

From: Broadcast Messaging System
To: [DL-BMS Message Monitors](#)
Subject: Recall 18V-XXX: Idler Pulley Bolt
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From: Technical Service
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DCSnet Message
Urgent



Subject: Recall 18V-XXX: Idler Pulley Bolt







BMW Group is conducting a Voluntary Safety Recall (effective May 23, 2018) on Model Year 2009 - 2013 BMW X5 (Diesel) vehicles produced from March 2008 through June 2013. This recall involves the engine's idler pulley bolt.

Attached is Service Information bulletin B12 19 18, Recall Notice and Q&A for more details.

The bulletin will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments:

-  [B121918\[81bff99a\].pdf](#)
-  [B121918_Recall_Notice\[81bff999\].pdf](#)
-  [2018-E70d-IdlerPulleyBolt-QA-\(21May2018\)\[81bff998\].pdf](#)
-  [B121918\[81bff99a\].pdf](#)
-  [B121918_Recall_Notice\[81bff999\].pdf](#)
-  [2018-E70d-IdlerPulleyBolt-QA-\(21May2018\)\[81bff998\].pdf](#)

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



RECALL 18V-XXX: IDLER PULLEY BOLT

MODEL

| |
|--------------------|
| E70 (X5 xDrive35d) |
|--------------------|

SITUATION

BMW Group is conducting a Voluntary Safety Recall (effective May 23, 2018) on Model Year 2009 - 2013 BMW X5 (Diesel) vehicles produced from March 2008 through June 2013. This recall involves the engine's idler pulley bolt. Due to a number of factors, the bolt could loosen over time, eventually break, and lead to a loss of power steering assist.

Approximately 33,214 vehicles are affected by this recall with 64 vehicles in dealer inventory. These vehicles were previously recalled in 2012 under recall number 12V-550, and are being recalled a second time, along with Model Year 2013.

Recall: 18V-XXX (B12 19 18) **Total Vehicles:** 33,214

Recall: 12V-550 ([B11 11 12](#)) **Total Vehicles:** 29,885 **Completion Rate:** 97.6% (727 vehicles still open)

BMW is currently developing an alternate remedy for all affected vehicles. The bulletin will be updated with repair, parts and warranty information when it becomes available.

Affected vehicles show the campaign as "Open" when checked either in Warranty Vehicle Inquiry, AIR or ISPA Next and identified with the description: **0012680400 B121918 Recall: Idler Pulley Bolt.**

The Q&A has been attached for further information.

INFORMATION

Please use the chart below for situations that may arise at your Center prior to full implementation of the 2018 recall.

| Scenario | Status | What to do |
|-------------------------------------|---|---|
| Center Inventory car | Applies to all | Please wait for final remedy for 18V-XXX to be available. |
| Customer car with no failure | Applies to all | Please wait for final remedy for 18V-XXX to be available. |
| Customer car with failure* | Vehicles affected by both recalls (27,608 VINs) | If 12V-550 is closed, please refer to Warranty Information section below. If 12V-550 is open, please perform and submit for Recall 12V-550 as outlined in SI B11 11 12. |
| Customer car with failure* | New vehicles recalled (5,606 VINs) | Please refer to the Warranty Information section below. |

* Customers will need to come back when final remedy is determined.

CORRECTION

If an affected vehicle arrives at your center with this condition, please use the repair instructions contained in SI B11 11 12.

Please note that the 2018 recall will remain open until the final remedy is available and performed on the vehicle.

Please see below for claim submission information.

WARRANTY INFORMATION

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

A. Recall 12V-550 "is" open:

- Perform and submit for the recall as outlined in SI [B11 11 12](#)

B. Recall 12V-550 "is not" open:

- Perform the repair as outlined in SI [B11 11 12](#) and submit as follows:

| | | |
|---------------------|-------------------|---|
| Defect Code: | 85800304NA | Interim Idler Pulley Bolt Repair |
|---------------------|-------------------|---|

Vehicle is already in the workshop

| Labor Operation: | Labor Allowance: | Description: |
|------------------|------------------|---|
| 11 99 000 | 10 FRU | Work time to replace alternator and deflection pulley mounting bolt (Plus work) |

Or:

The vehicle arrives at your center for this repair (No other main work will be claimed during this workshop visit)

| Labor Operation: | Labor Allowance: | Description: |
|------------------|------------------|---|
| 11 99 000 | 12 FRU | Work time to replace alternator and deflection pulley mounting bolt (Main work) |

ATTACHMENTS

View PDF attachment [B121918 Recall Notice](#).

View PDF attachment [2018-E70d-IdlerPulleyBolt-QA-\(21May2018\)](#).

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SAFETY RECALL NOTICE

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

RE: Recall 18V-XXX: Idler Pulley Bolt (B12 19 18)

BMW Group is conducting a Voluntary Safety Recall (effective May 23, 2018) on Model Year 2009 - 2013 BMW X5 vehicles produced from March 2008 through June 2013. This recall involves the engine's idler pulley bolt. Due to a number of factors, the bolt could loosen over time, eventually break, and lead to a loss of power steering assist.

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 Idler Pulley Bolt
Safety Recall 18V-xxx & Recall Query RQ18-001
Model Year 2009-2013
BMW X5 xDrive35d (Diesel) SAV
Last updated May 21, 2018**

BACKGROUND

BMW conducted a Safety Recall in 2012, assigned NHTSA Recall ID 12V-550, involving Model Year 2009-2012 BMW X5 xDrive35d (Diesel) SAVs produced between September 2008 and November 2012. Due to a number of factors, the engine's idler pulley bolt could become damaged and break, affecting power steering assist. Affected vehicles had the idler pulley bolt replaced.

Recently, some vehicles which had the recall performed in 2012, experienced a similar issue. NHTSA opened a Recall Query (RQ), assigned RQ18-001, to review the issue with BMW. NHTSA has agreed to close this issue as BMW will recall these vehicles again and adjust the remedy. The remedy is currently being developed.

The 2012 Safety Recall did not include Model Year 2013 vehicles as they had not yet been produced. However, Model Year 2013 vehicles are being included in this new recall.

FAQs

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

Approximately 33,214 Model Year 2009-2013 BMW X5 xDrive35d (Diesel) SAV models in the US, produced between September 2008 and June 2013, are potentially affected.

Q2. What is the specific issue?

The issue involves the engine's idler pulley bolt. Due to a number of factors, the bolt could loosen over time and break. If this happened, a sudden loss of power steering assist could occur.

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

If there were a loss of power steering assist, manual steering capability would be retained, although the effort required to steer the vehicle would be greater, and therefore may increase the risk of a crash.

If the issue occurs, the alternator warning lamp (the battery icon) will illuminate in the vehicle's instrument cluster, along with the warning message "Charging malfunction". The message "Charging malfunction: Battery is not recharging. Stop carefully. Consult nearest service center." will also be displayed.

Q4. This sounds familiar. Did BMW Group conduct a Safety Recall before?

Yes, in 2012. It was assigned NHTSA Recall ID 12V-550.

The 2012 Safety Recall did not include Model Year 2013 vehicles as they had not yet been produced. However, Model Year 2013 vehicles are being included in this new recall.

Q5. Why are these vehicles being recalled a second time?

Over time, a limited number of vehicles have experienced the condition after having had the 2012 Safety Recall performed. Therefore, BMW is developing an alternate remedy.

Q5a. If I had the repair performed for 12V-550, will I need to have it performed again? Why?

Yes. Your vehicle will need to have the 2018 Safety Recall performed as BMW is developing an alternate remedy for all affected vehicles.

Q5b. Are BMW X5 SAVs, which are not Diesel, affected? Why not?

No. They are not affected because they have a different engine design.

**Engine Idler Pulley Bolt
Safety Recall 18V-xxx & Recall Query RQ18-001
Model Year 2009-2013
BMW X5 xDrive35d (Diesel) SAV
Last updated May 21, 2018**

- Q5c. I own a Model Year 2013 BMW X5 xDrive35d. It was not included in the 2012 Safety Recall. Why not? Why is it included in the 2018 Safety Recall?**
The 2012 Safety Recall did not include Model Year 2013 vehicles as they had not yet been produced. However, Model Year 2013 vehicles are being included in this new recall.
- Q6. Why are other BMW Group vehicles not included in this Safety Recall?**
Other vehicles have a different engine design.
- Q7. How did BMW Group become aware of this issue?**
BMW Group became aware of this issue through its quality control procedures.

In addition, NHTSA recently contacted BMW after receiving some complaints.
- Q8. Can I determine if this issue exists in my vehicle?**
If you notice a loss of power steering assist, your vehicle could be experiencing the issue. Various warning lamps and messages would be displayed to the driver. However, manual steering capability would be retained.
- Q9. What should I do if I notice this condition in my vehicle?**
If this condition occurs, pull off the road to a safe location away from traffic, and switch off the engine. All occupants should carefully exit the vehicle and move to a location away from traffic. Do not continue to drive your vehicle.

Contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.
- Q10. Can I continue to drive my vehicle?**
Yes. However, when you receive a letter asking you to have this Safety 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.
- Q11. How will my vehicle be repaired?**
The remedy is currently being developed.
- Q12. Is BMW Group aware of any accidents, injuries or fires, in the US, involving these BMW Group vehicles associated with this Safety Recall?**
No.
- Q13. How will I be informed of this Safety Recall?**
You will receive a letter in July via First Class mail advising you of this Safety Recall. Depending upon parts availability, this letter may request you to schedule an appointment with an authorized BMW center to have this Safety Recall performed. In cases where parts are not immediately available, you will receive a second letter when parts become available, advising you to schedule an appointment with an authorized BMW center at that time to have this Safety Recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealers.

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

**Engine Idler Pulley Bolt
Safety Recall 18V-xxx & Recall Query RQ18-001
Model Year 2009-2013
BMW X5 xDrive35d (Diesel) SAV
*Last updated May 21, 2018***

Q14. How long will the repair take?

This remedy is currently being developed.

Q15. Do I have to wait for my letter to have my vehicle serviced?

Yes. We are in the process of implementing this Safety Recall campaign to ensure that the necessary parts are at the BMW centers prior to sending out the owner notification letters. For the latest updates to this Safety Recall, please visit www.bmwusa.com/recall.

Q16. I see the “TREAD Act Customer Reimbursement Plan” attached to my letter. Can you explain what that is about? Am I eligible for reimbursement?

If you have already had this repair performed at your own expense, you may be eligible for reimbursement of certain expenses that you incurred.