



SIB 11 02 22

2022-10-17

**RECALL 22V-614: EXHAUST GAS RECIRCULATION (EGR) COOLER**This Service Information Bulletin (Revision 1) replaces SI B11 11 21 **dated August 2022**.**What's New:**

- All necessary information to perform repairs for this recall (Correction, Procedure, Parts, Claim) is now available

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	Engine
G30	5 Series Sedan	October 9, 2017 – June 25, 2018	B57O

**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 August 11, 2022) on certain Model Year 2018 BMW 540d xDrive vehicles with a 6-cylinder (“B57O”) diesel engine that were produced between October 9, 2017 and June 25, 2018.

Please note that similar recalls were conducted in 2021 and 2018. This new recall affects the remaining diesel engine model subject to the EGR Cooler recall.

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
- Perform an air intake system integrity 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**

See attachment B11 02 22 Replace EGR Cooler.

**PARTS INFORMATION**

**Only use and invoice the part numbers below that apply.**

Part Number	Description	Quantity
11 71 8 570 655	Exhaust gas cooler high temperature	1
11 62 8 576 287	Metal seal for exhaust-gas recirculation cooler	1
11 71 2 249 909	Torx screw for exhaust-gas recirculation cooler	2
11 61 8 579 881	Metal gasket	1
07 14 9 390 155	Hex bolt with washer (M8x28-10.9-ZNS3)	2
51 71 6 966 566	Hexagon screw with flange (M10x45)	2

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07 12 9 905 423	Torx screw with bush for exhaust-gas recirculation cooler	3
13 71 8 473 144	O-ring (on clean air pipe)	1
11 12 8 598 599	O-ring (on the cylinder head cover)	1
13 71 8 652 852	O-ring (on clean air pipe)	1

### Sublet - Bulk Part Numbers

Part Number	Description	Quantity
82 14 1467704	BMW Antifreeze/Coolant (G30 – 1.5 gallon, concentrate)	Supported Sublet up to \$60 as needed

### Intake manifold (if required)

Part Number	Description	Quantity
11 61 8 477 030	Intake pipe with air flap control	1
13 62 8 637 896	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 Defect 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.

<b>Plus work (+)</b>	The vehicle is already in the workshop
<b>Main work</b>	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.

<b>Defect Code:</b>	<b>0011690600</b>	<b>G30 B570 Replacing exhaust-gas recirculation cooler</b>
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Refer to AIR for the corresponding flat rate unit (FRU) allowances.

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 72 910	Replacing exhaust gas recirculation cooler including exhaust gas recirculation valve <b>(Plus work) (Additional work below)</b>	39 FRU
Or:			
# 2	00 72 915	Vehicle was already taken care of through another repair or Technical Campaign <b>(Plus work) (No repair necessary)</b>	1 FRU
Or:			
# 3	00 72 328	Replacing exhaust gas recirculation cooler including exhaust gas recirculation valve <b>(Main work) (Additional work below)</b>	41 FRU
Or:			
# 4	00 72 329	Vehicle was already taken care of through	1 FRU

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	another repair or Technical Campaign <b>(Main work) (No repair necessary)</b>	
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And, as applicable:

### Additional Work with Labor Operation 00 72 910 (WP 1) or 00 72 328 (WP 3)

Labor Operation	Description	Labor Allowance
00 72 911	Additional work: Carrying out the functional check of the (pressure sensor) intake manifold	3 FRU
And:		
00 72 912	Additional work: Entering the part designation from the new exhaust gas recirculation cooler in the tester	1 FRU
And:		
00 72 913	Additional work: Cleaning the exhaust gas recirculation pipe <b>(Do not use when replacing the intake system – 00 72 914)</b>	2 FRU
Or, if required:		
00 72 914	Additional work: Replacing the intake system	16 FRU

### 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 02 22 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)

<b>Sublet Code</b> <b>4</b>	Up to \$60.00	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.

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 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

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.

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**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 Defect 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 Defect Code **85 99 00 12 NA**, as follows:

- Sublet Code 3
- Dollar amount (with no additional no markup)
- Comment: Recall 22V-614: Exhaust Gas Recirculation (EGR) Cooler - 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.

**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 B110222 Recall Notice.pdf](#)
- [picture\\_as\\_pdf B110222\\_22V-614-G30d-EGR-Cooler-\(FAQ\)-\(10Aug2022\).pdf](#)

## **SAFETY RECALL NOTICE**

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

RE: Recall 22V-614: Exhaust Gas Recirculation (EGR) Cooler – B11 02 22

BMW AG is conducting a Voluntary Safety Recall (effective August 11, 2022) on certain Model Year 2018 BMW 540d xDrive vehicles with a 6-cylinder (“B57O”) diesel engine that were produced between October 9, 2017 and June 25, 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 22V-614  
Model Year 2018  
BMW 540d xDrive  
Diesel Engines (6-cyl. – B57O)  
*Last updated: August 10, 2022***

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**  
Certain Model Year 2018 BMW 540d xDrive vehicles with a 6-cylinder (“B57O”) 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. If you are not the only driver of this vehicle, please advise all other drivers of this important information.
- Q4. Are BMW Group models, which are not Diesel, affected? Why not?**  
No. They are not affected because they have a different engine design.
- Q5. How did BMW Group become aware of this issue?**  
BMW Group became aware of this issue through its quality control procedures.
- Q6. 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.
- Q7. 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.
- Q8. 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.
- Q9. How will I be informed of this Safety Recall?**  
Owners of potentially affected vehicles will receive a letter in October 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 latest updates to this Safety Recall, please visit [bmwusa.com/recall](http://bmwusa.com/recall).
- 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](#)”.
- Q10. How will my vehicle be repaired?**

**Exhaust Gas Recirculation (EGR) Cooler  
Safety Recall 22V-614  
Model Year 2018  
BMW 540d xDrive  
Diesel Engines (6-cyl. – B57O)  
*Last updated: August 10, 2022***

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.

**Q11. How long will the repair take?**

The repair will be performed for free, and could take up to several hours to perform.

**Q12. 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](http://bmwusa.com/recall).

**Q13. 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](http://bmwusa.com/recall) and click on “**Reimbursement for Prior Customer Pay Repairs Related to a Safety Recall (TREAD Act)**”.