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By Recall Management Division at 1:03 pm, Nov 27, 2012

**VIA CERTIFIED MAIL, RETURN RECEIPT REQUESTED, AND EMAIL**

November 26, 2012

Ms. Nancy Lummen Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., S.E.  
Washington, DC 20590

**Re: Recall Campaign  
Idler Pulley Bolt  
2009-2012 BMW X5 xDrive35d (Diesel) SAV**

Dear Ms. Lewis:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act of 1966 and 49 CFR Part 573.

Pursuant to Section 573.6(c), we submit the following information.

1. Manufacturer: Bayerische Motoren Werke AG (BMW AG)

Designated Agent: Thomas C. Baloga  
Vice President, Engineering-US  
BMW of North America, LLC  
200 Chestnut Ridge Rd. (Bldg. 150)  
Woodcliff Lake, NJ 07677

2. Make: BMW

Model Year / Model: 2009-12 / X5 xDrive35d (Diesel) SAV

Inclusive Dates of Manufacture: September 1, 2008 – November 15, 2012

3. The number of vehicles affected is approximately 29,800.

4. The percentage of vehicles estimated to actually contain the condition is 100%.

5. This recall involves the engine belt idler pulley bolt on diesel engine vehicles. This pulley is screwed onto a bolt which is itself securing the alternator to the engine block. Due to a number of unfavorable contributing factors including very low ambient temperatures, tightening torque in the lower tolerance range, high lateral forces caused by the belt drive (and as a result, potentially higher friction of the idler pulley at cold ambient temperatures), it is possible that the bolt's pre-stressing force could drop in a stepwise manner to an extent that it results in the bolt becoming loosened over time. A loosening of the bolt could cause additional bending stress. As a result, the bolt could break. If this were to happen, then a sudden loss of power steering assist could occur.

**Company**  
BMW of North America, LLC

BMW Group Company

**Mailing address**  
PO Box 1227  
Westwood, NJ  
07675-1227

**Office address**  
300 Chestnut Ridge Road  
Woodcliff Lake, NJ  
07677-7731

**Telephone**  
(201) 307-4000

**Fax**  
(201) 571-5479

**Website**  
bmwusa.com



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. Additionally, the alternator warning lamp (the battery icon) will be illuminated 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.

The name, business address, telephone number, and contact person of the supplier, and country of origin of the component, is:

Dr.-Ing. Frank Heinrich  
Business Division Manager Research / Quality  
ESKA Automotive GmbH  
Lutherstraße 87  
09126 Chemnitz  
Germany  
Tel.: 49 371 5705-251  
Fax: 49 371 5705-319  
E-Mail: [f.heinrich@eska.net](mailto:f.heinrich@eska.net)

Country of Origin: Germany

6. In November 2010, a single warranty claim from the Canadian market involving the idler pulley bolt on an X5 xDrive 35d (Diesel) SAV was processed. In January and February 2011, several dealer field reports from the Canadian market were received involving the idler pulley bolt on similar models. Additional Canadian warranty claims involving the bolt were also processed at that time. Initial analyses confirmed correct bolt engineering specifications and correct assembly torques used in vehicle production. However, it was discovered that the torque value for the bolt was not included in the repair manual for affected vehicles. This was corrected on June 1, 2011. Even though the torque value was not in the repair manual, this alone was not thought to be a sufficient factor in the conditions observed in the dealer field reports. Because a specific fault pattern could not be identified at that time, the markets continued to be monitored.

In early 2012, several Canadian dealer field reports involving the bolt were received. Additional warranty claims from the Canadian market in the 2012 winter season involving the bolt were processed. As a result, further analyses were conducted in order to determine if a specific fault pattern could be identified. Analyses consisted of determining conditions in which the idler pulley bolt could loosen and/or break.

On March 26, 2012, as a result of such analyses, a set of conditions in which fracturing of the bolt could occur were formulated. Together with the bolt supplier, BMW started to review the idler pulley bolt mounting procedure, and to develop a revised procedure that would enable the bolt to be securely fastened when subjected to these conditions.

On April 16, 2012, Transport Canada provided a copy of a customer complaint pertaining to loss of power steering assist on a 2010 X5 Diesel to BMW Canada, and on April 25<sup>th</sup>, Transport Canada sent several questions about this complaint to BMW Canada for analysis.

On May 11, 2012, BMW Canada informed Transport Canada that it had received six (6) dealer field reports that could be related to loss of power steering assist, and 71 warranty claims that pertained to a break of the idler pulley bolt.

On June 19, 2012, Transport Canada submitted an Information Request to BMW Canada.

On July 5<sup>th</sup>, BMW decided to conduct an inspection campaign of field vehicles. This campaign involved a measurement of the bolt's breakaway torque. In so doing, the external conditions that could lead to such an outcome, as formulated in March, were sought to be confirmed.

On July 31, 2012, BMW Canada submitted its response to the June 19<sup>th</sup> Transport Canada Information Request. At that time, BMW Canada had received nine (9) dealer field reports and 76 warranty claims involving the idler pulley bolt. BMW Canada had not received any reports of any accidents or injuries related to a break of the idler pulley bolt.

On August 7, 2012, Transport Canada opened a Level III investigation ("3280-03-55"), and on September 12<sup>th</sup>, sent BMW Canada additional questions on this topic.

On November 9, 2012, BMW Canada submitted its response to the September 12<sup>th</sup> questions from Transport Canada.

On November 13, 2012, the field inspection campaign was concluded. It was observed that in approximately one-half of the vehicles inspected, the breakaway torque of the idler pulley bolt was reduced such that the bolt could be susceptible to excessive bending forces and, in an extreme case, to breaking. This confirmed the set of external conditions, formulated in March, which could lead to such an outcome.

Production and manufacturing records were examined in order to determine the number, and production range, of potentially affected vehicles.

On November 15, 2012, an internal delivery hold was issued. Also on November 15<sup>th</sup>, a revised idler pulley bolt mounting procedure was implemented in vehicle production.

On November 15, 2012, BMW decided to conduct a voluntary worldwide recall.

BMW has not received any reports of any accidents or injuries related to this issue.

7. Not applicable.

8. BMW will conduct a recall campaign to remedy the affected vehicles. The idler pulley bolt will be replaced and tightened with a revised torque procedure. Additionally, a thread lock coating on the bolt will be included.

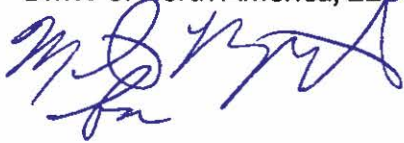
BMW will begin dealer notification in November and expects to complete dealer notification in December. BMW expects to begin and complete owner notification in January.

9. Not applicable.

10. A copy of the Service Bulletin will be submitted when available. A draft copy of the owner notification letter will be submitted when available.
11. Not applicable.

Sincerely,

BMW of North America, LLC



David Cordero  
Safety Integrity and Recall Manager

Attachment

TREAD ACT CUSTOMER REIMBURSEMENT PLAN  
(BMW of North America, LLC)

Customer Reimbursement for Safety Related Recall Repairs  
Effective with Safety related recalls initiated January 15, 2003

The customer is encouraged to request reimbursement from their authorized BMW center. Alternatively, the customer may submit the request for reimbursement to the following address:

Customer Relations and Services Department  
BMW of North America, LLC  
P.O. Box 1227  
Westwood, NJ 07675-1227

In all cases:

- Repair expenses pertaining to the subject of the safety recall are reimbursable, not consequential expenses such as towing, rental, accommodations, damage repairs, etc.
- Expenses from repair facilities outside of the BMW center network will be considered; however, the procedure must meet BMW standards.
- The Manufacturer's Suggested Retail Price (MSRP) for BMW Genuine Parts will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by BMW are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.

The authorized BMW center will request a copy of the owner notification letter, as well as, a copy of the owner's previously paid invoice, and then inspect the vehicle (if still in the possession of the invoice holder) to determine the scope and quality of the previous repair. Claims shall be processed within 60 days of receipt.