



SIB 11 11 19

2019-11-08

RECALL CAMPAIGN 19V-732: ENGINE – COUNTERBALANCE SHAFTS

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 (Revision 1) replaces SI B11 11 19 dated **October 9, 2019**.

What's New:

- Entire Content

MODEL

E-Series	Model Description	Production Date	Affected Engine
G20	330i / 330i xDrive Sedan	November 20, 2018 – August 26, 2019	B46D
G29	Z4 sDrive 30i Roadster	November 19, 2018 – April 3, 2019	B46D

AFFECTED VEHICLES

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), Key Reader or Warranty Vehicle Inquiry.

SITUATION

Premature wear of the counterbalance shaft bearings could lead to possible engine damage, which may cause the engine to stop while driving.

CAUSE

The bearing of the counterbalance shaft in the engine may not be robust enough.

CORRECTION

Replace the engine.

PROCEDURE

Replace the engine assembly as described in the repair instructions REP 11 00 050 Removing and installing the engine.

Note: In principle, parts requiring replacement as part of a Technical Campaign are not subject to the TeileClearing process.

Engine Assembly Replacements

Replacement engine assemblies are **NOT pre-filled** with engine oil.

After replacing an engine with a new or remanufactured engine assembly, the engine oil level must be verified as outlined in the procedure below first, before starting the engine for the first time.

If the replacement engine is started to determine electronically if the engine is filled with the appropriate amount of engine oil, damage to the replacement engine can occur immediately. The engine may have some residual engine oil from assembly, but this is not enough engine oil to properly lubricate the engine to measure the engine oil level electronically when it is started for the first time.

Furthermore, the electronic engine oil measurement is only operational when the engine is running at its full operating temperature. Checking the engine oil without the engine running at operating temperature will lead to an incorrect or incomplete measurement.

After replacing the engine assembly or performing any engine repair that interrupts the oil supply circuit, the engine requires a brief oil pump and oil supply circuit priming procedure.

Refer to SI B11 09 15 for the detailed bleeding procedure.

The time to perform this procedure is included in the applicable special repair labor operations that are provided in this Service Information Bulletin

After engine assembly or repairs, pay attention to a proper installation of all engine ground connections. Mark the various ground connections with a small parts tag or colored tape.

PARTS INFORMATION

Performing a part number look-up in ETK or AIR by VIN or model in place of using/invoicing the part number(s) in this bulletin may result with the wrong parts being invoiced and installed.

Please refer to the Parts Matrix for the ordering procedure.

Part Number:	Description:	Quantity:
11 00 2 463 329	Short Engine (G20 AWD)	1
Or:		
11 00 2 463 718	Short Engine (G20 RWD)	1
Or:		
11 00 2 463 326	Short Engine (G29)	1
07 11 9 942 082	Dowel pin	2

And;

Bulk Materials

Part Number:	Description:	Quantity:
82 14 1 467 704	Coolant (1 Gallon concentrate)	Sublet as needed
83 21 2 461 990	BMW GROUP LL-17 FE+ 0W-20 (Drum)	Sublet as needed
83 21 2 461 991	BMW GROUP LL-17 FE+ 0W-20 (Bulk)	Sublet as needed
83 21 2 461 988	BMW TwinPower Turbo LL-17 FE+ 0W-20 (1L)	Sublet as needed

Additionally, other small parts such as screws, nuts and seals, which are to be replaced according to the repair instructions/ETK, are to be taken from the Electronic Parts Catalogue for the vehicle type and invoiced under the special defect code.

Part Retention

The parts replaced to perform and submit for this Recall repair procedure are the property of BMW NA.

Your center is responsible for the proper identification, storage and documentation of these parts. They must be held in a secure retention area until notification of claim payment is made by BMW NA through DCSnet.

Applicable Recall parts will be requested to be returned, a corresponding DCSnet Part Return tag will be generated.

Any return requested Recall parts that are not received by the WPRC within 60 days of the claim “credit date” may be subject to debit.

WARRANTY INFORMATION

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

Defect Code:	0011370500
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Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop.

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 68 693	Replacing the engine (includes performing vehicle test after installation)	176 FRU (G20 330i); 181 (G29 Z4); 198 FRU (G20 330i xDrive)

Or:

The vehicle arrives at your center and this Recall Campaign shows open (No other Main work will be performed/claimed during this workshop visit).

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 68 143	Replacing the engine (includes performing vehicle test after installation)	177 FRU (G20 330i); 183 (G29 Z4); 200 FRU (G20 330i xDrive)

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B11 11 19 WP 1), unless otherwise required by State law. And, as needed:

Sublet – Bulk Materials (RO and Claim Comments Required)

Sublet Code 4	Up to \$100.00	Reimbursement for repair-related bulk materials (Do not use the BMW part numbers for claim submission)
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Sublet reimbursement calculation for claiming the applicable and supported repair-related bulk materials (BMW part numbers) is at the dealer net price amount for the quantities used plus your center's handling.

BMW Antifreeze/Coolant: Claim the corresponding sublet dollar amount for the quantity needed to replace what was drained with a 50/50 coolant/water solution.

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

And, as applicable:

Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)

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.

Supporting Materials

[picture_as_pdf B111119 Recall Notice.pdf](#)

[picture_as_pdf B11 11 19-2019-G20-29-EngineCounterbalanceShafts-QA-\(7Nov2019\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 19V-732: Engine – Counterbalance Shafts (B11 11 19)

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective October 9, 2019) on a small number of Model Year 2019 and 2020 BMW vehicles that were produced between November 19, 2018 and August 26, 2019.

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.

**Engine – Counterbalance Shafts
Safety Recall 19V-732
Model Year 2019-2020
3 Series / Z4
*Last Updated 11/07/2019***

- Q1. Which BMW models in the US are potentially affected by this Safety Recall?**
Approximately 217 Model Year 2019 and 2020 BMW 3 Series and Z4 models in the US, produced between November 2018 and August 2019, are potentially affected.
- Q2. What is the specific issue?**
The counterbalance shafts may not have been produced to supplier specifications. This could lead to severe engine damage and engine shut-down.
- Q3. Can I continue to drive my vehicle?**
Yes. However, when you receive a letter requesting you to make an appointment 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.
- Q4. Why are other BMW vehicles not included in this Safety Recall?**
The counterbalance shafts were produced to supplier specifications.
- Q5. How did BMW become aware of this issue?**
BMW became aware of this issue through its quality control procedures.
- Q6. How will my vehicle be repaired?**
The engine will be replaced for free and will take approximately one day.
- Q7. Is BMW aware of any accidents or injuries in the US, involving these BMW vehicles associated with this Safety Recall?**
No.
- Q8. 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, if parts are available, requesting you to schedule an appointment with an authorized BMW center to have this Safety Recall performed. If parts are not available, you will receive a follow-up letter when parts become available. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer.

To ensure BMW Group 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.