

**From:** Broadcast Messaging System  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** Delivery Stop & Recall 17V-XXX: Replace Engine Oil Cooler Line  
**Date:** Thursday, June 08, 2017 4:22:05 PM

Publish Date: June 08, 2017  
From: Technical Service  
Expiration Date: July 28, 2017

DCSnet Message  
**Urgent**



**Subject: Delivery Stop & Recall 17V-XXX: Replace Engine Oil Cooler Line**

BMW Group is conducting a Voluntary Safety Recall (effective June 8, 2017) on Model Year 2017-2018 BMW 7 Series M760i involving the engine oil cooler line.







This replaces recall 17V-240 Check Engine Oil Lines that was closed on June 2, 2017.

Attached is Service Information bulletin B17 04 17, Recall Notice and Q&A for more details.

The bulletin will be updated when additional information becomes available.

Sincerely,  
Technical Service

Attachments:

-  [B170417\[819951bd\].pdf](#)
-  [B170417\\_Recall\\_Notice\[819951bc\].pdf](#)
-  [2017-MY2017-18-G12-EngineOilCoolerLines-QA-\(8June2017\)](#)
- [\[819951ba\].pdf](#)  [B170417\[819951bd\].pdf](#)
-  [B170417\\_Recall\\_Notice\[819951bc\].pdf](#)
-  [2017-MY2017-18-G12-EngineOilCoolerLines-QA-\(8June2017\)](#)
- [\[819951ba\].pdf](#)

Recipients: BMW Passenger Cars, CC-All  
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel



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## DELIVERY STOP & RECALL 17V-XXX: REPLACE ENGINE OIL COOLER LINE

### MODEL

G12 (7 Series M760i)

### SITUATION

BMW Group is conducting a Voluntary Safety Recall (effective June 8, 2017) on Model Year 2017-2018 BMW 7 Series M760i involving the engine oil cooler line.

Approximately 280 vehicles are affected by this recall. This replaces recall 17V-240 Check Engine Oil Lines that was closed on June 2, 2017.

Vehicles in dealer inventory are affected by this recall/stop. Vehicles which are affected will show the campaign as "Open" when checked either in AIR or ISPA Next. Once the Warranty Vehicle Inquiry system is updated on Friday, June 9, 2017, it will display the same information. The affected vehicles will be identified with the comment: **STOP112215 B170417 Recall: Do not retail or deliver.**

We will be sending affected VINs in your inventory to the DCSnet "To Do List". As a reminder, we are including VINs that have been retailed as a Service Loaner or Sales Demo. Please note that we are only looking at the 1st retail from 2016-2017.

This bulletin will be updated with repair instructions, parts and warranty information when it becomes available.

Q&A has been attached for further information.

### ATTACHMENTS

View PDF attachment [B170417 Recall Notice](#).

View PDF attachment [2017-MY2017-18-G12-EngineOilCoolerLines-QA-\(8June2017\)](#).

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## **SAFETY RECALL NOTICE**

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

RE: Delivery Stop & Recall 17V-XXX: Replace Engine Oil Cooler Line B17 04 17

BMW Group is conducting a Voluntary Safety Recall (effective June 8, 2017) on Model Year 2017-2018 BMW 7 Series M760i involving the engine oil cooler line.

Owners will be notified by First Class mail about the Recall and will be instructed to bring their vehicles in for a free repair when parts are available.

**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.

**Engine Oil Cooler Line  
Safety Recall 17V-xxx  
Model Year 2017-2018  
BMW 7 Series (12-cylinder)  
*Last Updated 06/08/2017***

**Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**

Approximately 280 Model Year 2017-2018 BMW 7 Series (12-cylinder) vehicles in the US, produced between May 2016 and June 2017, are potentially affected.

**Q2. What is the specific issue?**

Affected vehicles were equipped with an incorrect engine oil cooler line.

**Q3. What can happen as a result of this issue?**

This issue could result in an oil leak. Depending upon the location and size of the leak, this could increase the risk of a crash. Other road users could also be affected by the oil leak.

**Q4. How did BMW Group become aware of this issue?**

BMW Group became aware of this issue through its quality control procedures.

**Q5. Why are other BMW Group vehicles not included in this Safety Recall?**

Other vehicles were manufactured with correct engine oil cooler lines.

**Q6. Can I determine if this issue exists in my vehicle?**

No.

**Q7. Can I continue to drive my vehicle?**

Yes. However, when you receive a letter asking you to have this recall performed by an authorized BMW center, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

**Q8. How will my vehicle be repaired?**

The engine oil cooler line will be replaced.

**Q9. Is BMW Group aware of any accidents, injuries, or fires involving these BMW Group vehicles associated with this Safety Recall?**

No.

**Q10. How will I be informed of this Safety Recall?**

You will receive a letter in August via First Class mail advising you of this recall. At that time, you should immediately schedule an appointment with an authorized BMW center to have this recall performed. You can locate your nearest authorized BMW center at [www.bmwusa.com/dealers](http://www.bmwusa.com/dealers).

**Engine Oil Cooler Line  
Safety Recall 17V-xxx  
Model Year 2017-2018  
BMW 7 Series (12-cylinder)  
*Last Updated 06/08/2017***

To ensure BMW has your most recent contact and vehicle information, please register your vehicle at [www.bmwusa.com/myBMW](http://www.bmwusa.com/myBMW). Registration is free, and will give you access to factory initiated campaigns and other information specific to your BMW.

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

This repair may take several hours; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed free of charge by your authorized BMW center.

**Q12. Do I have to wait for my letter in order to have my vehicle serviced?**

Yes. We are in the process of implementing this program to ensure that the necessary parts, tools and procedures are available, prior to contacting you to schedule your vehicle to have this safety recall performed. For the latest updates to this recall, please visit [www.bmwusa.com/recall](http://www.bmwusa.com/recall).