



SIB 11 08 21

2024-04-01

Recall 21V-907: Exhaust Gas Recirculation (EGR) Cooler – N57T High Temperature

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 5) replaces SI B11 08 21 **dated January 2024**.

What's New:

- Correction to Procedure

<input type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
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MODEL

E-Series	Model Description	Production Date	Engine
F10	5 Series Sedan	February 12, 2013 – October 24, 2016	N57T
F15	X5 Sports Activity Vehicle	July 12, 2015 – June 30, 2018	N57T

AFFECTED VEHICLES

Affected vehicles which require this Recall 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.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective November 18, 2021) on certain Model Year 2014 - 2018 BMW vehicles with the N57T diesel engine that were produced between February 12, 2013 and June 30, 2018.

Please note that the majority of these vehicles were subject to the 2018 voluntary safety recall 18V-755. These vehicles, and an additional population, are subject to this new 2021 recall, and will receive an updated EGR cooler.

Over time, the Exhaust Gas Recirculation (EGR) system’s cooler could internally leak cooling fluid. If the fluid combines with diesel engine soot particles, this could damage the engine intake manifold, and increase the risk of a fire.

CORRECTION

- Replace the EGR cooler and clean the EGR intake pipe
- Replace the coolant line from exhaust gas recirculation cooler to coolant pump
- Perform an air intake manifold test through ISTA and based off the results of the test plan, replace the intake manifold (if test failed)
- Register the new EGR cooler through ISTA

PROCEDURE 1- REPLACE THE EGR COOLER

NOTE: Never release any of the screws with an impact wrench or electric screwdriver. Use only hand tools.

Follow **Repair Instruction 00 71 277 Replacing high-temperature exhaust gas recirculation cooler**. This repair instruction is specific to replacing the cooler during a technical campaign (recall).



Hint: Record or take a photo of the following numbers on the new EGR cooler before installation (1, 2 and 3). These numbers will be required later to register the new cooler in ISTA.

1. Production date [YY-MM-DD]
2. Revision index
3. Serial number

Important: The repair instruction specifies cleaning of the intake pipe and temp sensor during the cooler replacement. This instruction must be followed to prevent contamination or damage to the intake system after repairs. It is recommended to use brush set P/N 83 19 2 298 237.



- Replace the coolant pipe from the Auxiliary EGR cooler to the coolant pump distribution block (1)



- NOTE: The new coolant line P/N 11 14 7 827 410 is routed in a different location than the original line (1)

NOTE: The intake system must be checked after the new EGR cooler is installed.

Clear all faults and EGR adaptations after replacing the EGR cooler and before checking the integrity of the intake manifold.

PROCEDURE 2- CHECKING THE INTAKE MANIFOLD

Perform a vehicle test using ISTA.

Using the following path, check the intake manifold:

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- Vehicle Management/Troubleshooting/Function Structure:
 - Powertrain
 - Digital Diesel Electronics
 - Air Mass System
 - Charging Pressure Control
 - Charge Air Pressure Sensor
 - **ABL Boost Pressure Sensor**

Follow the test steps to perform a functional test of the boost pressure sensor.

Replace the intake manifold if the test results in “The measured values were not OK”. Follow Repair Instruction **11 61 550 Removing and installing/renewing the intake plenum (N47D20 K/U/O/T 1)**.

No further repairs are required if the test results in “The measured values were OK”.

PROCEDURE 3- REGISTERING THE NEW EGR COOLER

Using the following path in ISTA:

- Vehicle Management/Troubleshooting/Function Structure:
 - Powertrain
 - Digital Diesel Electronics
 - Exhaust gas retreatment
 - Component marking of exhaust-gas recirculation cooler
 - **ABL Component marking of exhaust-gas recirculation cooler**

Follow the test steps to register the EGR cooler (numbers taken off new cooler).

PARTS INFORMATION

Only use and invoice the part numbers below that apply.

Part Number	Description	Quantity
11 71 7 822 350	Exhaust gas cooler high temperature	1
11 71 8 490 640	AGR small parts set	1
11 71 7 799 853	Pipe union	2
61 13 1 369 832	Line clip for vacuum hose	1
11 61 8 512 504	O-ring of exhaust-gas recirculation pipe	1
11 14 8 490 569	Front acoustic cover (for exhaust gas recirculation cooler)	1
11 53 7 827 410	Coolant line from exhaust gas recirculation cooler to the coolant pump	1

Sublet - Bulk Part Numbers

Part Number	Description	Quantity
11 65 8 595 650	Vacuum hose (40 cm) – (one hose is enough for 2 vehicles)	Supported Sublet up to \$30 as needed
82 14 1 467 704	BMW Antifreeze/Coolant (5 Series Sedan – 1 gallon, concentrate, X5 - 1.5 gallons concentrate)	Supported Sublet up to \$80 as needed
83 12 5 A70 7F6	Engine and Cold Cleaner	Supported Sublet up to \$12 as needed

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NOTE: P/N 83 19 2 360 981 (Universal cleaner ST (20 liters, up to 1 liter per vehicle)) is not currently available but is listed in the repair instructions. Once sufficient stock is available, this Service Bulletin will be updated.

Intake manifold (if required)

Part Number	Description	Quantity
11 61 7 811 909	Intake pipe with air flap control (F10 only)	1
11 61 8 514 731	Intake pipe with air flap control (F15 only)	1
13 62 7 804 742	Boost pressure sensor	1

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalog, or other approved BMW resources, according to the respective vehicle type. Invoiced these items separately under the Recall Repair Code listed in this bulletin.

CLAIM INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the relevant work package, the applicable additional work labor operations and the part numbers listed above that apply.

Plus work (+)	The vehicle is already in the workshop
Main work	The vehicle arrives for this Recall, no other Main work will be performed/ claimed during this workshop visit

Only one Main labor operation can be claimed per workshop repair visit (one or more claim submissions, if applicable).

Repair Code:	0011270600	F1x N57T N57Z Replacing exhaust gas recirculation cooler (high temperature)
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Below are the special flat rate labor operation code choices for this action.

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 71 819	Replacing exhaust gas recirculation cooler including exhaust gas recirculation valve (Plus work) (Additional work below)	As applicable
Or:			
# 2	00 71 825	Vehicle was already taken care of through another repair or Technical Campaign (Plus work) (No repair necessary)	As applicable
Or:			
# 3	00 71 290	Replacing exhaust gas recirculation cooler including exhaust gas recirculation valve (Main work) (Additional work below)	As applicable
Or:			
# 4	00 71 291	Vehicle was already taken care of through another repair or Technical Campaign (Main work) (No repair necessary)	As applicable

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.

And, as applicable:

Additional Work with Labor Operation 00 71 819 (WP 1) or 00 71 290 (WP 3)

Labor Operation	Description	Labor Allowance
00 71 820	Carrying out the additional work of a functional check of the (Pressure Sensor) intake manifold	As applicable
And:		
00 71 821	Additional work for entering the part designation from the new exhaust gas recirculation cooler in the tester	As applicable
And:		
00 71 824	Additional work: replacing line from exhaust gas recirculation cooler to coolant pump	As applicable
And:		
00 71 822	Additional work, cleaning the exhaust gas recirculation pipe (do not use when replacing the intake system)	As applicable
Or, if required:		
00 71 823	Additional work, replacing the intake system	As applicable

Claim Repair Comments

Reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B11 08 21 WP 1), unless otherwise required by State law.

For work package #1 and #3, also explain the additional work that was performed and claimed.

Sublet – Bulk Materials (RO and Claim Comments Required)

Sublet Code 4	Up to \$122.00	Reimbursement for the repair-related bulk materials as noted above (Do not use the BMW part numbers for claim submission)
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Sublet reimbursement calculation for claiming the applicable repair-related bulk material (BMW part numbers) is at the dealer net price amount for the quantity used plus your center’s handling.

BMW Antifreeze/Coolant: Claim the corresponding sublet dollar amount for the quantity needed to replace what was drained. The one-gallon concentrate part number quantity is at 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.

BMW Group’s AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number (the last seven (7) characters of the VIN, select the applicable Model if two or more vehicle choices show), or enter the full VIN (17 characters), click on the “Search” button. Next, click on the “Flat Rate Units” button and enter the flat rate labor operation code in the field to the right, click “Search” to display the Flat Rate Unit Group detail choices.

And, if 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

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

Please note: Most of these vehicles were previously subject to the 2018 voluntary safety recall 18V-755 (B11 17 18) and the corresponding EGR cooler Extended Limited Warranty coverage ([B01 05 20](#)).

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.

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 order line items with the Repair Code that applies.

Or 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.

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.

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

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

- Sublet Code 3
- Dollar amount (with no additional no markup)
- Comment: Recall 21V-907: Exhaust Gas Recirculation (EGR) Cooler – N57T High Temperature - 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 Repair Code 85 99 00 12 NA, **will not close** the Open Safety Recall on the vehicle.

[FEEDBACK REGARDING THIS BULLETIN](#)

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Technical Feedback	To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

Supporting Materials

[picture_as_pdf B110821_21V-907-VariousModels-Diesel-EGR-Cooler-\(FAQ\)-\(4Feb2022\).pdf](#)

[picture_as_pdf B110821 Recall Notice.pdf](#)

[picture_as_pdf B11 08 21_Recall 21V-907_ Exhaust Gas Recirculation \(EGR\) Cooler – N57T High Temperature.pdf](#)



SIB 11 08 21

2024-01-04

Recall 21V-907: Exhaust Gas Recirculation (EGR) Cooler – N57T High Temperature

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 4) replaces SI B11 08 21 **dated September 2022**.

What's New:

- Procedure updated
- Specific repair instruction is in ISTA for this repair – Attachment removed
- Parts Information section updated, and additional sublet for cleaning EGR pipe
- Claim Information section updated, and labor allowances adjusted for new procedure (Adjusted in AIR)

<input type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
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MODEL

E-Series	Model Description	Production Date	Engine
F10	5 Series Sedan	February 12, 2013 – October 24, 2016	N57T
F15	X5 Sports Activity Vehicle	July 12, 2015 – June 30, 2018	N57T

AFFECTED VEHICLES

Affected vehicles which require this Recall 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.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective November 18, 2021) on certain Model Year 2014 - 2018 BMW vehicles with the N57T diesel engine that were produced between February 12, 2013 and June 30, 2018.

Please note that the majority of these vehicles were subject to the 2018 voluntary safety recall 18V-755. These vehicles, and an additional population, are subject to this new 2021 recall, and will receive an updated EGR cooler.

Over time, the Exhaust Gas Recirculation (EGR) system’s cooler could internally leak cooling fluid. If the fluid combines with diesel engine soot particles, this could damage the engine intake manifold, and increase the risk of a fire.

CORRECTION

- Replace the EGR cooler and clean the EGR intake pipe
- Replace the coolant line from exhaust gas recirculation cooler to coolant pump
- Perform an air intake manifold test through ISTA and based off the results of the test plan, replace the intake manifold (if test failed)
- Register the new EGR cooler through ISTA

PROCEDURE 1- REPLACE THE EGR COOLER

NOTE: Never release any of the screws with an impact wrench or electric screwdriver. Use only hand tools.

Follow **Repair Instruction 00 71 277 Replacing low-temperature exhaust gas recirculation cooler**. This repair instruction is specific to replacing the cooler during a technical campaign (recall).



Hint: Record or take a photo of the following numbers on the new EGR cooler before installation (1, 2 and 3). These numbers will be required later to register the new cooler in ISTA.

1. Production date [YY-MM-DD]
2. Revision index
3. Serial number

Important: The repair instruction specifies cleaning of the intake pipe and temp sensor during the cooler replacement. This instruction must be followed to prevent contamination or damage to the intake system after repairs. It is recommended to use brush set P/N 83 19 2 298 237.



- Replace the coolant pipe from the Auxiliary EGR cooler to the coolant pump distribution block (1)



- NOTE: The new coolant line P/N 11 14 7 827 410 is routed in a different location than the original line (1)

NOTE: The intake system must be checked after the new EGR cooler is installed.

Clear all faults and EGR adaptations after replacing the EGR cooler and before checking the integrity of the intake manifold.

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PROCEDURE 2- CHECKING THE INTAKE MANIFOLD

Perform a vehicle test using ISTA.

Using the following path, check the intake manifold:

- Vehicle Management/Troubleshooting/Function Structure:
 - Powertrain
 - Digital Diesel Electronics
 - Air Mass System
 - Charging Pressure Control
 - Charge Air Pressure Sensor
 - **ABL Boost Pressure Sensor**

Follow the test steps to perform a functional test of the boost pressure sensor.

Replace the intake manifold if the test results in “The measured values were not OK”. Follow Repair Instruction **11 61 550 Removing and installing/renewing the intake plenum (N47D20 K/U/O/T 1)**.

No further repairs are required if the test results in “The measured values were OK”.

PROCEDURE 3- REGISTERING THE NEW EGR COOLER

Using the following path in ISTA:

- Vehicle Management/Troubleshooting/Function Structure:
 - Powertrain
 - Digital Diesel Electronics
 - Exhaust gas retreatment
 - Component marking of exhaust-gas recirculation cooler
 - **ABL Component marking of exhaust-gas recirculation cooler**

Follow the test steps to register the EGR cooler (numbers taken off new cooler).

PARTS INFORMATION

Only use and invoice the part numbers below that apply.

Part Number	Description	Quantity
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11 71 8 490 640	AGR small parts set	1
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61 13 1 369 832	Line clip for vacuum hose	1
11 61 8 512 504	O-ring of exhaust-gas recirculation pipe	1
11 14 8 490 569	Front acoustic cover (for exhaust gas recirculation cooler)	1
11 53 7 827 410	Coolant line from exhaust gas recirculation cooler to the coolant pump	1

Sublet - Bulk Part Numbers

Part Number	Description	Quantity
11 65 8 595 650	Vacuum hose (40 cm) – (one hose is enough for 2 vehicles)	Supported Sublet up to \$30 as needed
82 14 1 467 704	BMW Antifreeze/Coolant (5 Series Sedan – 1 gallon, concentrate, X5 - 1.5 gallons concentrate)	Supported Sublet up to \$80 as needed
83 12 5 A70 7F6	Engine and Cold Cleaner	Supported

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		\$12 as needed
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NOTE: P/N 83 19 2 360 981 (Universal cleaner ST (20 liters, up to 1 liter per vehicle)) is not currently available but is listed in the repair instructions. Once sufficient stock is available, this Service Bulletin will be updated.

Intake manifold (if required)

Part Number	Description	Quantity
11 61 7 811 909	Intake pipe with air flap control (F10 only)	1
11 61 8 514 731	Intake pipe with air flap control (F15 only)	1
13 62 7 804 742	Boost pressure sensor	1

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalog, or other approved BMW resources, according to the respective vehicle type. Invoiced these items separately under the Recall Repair Code listed in this bulletin.

CLAIM INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the relevant work package, the applicable additional work labor operations and the part numbers listed above that apply.

Plus work (+)	The vehicle is already in the workshop
Main work	The vehicle arrives for this Recall, no other Main work will be performed/ claimed during this workshop visit

Only one Main labor operation can be claimed per workshop repair visit (one or more claim submissions, if applicable).

Repair Code:	0011270600	F1x N57T N57Z Replacing exhaust gas recirculation cooler (high temperature)
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Below are the special flat rate labor operation code choices for this action.

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 71 819	Replacing exhaust gas recirculation cooler including exhaust gas recirculation valve (Plus work) (Additional work below)	As applicable
Or:			
# 2	00 71 825	Vehicle was already taken care of through another repair or Technical Campaign (Plus work) (No repair necessary)	As applicable
Or:			
# 3	00 71 290	Replacing exhaust gas recirculation cooler including exhaust gas recirculation valve (Main work) (Additional work below)	As applicable
Or:			
# 4	00 71 291	Vehicle was already taken care of through	As applicable

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(Main work) (No repair necessary)

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.

And, as applicable:

Additional Work with Labor Operation 00 71 819 (WP 1) or 00 71 290 (WP 3)

Labor Operation	Description	Labor Allowance
00 71 820	Carrying out the additional work of a functional check of the (Pressure Sensor) intake manifold	As applicable
And:		
00 71 821	Additional work for entering the part designation from the new exhaust gas recirculation cooler in the tester	As applicable
And:		
00 71 824	Additional work: replacing line from exhaust gas recirculation cooler to coolant pump	As applicable
And:		
00 71 822	Additional work, cleaning the exhaust gas recirculation pipe (do not use when replacing the intake system)	As applicable
Or, if required:		
00 71 823	Additional work, replacing the intake system	As applicable

Claim Repair Comments

Reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B11 08 21 WP 1), unless otherwise required by State law.

For work package #1 and #3, also explain the additional work that was performed and claimed.

Sublet – Bulk Materials (RO and Claim Comments Required)

Sublet Code 4	Up to \$122.00	Reimbursement for the repair-related bulk materials as noted above (Do not use the BMW part numbers for claim submission)
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Sublet reimbursement calculation for claiming the applicable repair-related bulk material (BMW part numbers) is at the dealer net price amount for the quantity used plus your center’s handling.

BMW Antifreeze/Coolant: Claim the corresponding sublet dollar amount for the quantity needed to replace what was drained. The one-gallon concentrate part number quantity is at 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.

BMW Group’s AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number (the last seven (7) characters of the VIN, select the applicable Model if two or more vehicle choices show), or enter the full VIN (17 characters), click on the “Search” button. Next, click on the “Flat Rate Units” button and enter the flat rate labor operation code in the field to the right, click “Search” to display the Flat Rate Unit Group detail choices.

And, if applicable:

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

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This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Repair 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

Please note: Most of these vehicles were previously subject to the 2018 voluntary safety recall 18V-755 (B11 17 18) and the corresponding EGR cooler Extended Limited Warranty coverage ([B01 05 20](#)).

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.

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 order line items with the Repair Code that applies.

Or 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.

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.

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

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

- Sublet Code 3
- Dollar amount (with no additional no markup)
- Comment: Recall 21V-907: Exhaust Gas Recirculation (EGR) Cooler – N57T High Temperature - 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 Repair Code 85 99 00 12 NA, **will not close** the Open Safety Recall on the vehicle.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

Supporting Materials

[picture_as_pdf B110821 Recall Notice.pdf](#)[picture_as_pdf B110821_21V-907-VariousModels-Diesel-EGR-Cooler-\(FAQ\)-\(4Feb2022\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 21V-907: Exhaust Gas Recirculation (EGR) Cooler – N57T High Temperature

Bulletin: B11 08 21

BMW AG is conducting a Voluntary Safety Recall (effective November 18, 2021) on certain Model Year 2014 - 2018 BMW vehicles with the N57T diesel engine that were produced between February 12, 2013 and June 30, 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.

**Exhaust Gas Recirculation (EGR) Cooler
Safety Recall 21V-907
Model Year 2013-2018
BMW Models w/Diesel Engines
Diesel Engines (4-cyl. – N47 / 6-cyl. – N57)
*Last updated: February 4, 2022***

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Certain Model Year 2013-2018 BMW vehicles with a 4-cylinder (“N47”) or 6-cylinder (“N57”) diesel engine in the US are potentially affected.
- 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 Safety Recall performed previously, will I need to have this Safety Recall performed? Why?**
Yes. Your vehicle will need to have the 2021 Safety Recall performed as the EGR Cooler will be replaced with an improved version.
- 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. How did BMW Group become aware of this issue?**
BMW Group became aware of this issue through its quality control procedures.
- Q7. Can I determine if this issue exists in my vehicle?**
While it’s highly unlikely that this issue will occur, if your vehicle has an unpleasant odor, i.e., an odor of exhaust gas and you hear an unusual noise from the engine compartment, your vehicle may be experiencing this issue. In rare cases, you may see smoke from the engine.
- Q8. 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. You may be responsible to pay for the tow if you no longer have coverage and reimbursement will be considered should the issue be confirmed to be related to this recall.
- Should your vehicle need the EGR cooler replaced before the new updated parts are available, the current EGR cooler can be installed as an interim solution.
- Q9. Can I continue to drive my vehicle (before I get my vehicle repaired)?**
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.
- Q10. How will I be informed of this Safety Recall?**
Owners of potentially affected vehicles will receive a letter in January via first class mail advising them of this Safety Recall. When parts become available, they will receive another letter, requesting they schedule an appointment with an authorized BMW center as soon as possible to have this Safety Recall performed. For the

**Exhaust Gas Recirculation (EGR) Cooler
Safety Recall 21V-907
Model Year 2013-2018
BMW Models w/Diesel Engines
Diesel Engines (4-cyl. – N47 / 6-cyl. – N57)
*Last updated: February 4, 2022***

latest updates to this Safety Recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall). If you are not the only driver of this vehicle, please advise all other drivers of this important information.

To ensure BMW has your recent contact and vehicle information, owners should visit [bmwusa.com/recall](https://www.bmwusa.com/recall) and click on “[Manage recall notices and contact information](#)”.

Q11. How will my vehicle be repaired?

The EGR Cooler will be replaced with an improved version. If it is determined that the EGR Cooler has leaked, the engine intake manifold will also be replaced.

Q12. Is a loaner vehicle, or alternate transportation available?

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

Q13. How long will the repair take?

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

Q14. 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 [bmwusa.com/recall](https://www.bmwusa.com/recall).

Q15. I see a reference to the “TREAD Act Customer Reimbursement Plan” in my customer 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. Please visit [bmwusa.com/recall](https://www.bmwusa.com/recall) and click on “[Reimbursement for Prior Customer Pay Repairs Related to a Safety Recall \(TREAD Act\)](#)”.