



SIB 11 11 23

2024-01-04

SAFETY RECALL 23V-863: CHECK AND REPLACE CYLINDER HEAD COVER

This Service Information Bulletin (Revision 2) replaces SI B11 11 23 **dated December 2023**.

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.

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

What's New:

- Recall # added to title and to Attachments
- Model section updated
- Procedure updated
- Parts list updated
- Claim Information updated

MODEL

| E-Series | Model Description | Production Date |
|----------|----------------------|-------------------------------------|
| G23 | 4 Series Convertible | October 10, 2023 – October 11, 2023 |

AFFECTED VEHICLES

- Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary, or Warranty Vehicle Inquiry.
- Please make sure you check your dealer inventory as soon as possible. You can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

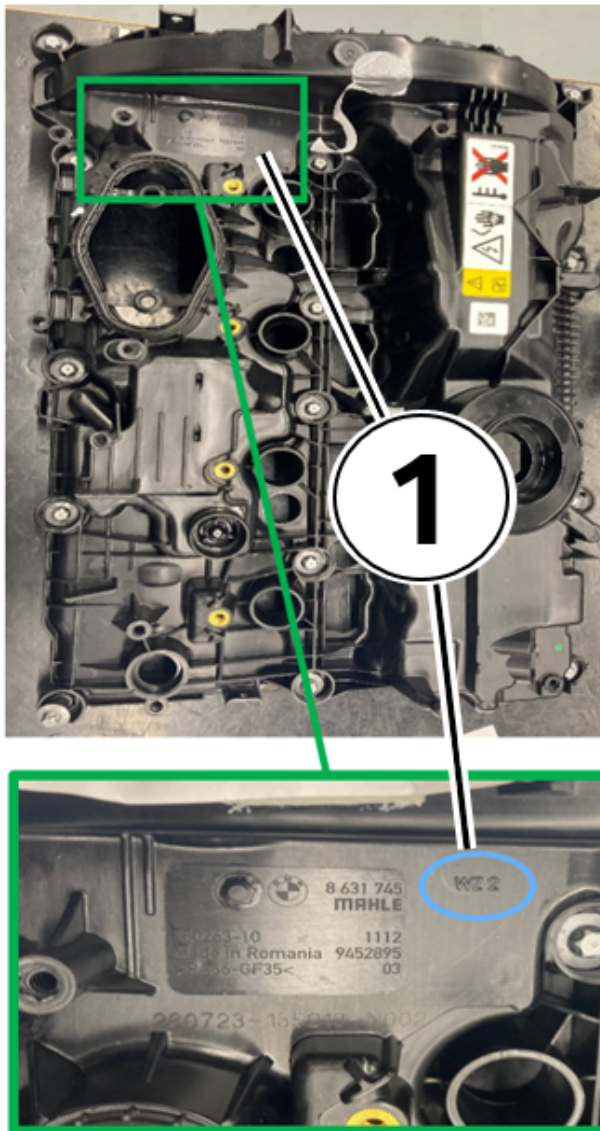
SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective December 14, 2023) on a small number of Model Year 2024 BMW vehicles that were produced between October 10, 2023, and October 12, 2023.

The cylinder head cover may not have been produced according to specifications by the supplier. Over time, hairline cracks could form in the cover which could allow oil to leak into the engine compartment. In rare cases, this could lead to a thermal event.

The Recall Notice and Q&A are attached .

PROCEDURE



1. Check the cylinder head cover for “WZ2” or “WZ3” embossed in the plastic surface (1).

2. If “WZ3” is on the cylinder head cover, then it does not require replacement.

If “WZ2” is on the cylinder head cover, then it must be replaced.

If necessary,

3. Refer to Repair Instruction 11 12 001 Replacing the cylinder head cover.

Note: The above embossed reference number information only applies to the original cylinder head cover that was installed on the engine at the factory.

Note: The new replacement cylinder head covers received from your RDC are not affected by this recall and can be installed without an inspection. Covers from the RDC may have the WZ2 code but have been verified as being OK to install.

Please review the affected vehicle’s Repair History (Claims) section located at the bottom of the Warranty Vehicle Inquiry (WVI) to confirm that a prior claim for a cylinder head cover replacement has not already been submitted and accepted.

PARTS INFORMATION

If the cylinder head cover requires replacement, use and invoice the applicable part numbers listed below.

| Part Number | Description | Quantity |
|-----------------|---------------------------|----------|
| 11 12 9 452 895 | Cylinder head cover | 1 |
| 07 11 9 905 147 | Hexagon screw with washer | 8 |
| 13 51 7 632 572 | Torx socket with washer | 2 |
| 11 12 8 638 246 | Profile seal | 1 |
| 13 53 9 847 174 | Sealing ring | 4 |
| 13 62 8 658 854 | O-ring | 2 |
| 11 36 5 A65 AB5 | Gasket | 2 |

The new replacement cylinder head covers received from your RDC are not affected by this recall and can be installed without an inspection. Covers from the RDC may have the WZ2 code but have been verified as being OK to install.

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 Repair Code listed in

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CLAIM INFORMATION

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

| | | |
|---------------------|-------------------|--|
| Repair Code: | 0011590700 | Check and replace the cylinder head cover |
|---------------------|-------------------|--|

Below are the special flat rate labor operation code choices for this action.

Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop

| Work Pkg | Labor Operation | Description (Plusposition work) | Labor Allowance |
|----------|-----------------|--|-----------------|
| # 1 | 00 57 769 | Checking the cylinder head cover (No repair is necessary) | As applicable |
| Or: | | | |
| # 2 | 00 57 770 | Checking and replacing the cylinder head cover | As applicable |
| Or: | | | |
| # 3 | 00 57 771 | Vehicle was already taken care of through another repair or Technical Campaign | 1 FRU |

The vehicle arrives at your center and this Safety 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 |
|----------|-----------------|--|-----------------|
| # 4 | 00 75 205 | Checking the cylinder head cover (No repair is necessary) | As applicable |
| Or: | | | |
| # 5 | 00 75 206 | Checking and replacing the cylinder head cover | As applicable |
| Or: | | | |
| # 6 | 00 75 207 | Vehicle was already taken care of through another repair or Technical Campaign | 1 FRU |

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.

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comment section (For example: B11 11 23 WP 1), unless otherwise required by State law.

Sublet – Bulk Materials (RO and Claim Comments Required)

| | | |
|--------------------------------|------------------|--|
| Sublet Code 4 | Up to \$25.00 | Reimbursement for the repair-related bulk material as noted above (Do not use the BMW part number for claim submission) |
|--------------------------------|------------------|--|

Sublet reimbursement calculation for claiming the applicable repair-related bulk material (BMW part number) is at the “dealer net price amount” for the quantity used plus your center’s handling.

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
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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.

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

This Recall's 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.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

Based on the issue, and the age of the Affected Vehicles being addressed by this Safety Recall Campaign, a reimbursement request for a qualifying prior customer-pay repair is not likely.

However, if you do receive a reimbursement request from a customer for a prior repair that may qualify, please contact the Warranty department (include a legible copy of the invoice) through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections. The Warranty department will review and respond to your inquiry accordingly.

FEEDBACK REGARDING THIS BULLETIN

| | |
|--------------------|---|
| Technical Feedback | To submit feedback for the technical topic 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 B111123 Recall Notice.pdf](#)

[picture_as_pdf 23V-863-CylinderHeadCover-FAQ-\(14Dec2023\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 23V-863: Cylinder Head Cover – B11 11 23

BMW AG is conducting a Voluntary Safety Recall (effective December 14, 2023) on a small number of Model Year 2024 BMW vehicles that were produced between October 10, 2023, and October 12, 2023.

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
23V-863
Cylinder Head Cover
Model Year 2024
BMW 4 Series Coupe, 4 Series Gran Coupe
Issue Date: 12/14/2023

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Certain Model Year 2024 BMW 4 Series Coupe and 4 Series Gran Coupe vehicles in the US are potentially affected.
- Q2. What is the specific issue?**
The cylinder head cover may not have been produced according to specifications by the supplier. Over time, hairline cracks could form in the cover which could allow oil to leak into the engine compartment. In rare cases, this could lead to a thermal event.
- Q3. Why are other models / vehicles not included in this Safety Recall?**
Other models have a cylinder head cover that was produced to specifications by the supplier.
- Q4. Can I continue to drive my vehicle?**
Yes. However, when you are notified by BMW of this Safety Recall, please contact an authorized BMW center to schedule an appointment as soon as possible. For the 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.**
- Q5. How did BMW Group become aware of the issue?**
BMW Group became aware of the issue through its quality control procedures.
- Q6. How will I be informed of this Safety Recall?**
Owners of potentially affected vehicles will be notified via First Class mail and requested to schedule an appointment with an authorized BMW center to have the remedy performed.
- To ensure BMW has the most up-to-date contact and vehicle information, owners should register their vehicle at [bmwusa.com/myBMW](https://www.bmwusa.com/myBMW). Registration is free and will give them access to other information specific for their BMW vehicle. Alternatively, owners can visit [bmwusa.com/recall](https://www.bmwusa.com/recall) and click on “**Manage recall notices and contact information**”.
- Q7. How will my vehicle be remedied?**
Potentially affected vehicles will have the cylinder head cover inspected and, if necessary, replaced.
- Q8. Do I have to wait for BMW to contact me to have the remedy performed?**
No. Please contact an authorized BMW center as soon as possible to have the remedy performed. Owners can locate their nearest authorized BMW center at [bmwusa.com/dealer](https://www.bmwusa.com/dealer).