



Windshield Washer Malfunctions

New information provided by this revision is preceded by this symbol .

This Service Information bulletin supersedes SI B61 01 09 **dated July 2014**.

What's New:

- Effective immediately, algae-like buildup on the washer pump's "strainer" is now covered under the BMW New Vehicle Limited Warranty.

MODEL

All



INFORMATION

The washer fluid mixture ratio is regulated by the U.S. EPA and many individual states; do not exceed the allowable washer fluid "dilution/ratio limits" that apply. Follow the usage instructions on the washer fluid container. Only use BMW's Windshield Washer Concentrate or the equivalent.

SITUATION

The windshield washer jets spray a very low volume of fluid or no fluid at all.



CAUSE

Situation 1

A buildup of excess manufacturing-related materials on the windshield washer pump strainer.

This primarily occurs on lower mileage vehicles.

Situation 2

A buildup of an organic "algae-like" substance on the windshield washer pump's strainer.

The algae-like substance is typically caused by using only **straight tap water** in the washer fluid tank or using tap water with an insufficient ratio of windshield washer concentrate mix.

- Please explain to the customer the benefits of only filling the windshield washer fluid tank with BMW's Windshield Washer Concentrate or the equivalent as recommended by BMW and as stated within the BMW Owner's Manual.
- When using a windshield washer concentrate, the instructions for diluting the concentrate must be closely followed.

Algae-like buildup on the washer pump's "strainer" is normally not covered under the BMW New Vehicle Limited Warranty. Due to variable factors contributing to the algae-like buildup and in an effort to ensure our customers remain completely satisfied, this issue will now be claimable covered under BMW New Vehicle Limited Warranty.
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The use of distilled or de-ionized water is strictly prohibited as this can erroneously trigger the fill level sensor and may cause permanent damage

Note: Attempting to use the windshield washers when the washer fluid reservoir is empty or when the strainer is clogged will damage the washer pump.



CORRECTION

When strainer is clogged as noted above, replace the strainer

UPDATE!

PROCEDURE

1. Remove the washer pump per ISTA Repair Instruction 61 71 100, and inspect the strainer.
2. If the strainer is clogged (with an “algae-like” substance):
 - Replace the strainer, and drain any remaining fluid in the reservoir.
 - Refill the washer fluid reservoir.
3. Test the washer pump using ISTA component activation in ECU functions.
 - Do not replace the washer pump, reservoir tank or windshield nozzles provided they are still functioning properly.
4. Once the repair is complete, please make sure to completely refill the washer fluid reservoir with the allowable ratio of approved BMW Windshield Washer Concentrate and water.

NOTE: The washer pumps will be inspected and returned to the dealer (RTD), if they are found to be working properly.

Part Number	Description	Quantity
Refer to EPC	Strainer for wash pump	1
83 19 2 221 701	BMW Windshield Washer Concentrate - 8oz	As needed
83 19 2 221 702	BMW Windshield Washer Concentrate – 16oz	As needed

UPDATE!

WARRANTY INFORMATION

Situations “One” and “Two” are covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Defect Code:	6763031200	
Labor Operation:	Labor Allowance:	Description:
61 71 100	Refer to KSD2	Removing and installing or replacing washing fluid pump (includes replacing the strainer) (Main work)
Or:		
61 71 590	Refer to KSD2	Removing and installing or replacing washing fluid pump (includes replacing the strainer) (Plus work)

If you are using a Main labor code for another repair; use the Plus code labor operation 61 71 590 instead.

Refer to KSD2 for the corresponding flat rate unit (FRU) allowance.

Prior Repairs

Your center may claims rejected or returned with a claim repair date of **April 1, 2017** or later.

Claims repair dates prior to April 1, 2017 are not eligible for appeal.

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