



SIB 13 01 21

2021-11-17

**RECALL 21V-586: HIGH PRESSURE FUEL PUMP**

This Service Information Bulletin (Revision 2) replaces SI B13 01 21 **dated October 2021**.

**What's New:**

- Parts Section updated

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.

**MODEL**

E-Series	Model Description	Production Date	Affected engine type
F02	7 Series Sedan	March 10, 2014 – April 14, 2015	N57T
F10	5 Series Sedan	June 17, 2013 – July 22, 2016	N57T
F15	X5 Sports Activity Vehicle	December 20, 2013 – June 30, 2018	N57T
F25	X3 Sports Activity Vehicle	April 2, 2014 – December 20, 2016	N47T
F30	3 Series Sedan	July 1, 2013 – October 11, 2018	N47T
F31	3 Series Sports Wagon	July 15, 2013 – December 10, 2018	N47T

**AFFECTED VEHICLES**

Affected vehicles in the Model list above 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), ISPA NEXT or Warranty Vehicle Inquiry.

Certain specific vehicles in the Model list above will not require this Recall Campaign to be performed.

**SITUATION**

BMW AG is conducting a Voluntary Safety Recall (effective July 29, 2021) on certain Model Year 2014 - 2018 BMW diesel engine models that were produced between June 17, 2013 and December 10, 2018.

This safety recall involves certain vehicles which have either been manufactured with a specific high-pressure fuel pump or have received this specific high-pressure fuel pump (replacement) during a service visit. Over time, and due to factors such as fuel quality, could cause the pump to shut down as a protective measure with a corresponding loss of vehicle propulsion.

**CORRECTION**

Replace the High-Pressure Fuel Pump.

**PROCEDURE**

Replace the high-pressure pump according to the repair instruction **13 51 004 Removing and installing/replacing high pressure pump (N57T) or 13 51 017 Removing and refitting/replacing high-pressure pump (N47T)**.

**NOTE: Always check that the High-Pressure Pump is in line with the key on the High-Pressure Pump sprocket before installing the HPP.**

**Vehicle Cranks/No Start or Runs Poorly and has Fuel System-Related Faults Stored:**

Do not install a new High-Pressure Fuel Pump if the vehicle exhibits a crank/no start condition (vehicle towed in), or a poor engine running behavior as to the fuel system-related faults stored. This can cause damage to the newly installed High-Pressure Fuel Pump when the engine is started.

Submit a TC TSARA case **first** to get further repair instructions when there is a crank/no start or a poor engine running condition.

## **PARTS INFORMATION**

Please monitor the Parts Matrix for ordering information.

Only use and invoice the part numbers below that apply.

Performing a part number look-up in ETK (EPC) by VIN or model in place of using/invoicing the following part numbers may result with the wrong part numbers being invoiced and installed, this could delay the payment of the claim.

Part Number	Description	Quantity
<b>N57T</b>		
13 51 7824476	High-pressure pump	1
13 53 7823483	HP pipe	1
13 53 7823484	HP pipe	1
11 61 8571005	Metal gasket	1
11 61 8512504	O-ring	1
11 61 8507335	Profile seal	6
11 61 7801943	Profile seal	1
11 61 8513295	Profile seal	1
11 14 8576339	Screw plug (M34x1.5)	1
<b>N47T*</b>		
13 51 7824477	High pressure pump (CP4.1 N47)	1
11 14 8576339	Screw plug (M34x1.5)	1

\*Other parts listed in previous Revisions no longer apply

## **CLAIM INFORMATION**

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below and the part numbers listed above that apply:

<b>Defect Code:</b>	<b>0013390300</b>	<b>F0x F1x F2x F3x N47 N57 Replacing high pressure pump</b>
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Vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 71 590	Replace the high-pressure fuel pump (for applicable models, this also includes 00 00 556 and 61 21 528)	Refer to AIR

Or:

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

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 71 080	Replace the high-pressure fuel pump (for applicable models, this also includes 00 00 556 and 61 21 528)	Refer to AIR

Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

Refer to AIR for the corresponding flat rate unit (FRU) allowance.

### **Claim Repair Comments**

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B13 01 21 WP 1), unless otherwise required by State law.

### **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.

### **Consequential Repair(s) (RO and Claim Comments Required)**

When additional work and/or parts are required as a direct result of addressing the issue and/or performing the repair outlined in this Service Information bulletin, claim these items under the defect code listed above together with the corresponding labor operations (including any additional diagnosis) listed in AIR if applicable.

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

### **TREAD Act Reimbursement - Qualifying Prior Customer-Pay Repairs**

**Note:** Most of these vehicles were eligible for additional component coverage prior to the release of this recall, please refer to [SI B01 14 17](#) for the High-Pressure Fuel Pump Limited Warranty Extension (LWE) information. When this Recall shows open on an Affected Vehicle, [SI B01 14 17](#) does not apply.

In conjunction with the above, BMW of North America, LLC will reimburse qualifying customer-pay repairs to address the issue described in this Service Information Bulletin that were performed **prior** to the release of this Recall, and when that repair was performed, the vehicle was either beyond or was not included in the extended (LWE) component coverage.

### **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 for the customer-pay reimbursement (As separate repair line items with separate defect codes).

Or:

### **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.

### **Customer-pay Invoice Review and Reimbursement Procedure**

Review and verify that the prior customer-pay invoice (BMW center or independent repair shop) is for a repair that addresses the issue described in this Recall Service Information bulletin, and that it meets the reimbursement criteria in the first two statements above.

If this prior repair qualifies, reimburse the customer (labor and parts).

Submit for this customer-paid repair expense under Defect Code **85 99 00 12 NA**, as follows:

- Sublet Code 3
- Dollar amount (with no additional no markup)
- Comment: RECALL 21V-586: HIGH PRESSURE FUEL PUMP - Reimbursement for allowable expenses that relate to performing the prior qualifying customer-pay repair
- Explain and itemize the claimed sublet amount on the repair and in the claim comments

Retain the original customer pay invoice in your files; this documentation may be requested by BMW during the claim review process.

### Repairs that do not qualify for Reimbursement

This includes repairs performed on non-affected vehicles, and/or the diagnosis and repair of other unrelated issues. This exclusion also applies to repairs that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

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.

**This Recall Service Information Bulletin does not provide an option to submit a claim to close this open Recall based on a prior repair being performed, the Recall repair outlined in this bulletin must still be performed.**

### QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department

### Supporting Materials

[picture\\_as\\_pdf B130121\\_2021-N47-57-HPFP-FAQ-\(29Jul2021\).pdf](#)

[picture\\_as\\_pdf B130121 Recall Notice.pdf](#)

## **SAFETY RECALL NOTICE**

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

RE: Recall 21V-586: High Pressure Fuel Pump – B13 01 21

BMW AG is conducting a Voluntary Safety Recall (effective July 29, 2021) on certain Model Year 2014 - 2018 BMW diesel engine models that were produced between June 17, 2013 and December 10, 2018.

**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.

**Safety Recall**  
**21V-586**  
**High-Pressure Fuel Pump**  
**Model Year 2014-2018**  
**Diesel Engine Models**  
**Issue Date: 07/29/2021**

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**  
Certain Model Year 2014-2018 BMW diesel engine models in the US are potentially affected.
- Q2. What is the specific issue?**  
This safety recall involves vehicles which have either been manufactured with a high-pressure fuel pump, or received a high-pressure fuel pump during a service visit, that over time, and due to factors such as fuel quality, could cause the pump to shut down as a protective measure with a corresponding loss of vehicle propulsion.
- Q3. Why are other models / vehicles not included in this Safety Recall?**  
Other models are equipped with a different high-pressure fuel pump design.
- Q4. Can I continue to drive my vehicle?**  
Yes. However, when you are notified by BMW to have this Safety Recall performed, please contact an authorized BMW center and schedule an appointment as soon as possible. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](http://bmwusa.com/recall). If you are not the only driver of this vehicle, please advise all other drivers of this important information.
- Q5. Can I determine if this issue exists in my vehicle?**  
If you notice an engine warning lamp in the instrument cluster, your vehicle may be experiencing this issue. Please contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.
- Q6. How did BMW Group become aware of the issue?**  
BMW Group became aware of the issue through its quality control procedures.
- Q7. How will I be informed of this Safety Recall?**  
Owners of potentially affected vehicles will be notified via First Class mail, advising them of this Safety Recall, and requesting them to schedule an appointment with an authorized BMW center to have the remedy performed. Owners can locate their nearest authorized BMW center at [bmwusa.com/dealer](http://bmwusa.com/dealer).
- To ensure BMW has your recent contact and vehicle information, owners should visit [bmwusa.com/recall](http://bmwusa.com/recall) and click on "**Manage recall notices and contact information**"
- Q8. How will my vehicle be remedied?**  
The high-pressure fuel pump will be replaced for free and should take about one hour.
- Q9. Do I have to wait for my letter to have my vehicle serviced?**  
Yes. BMW Group is in the process of ensuring that the necessary tools, parts, and procedures are available prior to contacting you to schedule an appointment with your authorized BMW center to have this important Safety Recall performed.