



SIB 11 07 24

2025-06-24

RECALL 24V-608: WATER PUMP ELECTRICAL CONNECTOR – RETROFIT SPLASH PROTECTION CAP

<input type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
<input type="checkbox"/>	THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) FRIENDLY

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 if the campaigns have a status of remedy available. Otherwise, please release the vehicle.

This Service Information Bulletin (Revision 7) replaces SI B11 07 24 **dated May 2025**.

What's New:

- Parts Information changed

MODEL

E84 (X1 Sports Activity Vehicle)	E89 (Z4 Roadster)	F10 (5 Series Sedan)	F15 (X5 Sports Activity Vehicle)
F22 (2 Series Coupe)	F23 (2 Series Convertible)	F25 (X3 Sports Activity Vehicle)	F26 (X4 Sports Activity Coupe)
F30 (3 Series Sedan)	F31 (3 Series Sports Wagon)	F32 (4 Series Coupe)	F33 (4 Series Convertible)
F34 (3 Series Gran Turismo)	F36 (4 Series Gran Coupe)		

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. As of August 16, 2024, 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 August 14, 2024) on certain Model Year 2012 - 2018 BMW vehicles that were produced between February 7, 2011, and June 30, 2018.

This safety recall involves the electric coolant pump's engine wiring harness socket and plug pin connector.

Small droplets of liquid from the positive crankcase ventilation (PVC) system could drip onto and penetrate into the coolant pump's electrical socket and plug connector.

Over time, this situation could lead to a short circuit and, in rare cases, a thermal event.

Important Note: The electrical coolant pump itself has not been recalled. Standalone repairs for failed and/or leaking electrical coolant pumps is not the focus of this recall.

CORRECTION

- Inspect the electric coolant pump's socket and plug pin connector (engine harness side and the pump side) for fluid ingress/penetration and corrosion, and repair/replace the affected components as necessary.

2. All Affected Vehicles, retrofit the splash guard/protection cap on the electrical plug connector for the electric coolant pump.

See the Procedure and the Claim Information sections for the Required Additional work, WarrantyApp photo documentation that applies all performed recall repair situations.

The photo documentation requirement is an importance step in confirming the repair performed, claim submission, and payment.

PROCEDURE

Vehicles Equipped with a 400-Watt Electric Coolant Pump



Water pump connector on 400 W electric water pump (1) require a shield covering on the connector.

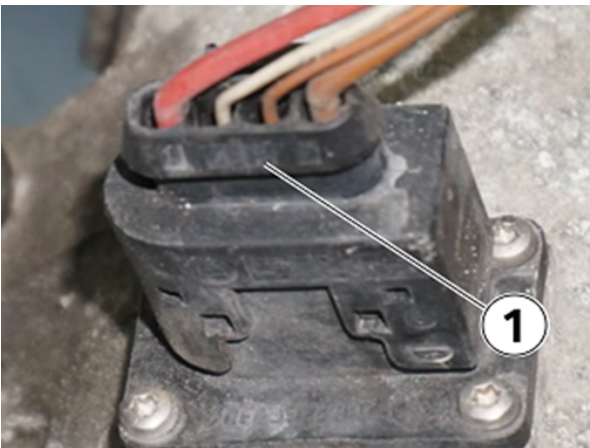
Follow the procedure in the attachment (B110724_AT_1 SR Repair Procedure).

Vehicles Equipped with a 200-Watt Electric Coolant Pump

Some vehicles are equipped with a 200-W electric water pump.

Vehicles with this style pump/connector (shown below) do not require any type of connector shield retrofit or repair.

For these vehicles, reinstall the components that were removed to perform the required engine harness socket and plug connector inspection.



The 200-W electric water pump engine harness socket and plug connector (1).

Important Note:

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Using the WarrantyApp, the minimum required photo documentation is of the unplugged engine harness side connector's four (4) sockets / receptacles for all level of this repairs (Inspection, performing the retrofit with no addition repair needed, or performing the retrofit together with the repair of corroded engine harness plug sockets / receptacles, water pump connector pins, etc. as necessary).

For good quality documentation on the condition of the vehicle's electric water pump engine harness connector's sockets / receptacles, it is essential that the connector's condition be established to the vehicle's VIN by reporting it through the WarrantyApp under PD category "SI B11 07 24 Coolant Pump Connector."

OTHER UNRELATED ENGINE COOLING SYSTEM ISSUES AND REPAIRS

An affected vehicle may arrive at your center with other unrelated engine cooling system issues that also require repair (including replacing the engine coolant or flushing the cooling system) that are beyond the scope of this Recall.

It is important to initially, and continually as needed during the repair process, notify and discuss with the customer that other cooling system-related diagnosis and repairs may be, or are required, and that this corresponding other repair work is not covered by this Recall.

PARTS INFORMATION

Use and invoice the part numbers below that apply.

1. Primary Recall Remedy Repair – Retrofit Splash Protection Cap

Installing the splash protection cap.		
Part Number	Description	Quantity
61 13 5B68D04	Splash guard/protection cap	1
61 13 5B6CD47	Splash guard/protection cap E84	1
33 30 6772888	Hexagon bolt with flange F15	6
31 10 6783907	Self-tapping screw F07, F10, F11	10
31 10 6858433	Hexagon screw with washer F22, F23, F30, F31, F32, F33, F34, F36	10

2. Consequential Repair – Electrical Coolant Pump Engine Wire Harness Pins and Socket/Plug Connector Housing.

Repairing the harness side connector and pins (Only if necessary)		
Part Number	Description	Quantity
12 52 7539072	Socket housing	1
12 52 1427612	Bushing contact SLK 2,8 ELA	2
12 52 7514556	Bushing contact SLK 5,8 ELA	2
12 52 1748973	Strand sealing	2
12 52 7514562	Strand sealing	2

3. Consequential Repair - Electrical Coolant Pump Socket/Plug Connector Housing (In conjunction with Consequential Repair Item 2).

Replace Electric Water Pump (Only if necessary to address connector pin issues)		
Part Number	Description	Quantity
11 51 8635089	Coolant pump, electrical (Order and Use until stock is depleted)	1
Or:		
11 51 5B6B768	Coolant pump, electrical	1

07 12 9952119	Hose clamp	2
11 61 2297462	Profile seal set	1
33 30 6772888	Hexagon bolt with flange F15	6
31 10 6783907	Self-tapping screw F07, F10, F11 (Vehicles with subframe reinforcement plate*)	10
31 10 6858433	Hexagon screw with washer F22, F23, F30, F31, F32, F33, F34, F36 (Vehicles with subframe reinforcement plate*)	10

Sublet - Bulk Supply Materials – In conjunction with Repair Item 3 (Coolant Type that applies is Model Year and Vehicle Model Specific)

Part Number	Description	Quantity
82 14 1467704	BMW Antifreeze/Coolant (DN = 1 Gallon Concentrate)	Top up as needed

Or:

Part Number	Description	Quantity
83 19 5A32851	HT-12 Antifreeze RTU (Bulk DN = 1/10 Liter) (Pre-mix)	Top up as needed
Or:		
83 19 2468442	BMW Antifreeze/Coolant (DN = 1 Gallon Concentrate) - HT-12	Top up as needed

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 Group resources, according to the respective vehicle type. Invoiced these items separately under the corresponding Repair Code.

Parts Retention And Return

The electric water pump's plug-in contacts and connector housing must be kept until the warranty claim has been processed (paid) because then may be requested to be returned to the WPRC.

If they are requested, please return these parts promptly.

CLAIM INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below, including the expanded work package 1 or 2 work that was also required to be performed, and the part numbers listed that apply.

Repair Code:	0011800700	E84 E89 F07 F1x F2x F3x N20 N26 Retrofit splash protection cap on coolant pump connector
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Below are the special flat rate labor operation code choices for this action, obtain the flat rate unit (FRU) allowances for the following that applies.

Plusposition (+)	The vehicle is already in the workshop for another reason and/or repair, identified by the “ (Plusposition) ” reference in the descriptions below.
Main work	The vehicle arrives for this Recall, no other Main work will be performed/claimed during this workshop visit, identified by the “ (Main work) ” reference in the descriptions below

Vehicles WITHOUT a 200-Watt Electric Coolant Pump Installed

Work Package	Labor Operation	Description	Labor Allowance
# 1	00 76 966	Visual inspection, check connector contacts and coolant pump connection, retrofit with protective cap (Plusposition)	As applicable
Or:			
# 2	00 76 316	Visual inspection, check connector contacts and coolant pump connection, retrofit with protective cap (Main work)	As applicable

And:

REQUIRED for all repairs

Expanded WP	Labor Operation	Description (Associated work)	Labor Allowance
E	00 77 541 (Specific to this recall only)	Required Additional work/photo documentation through the WarrantyApp under PD category “SI B11 07 24 Coolant Pump Connector”	1 FRU

Or, for vehicles with a:

Vehicles WITH a 200-Watt Electric Coolant Pump Installed

Work Package	Labor Operation	Description	Labor Allowance
# 3	00 76 992	Visual inspection of connector contacts and coolant pump connection (200 W coolant pump installed) (Plusposition)	As applicable
Or:			
# 4	00 76 334	Visual inspection of connector contacts and coolant pump connection (200 W coolant pump installed) (Main work)	As applicable

And:

REQUIRED for all repairs (Including vehicles with a 200-Watt Electric Coolant Pump installed

Expanded WP	Labor Operation	Description (Associated work)	Labor Allowance
E	00 77 541 (Specific to this recall only)	Required Additional work/photo documentation through the WarrantyApp under PD category “SI B11 07 24 Coolant Pump Connector”	1 FRU

And when required:

Expanded Work Packages for Additional Work (With WP 1 or 2)

Expanded WP	Labor Operation	Description (Associated work)	Labor Allowance
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A	00 76 991	Additional work/replace connector housing and connector contacts (not OK after visual inspection)	As applicable
And, if required:			
B	00 76 970	Additional work vehicle test with fault memory deletion	As applicable
And, if required:			
C	00 77 540	Additional work/clean coolant pump connector housing (Oil residue found on the pins, coolant pump replacement not required)	1 FRU
Or, if required:			
D	00 77 542	Additional work/replace coolant pump (Corroded pins found)	As applicable

Or:

Work Package	Labor Operation	Description	Labor Allowance
# 5	00 76 971	Vehicle was already taken care of through another repair or Technical Campaign (Plusposition)	1 FRU
Or:			
# 6	00 76 332	Vehicle was already taken care of through another repair or Technical Campaign (Main work)	1 FRU

Claim Repair Comments

Reference the SIB number, the issue (briefly), and the work package (WP) number performed in the technician's RO notes, and in the claim comments (For example: B11 07 24 WP Connector Retrofit WP 1, E, A, B), unless otherwise required by State law.

Also, explain the "additional work" that was required and performed.

Sublet – Bulk Supply Materials (RO and Claim Comments Required)

Sublet Code 4	Reimbursement for the repair-related bulk supply materials (Do not use the BMW part numbers for claim submission)	Up to \$25.00
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Sublet reimbursement calculation for claiming the applicable repair-related bulk supply material (BMW part number) is at the dealer net (DN) price for the full or proportional 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 at the quantity for 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

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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 (last seven (7) characters of the VIN), and click on the “Search” icon. If the “Vehicle Selection” window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the “Flat Rate Units” button and enter a flat rate labor operation code number “without spaces” in the field to the right, click on the “Search” icon to display the corresponding listing of “Flat rate unit group details” that are available and their corresponding FRU allowances.

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 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.

Reimbursements of Recall Remedy Comparable Prior Customer-Pay Repairs (TREAD Act)

Important Note: The electrical coolant pump itself has not been recalled. Standalone repairs for failed and/or leaking electrical coolant pumps are NOT eligible for reimbursement.

BMW of North America, LLC (BMW NA) will reimbursement certain costs for qualifying customer-pay repairs that were performed on Affected Vehicles **prior** to the release of this Safety Recall.

Unless already completed, the primary recall remedy repair to install a splash guard/protection cap on the electric coolant pump’s engine wire harness connector must be performed. Even if the customer previously paid for a repair to address these related consequential issues that may have occurred to the Affected Vehicle before the splash guard/protection cap was available and retrofitted to the vehicle.

The customer pay repair must primarily be for the repair/replacement the vehicle’s engine wire harness pins and socket/plug connector housing for and to the electric coolant pump, and when applicable, the electric coolant pump for consequential damage to its electrical pins and connector housing.

Other unrelated vehicle engine cooling system issues that may have also required repair (including replacing the engine coolant or flushing the cooling system) are beyond the scope of this Recall.

The repair facility ‘s procedures to address the above situation must have been performed correctly, adequately, and completely, as required by the applicable BMW Group approved repair standards and instructions.

Requesting Reimbursement for a Previous Repair that Qualifies

For a customer to request reimbursement for a qualifying customer-pay repair performed either by an authorized BMW center or independent repair shop located in the United States (including Puerto Rico), please have them submit their reimbursement request online at www.BMW-RP.com under the following reference:

- BMW Coolant Pump Electrical Connector

Reimbursement Request Procedure (See Attachment 2, Please provide the Customer a Copy when required)

The online process is initiated by attaching/sending legible PDF files of the required supporting documentation for the previously paid repair. Please refer to BMW-RP.com for additional information about what repair order (RO)/invoice documentation is required.

The alternative method to request a reimbursement with the required documentation, either through the mail or by fax, is described below and in the attachment:

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BMW Customer Reimbursement Center
Attention: BMW Coolant Pump Electrical Connector
P.O. Box 54067
Hurst, Texas 76054

Fax number: 877-434-2992

Please allow 4-6 weeks for processing your request.

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

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

