



SIB 17 01 20

2020-05-21

SERVICE ACTION: ADD SILICONE BOOSTER TO LOW TEMP COOLING SYSTEM

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 2) replaces SI B17 01 20 **dated February 2020**.

What's New (Specific text highlighted):

- Special Mobile Assistance - Off Site Repair procedure added (Warranty Information)
- Example videos for excessive pressure loss in attachments

MODEL

G05 (X5 Sports Activity Vehicle)	G06 (X6 Sports Activity Coupe)	G07 (X7 Sports Activity Vehicle)	All with the N63B or N63M engine
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SITUATION

The coolant in the low temperature cooling system may not have sufficient coolant corrosion protection.

AFFECTED VEHICLES

Vehicles which require this Service Action to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System) or with ISPA NEXT.

CORRECTION

Pour 60 ml silicon concentrate (silicate booster, FROSTOX) into the low-temperature coolant circuit.

PROCEDURE

Warning: Risk of scalding: Only work on the cooling system when the engine is **cold**. Please refer to the repair instructions **1700 ... Notes for working on the cooling system**.

(REP-REP-RAE4617-1700 - V.9).

Step One: Remove the reservoir cap for the low temp cooling system. Examples of excessive pressure release are in the videos below.



Was pressure released (1)?

- Yes: Continue to Step Two.
- No: Continue to Step Three.

Step Two: Do not add the silicon booster if there is significant pressure released from the low temp cooling system. Follow [SI B17 06 17](#) to properly repair the vehicle.

Step Three: Adding the silicon booster additive. Read the safety information label on the booster bottle for proper handling, storage and disposal of the additive



Remove the cap for the small reservoir (1).
Do not remove the cap for direct fill (2).



Squeeze the bottle until the reservoir fills to 60 ml (1).



Pour the 60 ml of concentrate into the low temp coolant reservoir. **Do not spill** any of the concentrate.

- Use a funnel to help in filling the low temp reservoir.
- Tightly close the cap to the additive bottle right after use.

PARTS INFORMATION

The silicon booster (1 liter/1000 ml container) was direct shipped (free of charge) to your center at a quantity that was based on the number of affected units sold in your area.

Contact the supplier directly for additional bottles at **SpecialtyCustomerService@valvoline.com**

WARRANTY INFORMATION

Reimbursement for this Service Action will be via normal claim entry utilizing the following information:

Defect Code:	0017980100	G05 G06 G07 N63M N63B Check coolant filling in low-temperature coolant circuit
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Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop.

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 68 850	Adding 60ml of coolant concentrate into the low temp cooling system	3 FRU
Or:			
# 2	00 68 851	Low temp cooling system is contaminated (Overflow of the radiator antifreeze and corrosion inhibitor present at the low-temperature coolant circuit). Vehicle requires the repair outlined in SI B17 06 17 (Same workshop visit)	1 FRU
Or:			
# 3	00 68 852	Vehicle was already taken care of through another repair/campaign ((coolant previously replaced, this includes SI B17 06 17 repair)	1 FRU

Or:

The vehicle arrives at your center and this Service Action shows open (No other Main work will be performed/claimed during this workshop visit)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 4	00 68 254	Adding 60 ml of coolant concentrate into the low temp cooling system	5 FRU
Or:			
# 5	00 68 255	Low temp cooling system is contaminated (Overflow of the radiator antifreeze and corrosion inhibitor present at the low-temperature coolant circuit). Vehicle requires the repair outlined in SI B17 06 17 (Same workshop visit)	1 FRU
Or:			
# 6	00 68 256	Vehicle was already taken care of through another repair/campaign (coolant previously replaced, this includes SI B17 06 17 repair)	1 FRU

Or, the:

Procedure to add silicon concentrate to the cooling system of an affected vehicle is done as an off-site repair through Mobile Assistance-

Work Pkg	Labor	Description	Labor Allowance
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	Operation		
# 7	00 68 254	Adding 60 ml of coolant concentrate into the low temp cooling system (Main work)	5 FRU
And:			
Associated work	00 69 644	Silicon concentrate technical action off-site repair (mobile assistance labor reimbursement at 150%)	3 FRU

Note: Only one of the flat rate labor operations above can be used for claim submission/reimbursement purposes.

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B17 01 20 WP 1), unless otherwise required by State law.

And:

Sublet – Handling Charge (For WP # 1, #4 and # 7 only, RO and Claim Comments Required)-

Sublet Code 4	\$1.00	Reimbursement for the handling charge that applies to the used quantity of bulk material that was supplied free of charge
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Mobile Assistance - Off Site Repair (Special Case)

For centers that qualify, this Recall repair is eligible to be performed and submitted as a Mobile Assistance Off-Site Repair which includes an additional labor allowance.

Qualifying BMW centers are those that currently own and operate a Mobile Assistance Program vehicle. Other centers that may qualify are those have officially registered their interest in conducting mobile service and mobile assistance work for the BMW Roadside Assistance Program.

If you have not already registered, please send an email with contact information to roadside.assistance@bmwna.com.

Claim - Labor Reimbursement (Work Package # 7)

When the Adding coolant concentrate to the cooling system portion of this Service Action is performed as a Mobile Assistance repair on an eligible vehicle, qualifying centers will have flat rate labor operation 00 68 254 reimbursed at a rate of 150 percent. This mobile assistance repair work is subject to the same policy and procedures that apply to the warranty repair work being performed in your workshop.

Time Control and Documentation

While repair-specific punch times are not necessary for this repair work being performed on a vehicle off-site (outside your center), the on-call technician must still punch on the corresponding repair order (electronic or manual) prior to leaving your BMW center when he or she is dispatched. The technician must punch off the repair order upon their return to your center.

In cases where the technician is out on the road for an extended period of time (for example, on multiple calls), only one on/off punch time is required.

Claim Submission – SI B17 01 20 Special Case

For this Service Action only, a separate repair order line item with a specific different Defect Code for claiming the additional off-site repair FRU labor allowance is not necessary, claim this labor as shown below.

Defect Code:	0017980100	G05 G06 G07 N63M N63B Check coolant filling in low-temperature coolant circuit	
Work Pkg	Labor Operation	Description	Labor Allowance
# 7	00 68 254	Adding 60 ml of coolant concentrate into the low temp cooling system (Main work)	5 FRU
And:			
Associated work	00 69 644	Silicon concentrate technical action off-site repair (mobile assistance labor reimbursement at 150%)	3 FRU

Supporting Materials

Videos

[17 01 20](#)

[17 02 20](#)