim repair action that was provided in the prior version of this bulletin (**SI B12 19 18: Defect code 85 80 03 04 NA**).

However, 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 that repair.

If the customer previously paid for a qualifying repair, please proceed as applicable:

A. The customer arrives with an “affected vehicle” to your workshop

- Perform the “open” Recall repair outlined in this bulletin, and
- If the prior repair qualifies (see below), submit for both the Recall repair and the customer-pay reimbursement (Separate “repair” line items/separate defect codes).

Or:

B. The customer only presents your center with a customer-pay invoice for the prior repair

- If the vehicle and the prior repair qualifies (see below), submit for the customer-pay reimbursement portion only.

The claim submission for a “customer-pay reimbursement” **will not** close the “Open” Safety Recall when it is submitted as outlined.

Customer-pay Invoice Review and Reimbursement Procedure

1. Review and verify that the prior 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 18V-336: Replace Belt Drive Idler Pulley Bolt - Reimbursement for allowable expenses that relate to performing the prior qualifying customer-pay repair
 - Additionally, explain and itemize the claimed sublet amount on the repair 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 repair performed on a non-affected vehicle or the diagnosis and repair of other “unrelated issues” do not qualify for reimbursement.

Posted: Tuesday, February 12, 2019

ATTACHMENTS

View PDF attachment [18V-336 -E70d-IdlerPulleyBolt-\(QA\)-\(28Jan2019\)](#).

View PDF attachment [B12 19 18 Repair](#).

View PDF attachment [B121918 Recall Noticev2](#).

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SAFETY RECALL NOTICE

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

RE: Recall 18V-336: Idler Pulley Bolt (B12 19 18)

BMW Group is conducting a Voluntary Safety Recall (effective May 23, 2018) on Model Year 2009 - 2013 BMW X5 vehicles produced from March 2008 through June 2013. This recall involves the engine's idler pulley bolt. Due to a number of factors, the bolt could loosen over time, eventually break, and lead to a loss of power steering assist.

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.

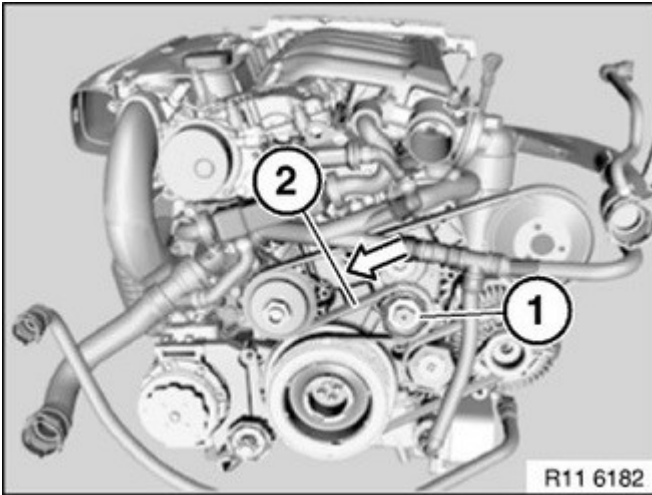
Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.

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

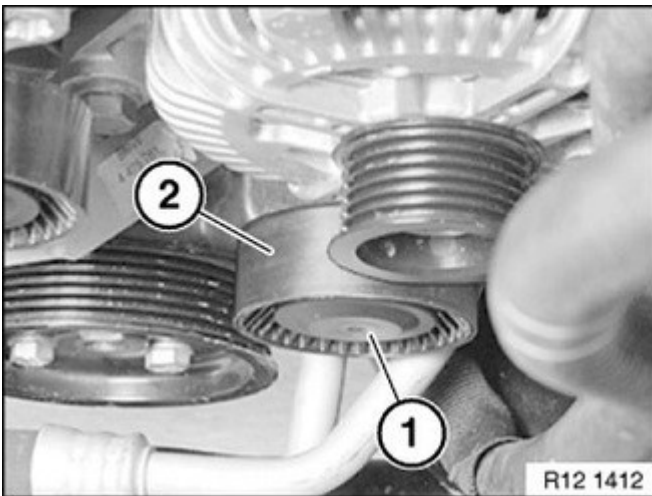
We appreciate all your assistance with this Recall.

Remove the fan cowl with electric fan. Reference Repair Instruction **17 11 035 Removing and installing/replacing fan cowl with electric fan (M57T2)**.

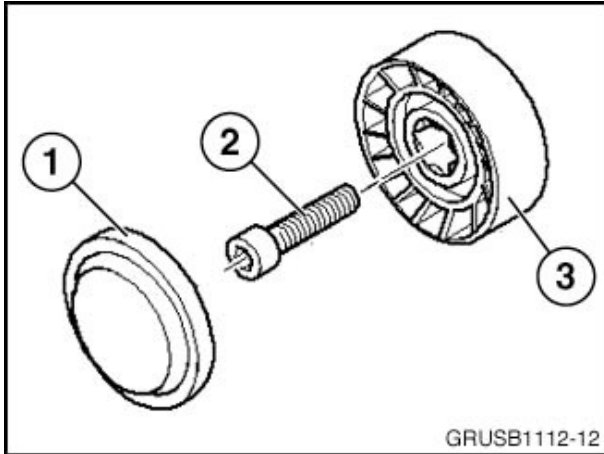
Remove the charge air hose. Reference Repair Instruction **11 61 350 Removing and installing/replacing left pressure pipe (charge air hose (M57T2-SCR))**.



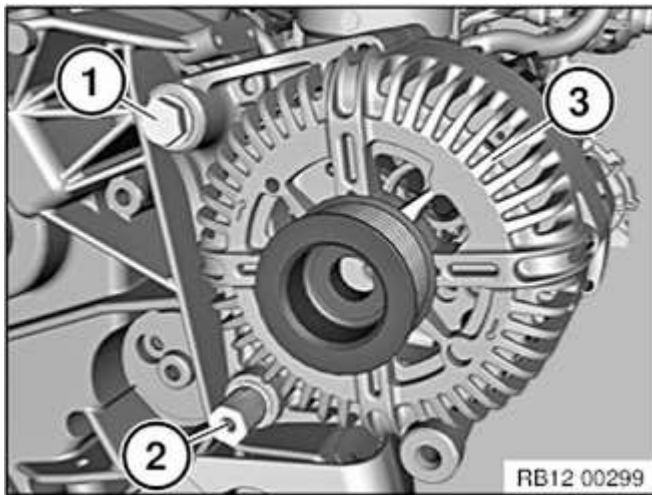
- **Important:** Belt tensioner is under spring pressure.
- Press belt tensioner (1) back in the direction of arrow. Remove the drive belt (2).
- **NOTE:** The drive belt does not need to be fully removed from engine.



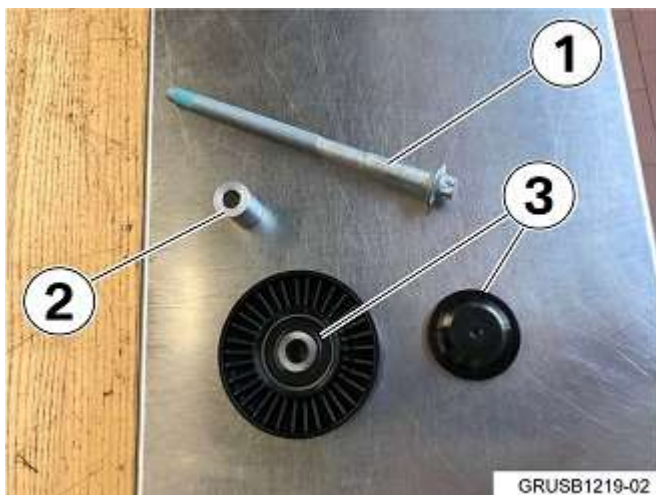
- Remove cover (1) to access bolt holding deflection (idler) pulley (2).



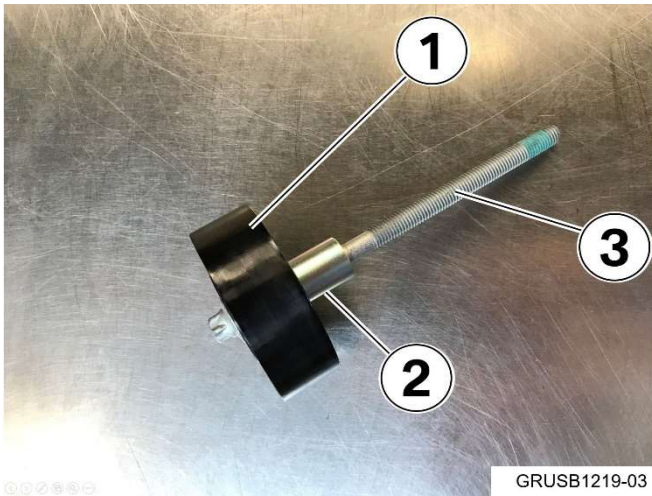
- Exploded view of cover (1) pulley bolt (2) and pulley (3). These parts are not to be reused.



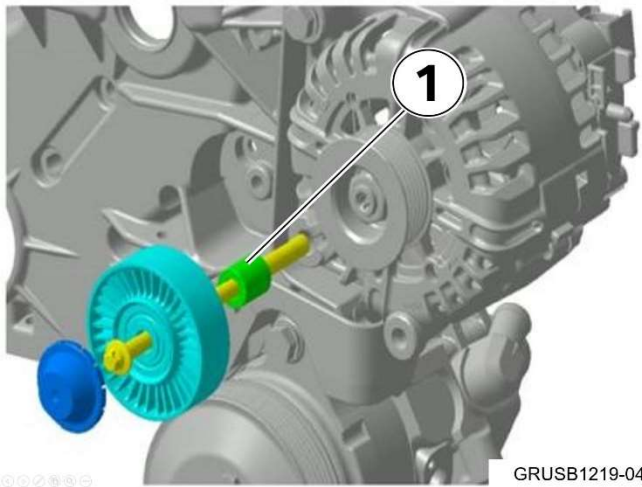
- Remove the alternator bolt for the idler pulley (2)



- New parts to complete the recall: New alternator bolt (1), spacer for the idler pulley (2) and new idler pulley with cover (3).



- Assemble the new idler pulley (1) and spacer for the idler pulley (2) on the new bolt (3).



- Install the bolt with spacer and pulley (1) into the alternator bracket.
- Tightening torque for new bolt:
Jointing torque: **38 Nm**
Angle of rotation: **90°**
Angle of rotation: **90° (180° total angle rotation)**



NOTE: Torque the new idler pulley bolt with a digital torque/angle wrench. Use PN 81 64 0 418 185 (automatic tool shipment B04 08 14) or an equivalent type digital torque/angle wrench. To order an additional 0 418 185 torque wrenche contact:

Kelly Stokes
Hazet Account Management
Anglo American Tools
856.784.8600 x102
www.angloamericantools.com
kelly@angloamericantools.com

Install the new cover onto the idler pulley.

Reinstall the drive belt and components removed during the repair.

**Engine Idler Pulley Bolt
Safety Recall 18V-336
Model Year 2009-2013
BMW X5 xDrive35d (Diesel) SAV
*Last updated January 28, 2019***

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

Approximately 33,214 Model Year 2009-2013 BMW X5 xDrive35d (Diesel) SAV models in the US, produced between September 2008 and June 2013, are potentially affected.

Q2. What is the specific issue?

The issue involves the engine's idler pulley bolt. Due to a number of factors, the bolt could loosen over time and break. If this happened, a sudden loss of power steering assist could occur.

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

If there were a loss of power steering assist, manual steering capability would be retained, although the effort required to steer the vehicle would be greater, and therefore may increase the risk of a crash.

If the issue occurs, the alternator warning lamp (the battery symbol) will illuminate in the vehicle's instrument cluster, along with the warning message "Charging malfunction". The message "Charging malfunction: Battery is not recharging. Stop carefully. Consult nearest service center." will also be displayed.

Q4. This sounds familiar. Did BMW Group conduct a Safety Recall before?

Yes, in 2012. It was assigned NHTSA Recall ID 12V-550.

The 2012 Safety Recall did not include Model Year 2013 vehicles as they had not yet been produced. However, Model Year 2013 vehicles are being included in this new recall.

Q5. Why are these vehicles being recalled a second time?

Over time, a limited number of vehicles have experienced the condition after having had the 2012 Safety Recall performed. Therefore, BMW developed an alternate remedy.

Q5a. If I had the repair performed for 12V-550, will I need to have it performed again? Why?

Yes. Your vehicle will need to have the 2018 Safety Recall performed as BMW developed a new remedy for all affected vehicles.

Q5b. Are BMW X5 SAVs, which are not Diesel, affected? Why not?

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

Q5c. I own a Model Year 2013 BMW X5 xDrive35d. It was not included in the 2012 Safety Recall. Why not? Why is it included in the 2018 Safety Recall?

The 2012 Safety Recall did not include Model Year 2013 vehicles as they had not yet been produced. However, Model Year 2013 vehicles are being included in this new recall.

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

Other vehicles 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.

**Engine Idler Pulley Bolt
Safety Recall 18V-336
Model Year 2009-2013
BMW X5 xDrive35d (Diesel) SAV
Last updated January 28, 2019**

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

If you notice a loss of power steering assist, your vehicle could be experiencing the issue. Various warning lamps and messages would be displayed to the driver. However, manual steering capability would be retained.

Q9. 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. 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 immediately to have your vehicle brought to the nearest authorized BMW center.

Q10. Can I continue to drive my vehicle?

Yes. 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.

Q11. How will my vehicle be repaired?

The idler pulley bolt will be replaced with an improved design.

Q12. Is BMW Group aware of any accidents, injuries or fires, in the US, involving these BMW Group vehicles associated with this Safety Recall?

No.

Q13. How will I be informed of this Safety Recall?

You will receive a letter when parts become available, advising you to schedule an appointment with an authorized BMW center at that time to have this Safety Recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer. To check if parts are available for your vehicle, please visit www.bmwusa.com/recall.

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.

Q14. How long will the repair take?

This FREE repair should only take about 1 hour; however, additional time may be required depending upon your BMW center's schedule.

Q15. Do I have to wait for my letter to have my vehicle serviced?

No. Please contact an authorized BMW center to have this Safety Recall performed as soon as possible.

Q16. 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.