



SIB 11 10 21

2022-10-10

RECALL 21V-907: EXHAUST GAS RECIRCULATION (EGR) COOLER – N57T LOW TEMPERATURE

This Service Information Bulletin (Revision 2) replaces SI B11 10 21 **dated February 2022**.

What's New:

- Situation updated
- All necessary information to complete this recall now provided

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.

MODEL

E-Series	Model Description	Production Date	Engine
F02	7 Series Sedan	August 27, 2013 – May 8, 2015	N57T
F15	X5 Sports Activity Vehicle	August 12, 2013 – June 19, 2017	N57T

AFFECTED VEHICLES

Affected vehicles which require this Recall to be completed will show it as “Open” when checked either in AIR, the “Service Menu” of DCSnet (Dealer Communication System), ISPA NEXT or Warranty Vehicle Inquiry.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective November 18, 2021) on certain Model Year 2014 - 2017 BMW vehicles with the N57T diesel engine that were produced between August 12, 2013 and June 19, 2017.

Please note that most of these vehicles were subject to the 2018 voluntary safety recall 18V-755.

These vehicles, and an additional population, are subject to this new 2021 recall, and will receive an updated EGR cooler.

Over time, the Exhaust Gas Recirculation (EGR) system's cooler could internally leak cooling fluid. If the fluid combines with diesel engine soot particles, this could damage the engine intake manifold, and increase the risk of a fire.

CORRECTION

- Replace the EGR cooler and clean the EGR intake pipe
- Replace the coolant line from exhaust gas recirculation cooler to coolant pump
- Perform an air intake manifold test through ISTA and based off the results of the test plan, replace the intake manifold (if the test failed)
- Register the new EGR cooler through ISTA

PROCEDURE

See attachment B11 10 21 Replace EGR Cooler.

PARTS INFORMATION

Please monitor the Parts Matrix for important updates to the parts ordering procedure.

Only use and invoice the part numbers below that apply.

Part Number	Description	Quantity
11 71 7 822 346	Exhaust gas cooler low temperature	1
11 71 8 490 640	AGR small parts set	1
11 71 7 799 853	Pipe union	2
61 13 1 369 832	Line clip for vacuum hose	1
11 61 8 512 504	O-ring of exhaust-gas recirculation pipe	1
11 14 8 490 569	Front acoustic cover (for exhaust gas recirculation cooler)	1
11 53 7 827 842	Coolant hose of exhaust gas recirculation cooler including temperature sensor	1
11 53 7 827 410	Coolant line from exhaust gas recirculation cooler to the coolant pump	1

Sublet - Bulk Part Numbers

Part Number	Description	Quantity
11 65 8 595 650	Vacuum hose (40 cm) – (one hose is enough for 2 vehicles)	Supported sublet up to \$35 as needed
82 14 1 467 704	BMW Antifreeze/Coolant (7 Series Sedan – 1 gallon, concentrate, X5 - 1.5 gallons concentrate)	Supported sublet up to \$85 as needed

Intake manifold (if required)

11 61 7 811 909	Intake pipe with air flap control (F02 only)	1
11 61 8 514 731	Intake pipe with air flap control (F15 only)	1
13 62 7 804 742	Boost pressure sensor	1

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 Catalogue, or other approved BMW resources, according to the respective vehicle type. Invoiced these items separately under the Recall repair Defect Code listed in this bulletin.

CLAIM INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the relevant work package, the applicable additional work labor operations and the part numbers listed above that apply.

Plus work (+)	The vehicle is already in the workshop
Main work	The vehicle arrives for this Recall, no other Main work will be performed/ claimed during this workshop visit

Only one Main labor operation can be claimed per workshop repair visit (one or more claim submissions, if applicable).

Defect Code:	0011290600	F02/F15 N57T Replacing exhaust gas recirculation cooler (low temperature)
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Refer to AIR for the corresponding flat rate unit (FRU) allowances.

Work Pkg	Labor Operation	Description	Labor Allowance
# 1	00 71 834	Replacing exhaust gas recirculation cooler including exhaust gas recirculation valve (Plus work) (Additional work below)	Refer to AIR
Or:			
# 2	00 71 840	Vehicle was already taken care of through another repair or Technical Campaign (Plus work) (No repair necessary)	1 FRU
Or:			
# 3	00 71 296	Replacing exhaust gas recirculation cooler including exhaust gas recirculation valve (Main work) (Additional work below)	Refer to AIR
Or:			
# 4	00 71 297	Vehicle was already taken care of through another repair or Technical Campaign (Main work) (No repair necessary)	1 FRU

Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

And, as applicable:

Additional Work with Labor Operation Code 00 71 834 (WP 1) or 00 71 296 (WP 3)

Labor Operation	Description	Labor Allowance
00 71 835	Additional work: Carry out the function test of the pressure sensors	3 FRU
And:		
00 71 836	Additional work: Entering the component identification of the new exhaust gas recirculation cooler in the tester	1 FRU
And:		
00 71 837	Additional work: Cleaning the exhaust gas recirculation pipe (Not to be used when replacing the intake system – 00 71 838)	2 FRU
Or, if necessary:		
00 71 838	Additional work: Replace the intake system	Refer to AIR
And, if necessary:		
00 71 939	Additional work: Replacing the coolant hose of exhaust gas recirculation cooler including temperature sensor	1 FRU
And/or		
00 71 839	Additional work: Replacing line from exhaust gas recirculation cooler to coolant pump	3 FRU

Claim Repair Comments

Reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B11 10 21 WP 1), unless otherwise required by State law.

For work package #1 and #3, also explain the additional work that was performed and claimed.

Sublet – Bulk Materials (RO and Claim Comments Required)

Sublet Code 4	Up to \$120.00	Reimbursement for the repair-related bulk materials (Do not use the BMW part numbers for claim submission)
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Sublet reimbursement calculation for claiming the applicable repair-related bulk material (BMW part numbers) is at the dealer net price amount for the 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 quantity is at 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.

And, if applicable:

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 Defect 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.

TREAD Act Reimbursement - Qualifying Prior Customer-Pay Repairs

Please note: Most of these vehicles were previously subject to the 2018 voluntary safety recall 18V-755 (B11 17 18) and the corresponding EGR cooler Extended Limited Warranty coverage (B01 05 20).

BMW of North America, LLC will reimburse qualifying customer-pay repairs to address the issue described in this Service Information Bulletin that were performed **prior** to the release of this Recall.

Customer arrives with an Affected Vehicle to your workshop

Perform the open Recall repair outlined in this bulletin, and if the prior repair qualifies (see below), submit for both the Recall repair and for the customer-pay reimbursement as separate repair order line items with the Defect Code that applies.

Or the:

Customer only presents your center with a customer-pay invoice for the prior repair

If the vehicle and the prior repair qualifies (see below), submit for the customer-pay reimbursement portion only.

Customer-pay Invoice Review and Reimbursement Procedure

Review and verify that the prior customer-pay invoice (BMW center or independent repair shop) is for a repair that addresses the issue described in this Recall Service Information bulletin.

If this prior repair qualifies, reimburse the customer (labor and parts).

Submit for this customer-paid repair expense under Defect Code **85 99 00 12 NA**, as follows:

- Sublet Code 3
- Dollar amount (with no additional no markup)
- Comment: Recall 21V-907: Exhaust Gas Recirculation (EGR) Cooler – N57T Low Temperature - Reimbursement for allowable expenses that relate to performing the prior qualifying customer-pay repair
- Explain and itemize the claimed sublet amount on the repair and in the claim comments.

Retain the original customer pay invoice in your files; this documentation may be requested by BMW during the claim review process.

Repairs that do not qualify for Reimbursement

This includes repairs performed on non-affected vehicles, and/or the diagnosis and repair of other unrelated issues. This exclusion also applies to repairs that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

This claim submission for the prior customer-pay reimbursement, when it is submitted as outlined under Defect Code 85 99 00 12 NA, **will not close** the Open Safety Recall on the vehicle.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topics 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

[picture_as_pdf B111021_21V-907-VariousModels-Diesel-EGR-Cooler-\(FAQ\)-\(4Feb2022\).pdf](#)

[picture_as_pdf B11 10 21 Replace EGR Cooler .pdf](#)

[picture_as_pdf B111021 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 21V-907: Exhaust Gas Recirculation (EGR) Cooler – N57T Low Temperature

Bulletin: B11 10 21

BMW AG is conducting a Voluntary Safety Recall (effective November 18, 2021) on certain Model Year 2014 - 2017 BMW vehicles with the N57T diesel engine that were produced between August 12, 2013 and June 19, 2017.

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.

RECALL 21V-907: EXHAUST GAS RECIRCULATION (EGR) COOLER – N57T LOW TEMPERATURE

PROCEDURE 1: REPLACE THE EGR COOLER



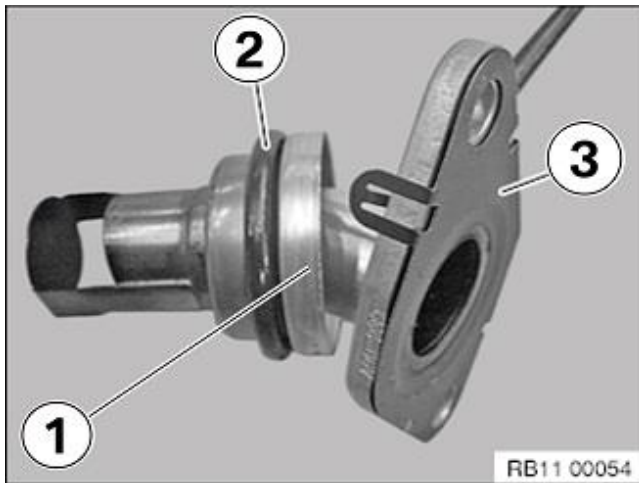
Record or take a photo of the following numbers on the new EGR cooler (1,2 and 3). These numbers will be required later to register the new cooler in ISTA.

1. Production date [YY-MM-DD]
2. Revision index
3. Serial number

NOTE: There are additional steps required while following the repair instruction

Replace the EGR cooler and updated coolant hoses following Repair Instruction **11 71 100 Removing and installing/replacing exhaust-gas recirculation cooler (N57 D30 O/T 1)**.

- When the old EGR cooler is removed:



- Remove the EGR pipe from the intake venturi pipe (replace O-ring (2) and gasket (3)).

- Inspect and clean (if needed) the EGR pipe. Wear protective equipment (eyes and hands) and clean out the excessive carbon using a degreasing agent and a brush (suitable brushes can be found in wheel brush kit 83 19 2 298 237).
- Reinstall the EGR pipe with new gasket and O-ring before installing the new EGR cooler.



- Replace the coolant pipe from the Auxiliary EGR cooler to the coolant pump distribution block (1)



- NOTE: The new coolant line PN 11 14 7 827 410 is routed in a different location than the original line (1)

- Install the new EGR cooler following the repair instructions.
- Replace the vacuum hose PN 11 65 8 595 650 (enough hose for two repairs) from the changeover valve to the bypass flap on the cooler (measure the new hose and cut according to the old hose)
- The acoustic cover will be replaced with PN 11 14 8 490 569 (if an acoustic covered was installed)

PROCEDURE 2: CHECKING THE INTAKE MANIFOLD

Perform a vehicle test using ISTA.

Using the following path, check the intake manifold:

- Vehicle Management/Troubleshooting/Function Structure:
 - Powertrain
 - Digital Diesel Electronics
 - Air Mass System
 - Charging Pressure Control
 - Charge Air Pressure Sensor
 - **ABL Boost Pressure Sensor**

Follow the test steps to perform a functional test of the boost pressure sensor.

Replace the intake manifold if the test results in “The measured values were not OK”. Follow Repair Instruction **11 61 550 Removing and installing/renewing the intake plenum (N57 D30 O/T 1)**.

No further repairs are required if the test results in “The measured values were OK”.

PROCEDURE 3: REGISTERING THE NEW EGR COOLER

Using the following path in ISTA:

- Vehicle Management/Troubleshooting/Function Structure:
 - Powertrain
 - Digital Diesel Electronics
 - Exhaust gas retreatment
 - Component marking of exhaust-gas recirculation cooler
 - ***ABL Component marking of exhaust-gas recirculation cooler***

Follow the test steps to register the EGR cooler (numbers taken off new cooler)

**Exhaust Gas Recirculation (EGR) Cooler
Safety Recall 21V-907
Model Year 2013-2018
BMW Models w/Diesel Engines
Diesel Engines (4-cyl. – N47 / 6-cyl. – N57)
*Last updated: February 4, 2022***

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Certain Model Year 2013-2018 BMW vehicles with a 4-cylinder (“N47”) or 6-cylinder (“N57”) diesel engine in the US are potentially affected.
- Q2. What is the specific issue?**
The issue involves the Exhaust Gas Recirculation (EGR) system which contains an integrated cooling component (“Cooler”). Over time, a leak of cooling fluid (glycol), could develop in the EGR Cooler.
- Q3. What can happen as a result of this issue?**
If cooling fluid leaks in the EGR Cooler, and combines with typical diesel engine soot deposits while the temperature is high (which is normal), this could create smoldering particles. In very rare cases, these particles could contact the engine intake manifold and cause damage by creating small holes in the manifold due to melting. In extremely rare cases, due to the holes in the manifold, this could increase the risk of a fire.
- Q4. If I had a similar Safety Recall performed previously, will I need to have this Safety Recall performed? Why?**
Yes. Your vehicle will need to have the 2021 Safety Recall performed as the EGR Cooler will be replaced with an improved version.
- Q5. Are BMW Group models, which are not Diesel, affected? Why not?**
No. They are not affected because they have a different engine design.
- Q6. How did BMW Group become aware of this issue?**
BMW Group became aware of this issue through its quality control procedures.
- Q7. Can I determine if this issue exists in my vehicle?**
While it’s highly unlikely that this issue will occur, if your vehicle has an unpleasant odor, i.e., an odor of exhaust gas and you hear an unusual noise from the engine compartment, your vehicle may be experiencing this issue. In rare cases, you may see smoke from the engine.
- Q8. 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. Do not open the hood. All occupants should carefully exit the vehicle and move to a safe 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. You may be responsible to pay for the tow if you no longer have coverage and reimbursement will be considered should the issue be confirmed to be related to this recall.
- Should your vehicle need the EGR cooler replaced before the new updated parts are available, the current EGR cooler can be installed as an interim solution.
- Q9. Can I continue to drive my vehicle (before I get my vehicle repaired)?**
Yes. The likelihood of this issue occurring to your vehicle is extremely low. 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.
- Q10. How will I be informed of this Safety Recall?**
Owners of potentially affected vehicles will receive a letter in January via first class mail advising them of this Safety Recall. When parts become available, they will receive another letter, requesting they schedule an appointment with an authorized BMW center as soon as possible to have this Safety Recall performed. For the

**Exhaust Gas Recirculation (EGR) Cooler
Safety Recall 21V-907
Model Year 2013-2018
BMW Models w/Diesel Engines
Diesel Engines (4-cyl. – N47 / 6-cyl. – N57)
*Last updated: February 4, 2022***

latest updates to this Safety Recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall). If you are not the only driver of this vehicle, please advise all other drivers of this important information.

To ensure BMW has your recent contact and vehicle information, owners should visit [bmwusa.com/recall](https://www.bmwusa.com/recall) and click on “[Manage recall notices and contact information](#)”.

Q11. How will my vehicle be repaired?

The EGR Cooler will be replaced with an improved version. If it is determined that the EGR Cooler has leaked, the engine intake manifold will also be replaced.

Q12. Is a loaner vehicle, or alternate transportation available?

Your dealer can provide you with a loaner vehicle during the service appointment.

Q13. How long will the repair take?

Depending upon the repair, and the specific model, this could take up to several hours to perform.

Q14. 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. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall).

Q15. I see a reference to the “TREAD Act Customer Reimbursement Plan” in my customer 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. Please visit [bmwusa.com/recall](https://www.bmwusa.com/recall) and click on “[Reimbursement for Prior Customer Pay Repairs Related to a Safety Recall \(TREAD Act\)](#)”.