

**Exhaust Gas Recirculation (EGR) Cooler  
Safety Recall 21V-xyz  
Model Year 2013-2018  
BMW Models w/Diesel Engines  
Diesel Engines (4-cyl. – N47 / 6-cyl. – N57)  
*Last updated November 18, 2021***

- 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?**  
You may or may not be able to determine if this issue is occurring to your vehicle. Your vehicle may display a warning symbol indicating a loss of engine coolant. In some cases, your vehicle may experience a reduction in engine power. You may notice an unpleasant odor, i.e., an odor of exhaust gas, and/or hear an unusual noise from the engine compartment. 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.
- Q9. Can I continue to drive my vehicle (before I get my vehicles 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 latest updates to this Safety Recall, please visit [bmwusa.com/recall](http://bmwusa.com/recall). If you are not the only driver of this vehicle, please advise all other drivers of this important information.

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To ensure BMW has your recent contact and vehicle information, owners should visit [bmwusa.com/recall](http://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 [www.bmwusa.com/recall](http://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](http://bmwusa.com/recall) and click on “[Reimbursement for Prior Customer Pay Repairs Related to a Safety Recall \(TREAD Act\)](#)”.