



SIB 11 10 21

2022-02-25

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

This Service Information Bulletin (Revision 1) replaces SI B11 10 21 **dated November 2021**.

What's New:

- Recall number updated
- Updated Q&A

MODEL

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

AFFECTED VEHICLES

Vehicles which require this Recall Campaign 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 the majority 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.

The Recall Notice and Q&A have been attached for further information.

The bulletin will be updated when additional information becomes available.

Supporting Materials

[picture_as_pdf B111021_21V-907-VariouModels-Diesel-EGR-Cooler-\(FAQ\)-\(4Feb2022\).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.

**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

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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)”**.