



SI B11 16 17
Engine

December 2017
Technical Service

RECALL 17V-683: POSITIVE CRANKCASE VENTILATION (PCV) VALVE HEATER

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.

This Service Information bulletin replaces SI B11 16 17 **dated November 2017**

What's New:

- Repair procedure, parts and warranty information added.
- Alternate Transportation Measures (ATM) information and related attachments added.

MODEL

The following models have a N51, N52, N52K, or N52T engine.

E82 (1 Series Coupe)	E88 (1 Series Convertible)	E90 (3 Series Sedan)	E91 (3 Series Wagon)
E92 (3 Series Coupe)	E93 (3 Series Convertible)	E60 (5 Series Sedan)	E61 (5 Series Wagon)
F10 (5 Series Sedan)	E83 (X3)	F25 (X3)	E70 (X5)
E85 (Z4 Roadster)	E89 (Z4 Roadster)	E86 (Z4 Coupe)	

With the N51, N52, N52K, or N52T engines.

SITUATION

The blow-by-heater which is designed to prevent the engine's Positive Crankcase Ventilation (PCV) system from freezing can internally short circuit. The electrical contacts of the blow-by-heater are coated with a plastic material. Irregularities in the manufacturing process could allow moisture to occur near the blow-by-heater and lead to the short circuit.

AFFECTED VEHICLES

This Recall Campaign involves E82, E88, E90, E91, E92, E93, E60, E61, F10, E83, F25, E70, E85, E89 and E86 vehicles produced from February 2006 to December 2011.

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) or with the Key Reader

Customer letters are mailing throughout December 2017 notifying them that they are affected by this recall. 2nd letter will be mailed once we start receiving parts to let customers know they can come in for repair.

CORRECTION

Replace the blow-by-heater (positive crankcase ventilation heater elbow).

PROCEDURE

Refer to the attached procedure to replace the blow-by-heater (positive crankcase ventilation heater elbow).

PARTS INFORMATION

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

Part Number	Description	Quantity
11 61 8 638 014	PCV Blow-by-heater (Elbow/Angle Connector)	1 (ETK P/N)
12 31 0 392 568	Set of aluminum screws for alternator	1 (ETK P/N)
11 61 7 535 849	Screw for blow-by-heater	2

Also refer to ETK (EPC) and the repair instructions for information about one-time use fasteners, ventilation hoses, intake manifold, screws/bolts and gaskets that may also be needed or must be replaced while performing this repair.

EMISSIONS CERTIFICATE INSTRUCTIONS

For California centers only: This Safety Recall involves an emissions compliant component. It is required by the California Code of Regulations that an executed orange "Vehicle Emission Recall - Proof of Correction" certificate (SD92-084, see illustration) be provided to each customer (for vehicles registered in the state of California), once this Recall on his or her vehicle has been completed.

WARRANTY INFORMATION

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

Defect Code:	111640400	
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The vehicle is already in the workshop

Labor Operation:	Labor Allowance:	Description:
00 65 790	9 FRU (E82, E88, E91, E92, E93)	Replace the blow-by-heater (positive crankcase ventilation heater elbow) (Plus work)
	10 FRU (E89, E60)	
	12 FRU (E83)	
	14 FRU (E70)	
	22 FRU (F10)	

Or:

The vehicle is in the workshop for this recall repair only.

Labor Operation:	Labor Allowance:	Description:

00 65 194	10 FRU (E82, E88, E90, E91, E92, E93)	Replace the blow-by-heater (positive crankcase ventilation heater elbow) (Main work)
	11 FRU (E89, E60)	
	14 FRU (E83)	
	16 FRU (E70)	
	23 FRU (F10)	

And, as needed:

Sublet – Bulk Materials

Sublet Code 4	See the sublet reimbursement calculations below	Reimbursement for the repair-related bulk materials (Do not use BMW bulk part numbers for claim submission)
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Sublet reimbursement calculation for claiming repair-related bulk materials (BMW part numbers) is at the dealer net price for the “quantities used” plus your center’s handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

And, as applicable:

Alternative Mobility Solution (AMS)

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.

The following supplemental alternate transportation measure is specific to this recall only, it does not supersede the existing Aftersales Mobility Program’s (AMP) policy, procedures and guidelines.

SI B11 16 17: ALTERNATE TRANSPORTATION MEASURES (ATM)

For this recall, please use the following alternate transportation measures for those customers who have concerns about driving their affected BMW vehicle while they wait to have this safety-recall completed.

• Enhanced Car Rental Procedure

For those customers with eligible Affected Vehicles needing mid to long-term alternate transportation car rentals, please refer to the Enhanced Car Rental Procedure option attachment for important information about:

1. The rental car allowance; and the
2. Safety-Recalled BMW_Vehicle Condition_Assessment Form

• AMP Vehicles

Subject to availability and at the discretion of your center, provide the owner/operator of an Affected Vehicle in a comparable AMP Vehicle Loaner.

Owner/Operator Self-Storage Vehicle Agreement Form

With the customer's agreement and consent, you may allow the customer to retain and self-store their affected vehicle until the parts and/or repair procedure become available for this safety-recall.

Please print out the attached **Owner/Operator Self-Storage Agreement Form** and fill in the recall and customer's information. Please have the customer read and sign this agreement.

Required Documentation

A copy of the customer's completed and signed vehicle storage agreement form must be maintained in your center's Vehicle History File and if necessary, be provided to BMW NA upon request.

Please, also keep copies of all the corresponding safety recall parts and/or SIB-related information and documentation, vehicle's condition/assessment form and rental car invoices in the customer's Vehicle History File as applicable.

Customer Escalations

If you have an escalated customer situation concerning this safety-recall, please send an e-mail to recall.customerescalations@bmwna.com for review.

Please include the customer's name, their 17-character Vehicle Identification Number (VIN) and a brief explanation of their Safety Recall-related issue.

Safety Recall Repair Completion

As with any repair, once the corresponding safety recall-related parts and/or repair procedure become available from BMW NA, every effort must be made to immediately schedule service appointments at your center so this safety-recall repair can be performed on these vehicles.



Note: The client will have five (5) days after the safety-related recall repair (completion) date

to pick up their vehicle.

After five days, any additional time he/she remains in the rental car vehicle will be at the owner's/operator's expense.

ATM CLAIM SUBMISSION INFORMATION

Reimbursement for this specific safety-recall related car rental expenses is via normal claim entry, as a separate line item, utilizing the following information:

Defect Code:	11009999RV	Rental Reimbursement – Safety-Recall Parts Supply/Repair Procedure Issues
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And:

Sublet Code 3	Sublet at cost	Reimbursement for an alternate transportation vehicle through one of our preferred third-party rental car providers
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Mid to Long-Term Car Rentals

Due to the current part supply situation, BMW NA anticipates that some customers may require alternate transportation for thirty (30) days or more. As a result, you may have to submit more than

one claim for rental car reimbursement, before your center has the parts necessary to fix an Affected Vehicle.

For these cases, BMW NA recommends that your center submit a claim for the rental car reimbursement at 30-day or monthly intervals (invoice after each 30 day or month of rental car usage); explain the situation in the claim comments; and reference the email you sent by date.

Thank you for your continued cooperation and support.

Posted: Friday, December 1, 2017

ATTACHMENTS

View PDF attachment [B111617 Dealer Script.](#)

View PDF attachment [B111617 Recall Notice.](#)

View PDF attachment [2017-BMW-MY2007-2011-Exx-Fxx-PCV-Valve-Heater-QA-\(30Oct2017\)-FINAL.](#)

View PDF attachment [B111617 Enhanced Car Rental Procedure.](#)

View PDF attachment [B111617 Safety-Recalled BMW Vehicle Condition Assessment Form.](#)

View PDF attachment [B111617 Vehicle Owner Operator Self-Storage Agreement.](#)

View PDF attachment [B111617 Procedure.](#)

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SAFETY RECALL NOTICE

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

RE: Recall 17V-683: Positive Crankcase Ventilation (PCV) Valve Heater B11 16 17

BMW AG is conducting a Voluntary Safety Recall (effective November 2, 2017) on certain Model Year 2007-2011 BMW vehicles involving the positive crankcase ventilation (PCV) valve heater.

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.

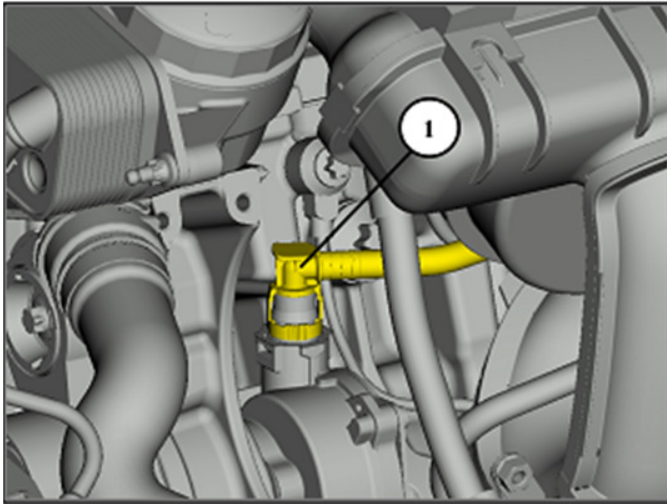
Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.

Please follow any special instructions that we provide to you for the return or disposition of recall parts.

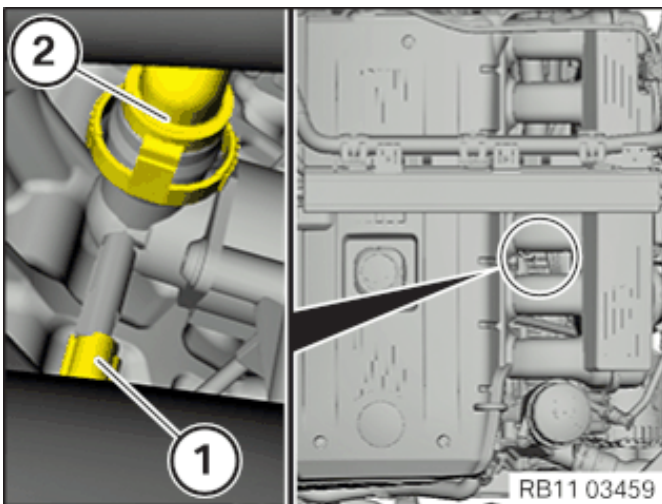
We appreciate all your assistance with this Recall.

Recall 17V-683: Positive Crankcase Ventilation (PCV) System Heater

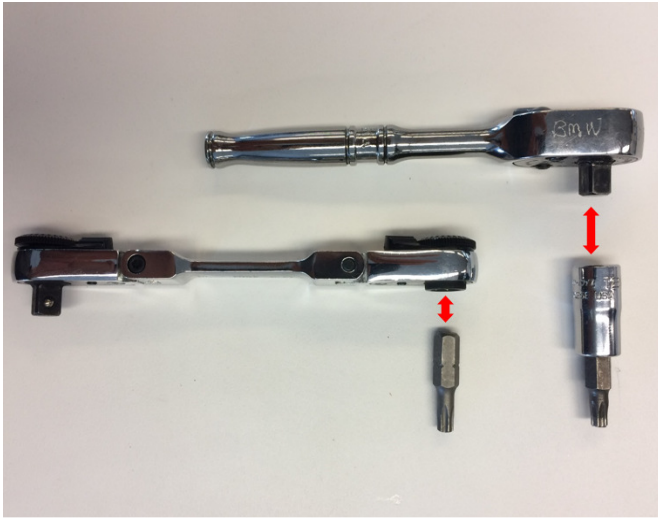
1. Remove the ignition coil cover as per Repair Instruction 11 00 ... Removing and installing/replacing the ignition coil cover”.
2. Remove the alternator as per Repair Instruction 12 31 020 “Removing and installing or replacing the alternator”.



3. Unlock and pull off the vacuum line (1).
Secure the vacuum line (1) off to one side.



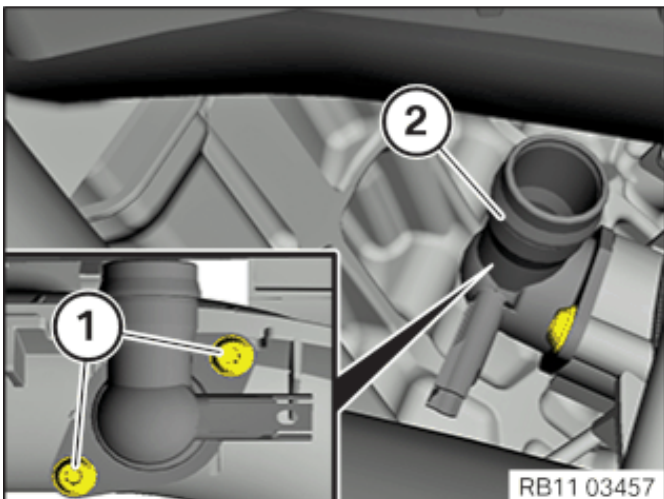
4. Unlock and disconnect the plug connection (1).
Unlock and pull off the ventilation line (2).



5. Use a suitable tool with T25 Torx bit to release the screws.



6. Reach under the intake with your left hand/arm to access the crankcase ventilation heater.

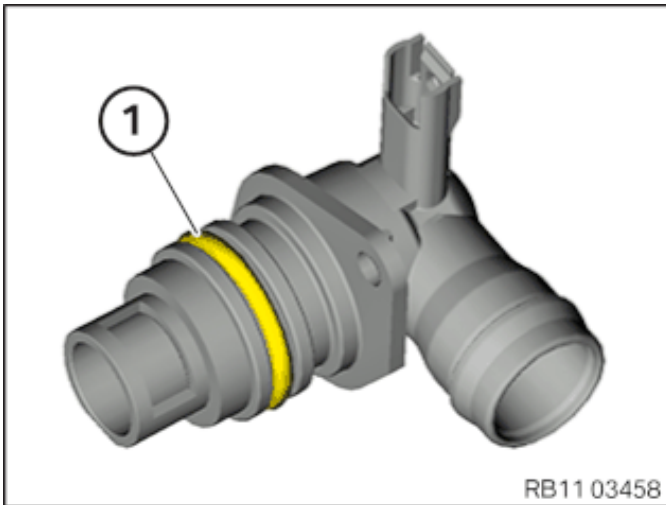


7. Remove both T25 screws (1).

Remove the crankcase ventilation heater (elbow fitting) (2).

Other components such as the ventilation line or the intake manifold may have to be replaced.

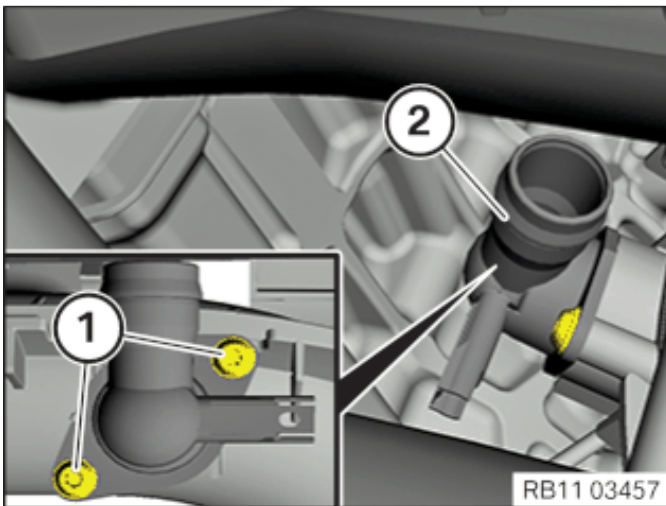
Inspect all surrounding components for thermal damage.



Important! Installation risk of damage.

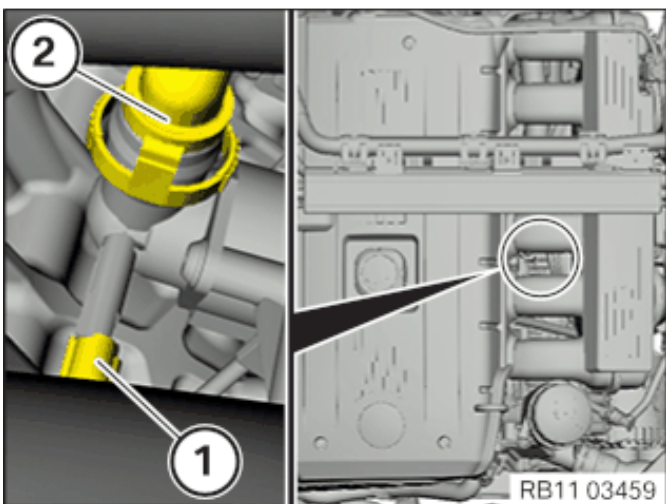
8. Use only distilled water for lubrication when installing the new crankcase ventilation heater.

No grease or lubricating oils should be used.



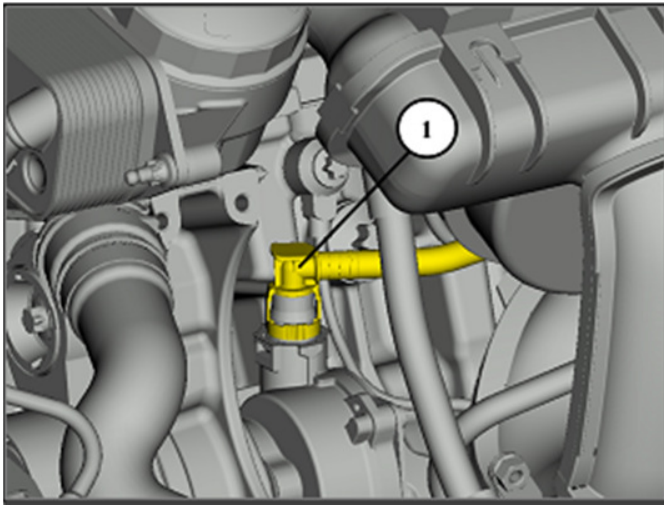
9. Install the crankcase ventilation heater (2).

Tighten the T25 screws (1) to **6 Nm**.



10. Connect the ventilation line (2).

Connect and lock the connector (1).



11. Connect the vacuum line (1).

12. Install the alternator as per Repair Instruction 12 31 020 “Removing and installing or replacing the alternator”.

13. Install **the ignition coil cover as per** Repair Instruction 11 00 ... Removing and installing/replacing the ignition coil cover”.

Safety Recall 17V-683
Positive Crankcase Ventilation (PCV) Valve Heater – (“Blow-By-Heater”)
Model Year 2007-2011
N51, N52, N52K, N52T
BMW 1 Series, 3 Series, 5 Series, X3 SAV, X5 SAV, Z4
Last Update: 10/30/2017

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

Approximately 740,561 BMW vehicles in the US, as noted below, are potentially affected.

Series	Model Year	Model	Approx. Volume	Production Dates
E82	2008-2011	1 Series Coupe	12,401	Nov 2007 – Feb 2011
E88	2008-2011	1 Series Convertible	13,021	Nov 2007 – Feb 2011
E90	2007-2011	3 Series Sedan	305,352	Jul 2006 – Dec 2011
E91	2007-2011	3 Series Wagon	10,221	Jul 2006 – Aug 2011
E92	2007-2011	3 Series Coupe	54,544	May 2006 – Aug 2011
E93	2007-2011	3 Series Convertible	40,227	Nov 2006 – Aug 2011
E60	2007-2010	5 Series	114,750	Feb 2006 – Dec 2009
F10	2011	5 Series	19,656	May 2010 – Aug 2011
E61	2007	5 Series Wagon	1,442	Feb 2006 – Feb 2007
E83	2007-2010	X3 SAV	64,417	Aug 2006 – Aug 2010
F25	2011	X3 SAV	15,649	Nov 2010 – Sep 2011
E70	2007-2010	X5 SAV	68,770	May 2006 – Mar 2010
E85	2007-2008	Z4 Roadster	12,496	Jun 2006 – Aug 2008
E89	2009-2011	Z4 Roadster	5,868	Feb 2009 – Aug 2011
E86	2007-2008	Z4 Coupe	1,747	Sep 2006 – Aug 2008

Q2. What is the specific issue?

This issue involves the Positive Crankcase Ventilation (PCV) valve heater (“blow-by-heater”) which is designed to prevent the engine’s PCV valve from freezing. The electrical contacts of the PCV valve heater are coated with a plastic material. Irregularities in the manufacturing process could allow moisture to occur near the PCV valve heater and lead to a short circuit.

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

In rare cases, the plastic material could overheat, lead to smoldering, and possibly melting. In extremely rare cases, this could increase the risk of a fire.

Q4. Why are other vehicles not included in this Safety Recall?

Other models have different designs for the PCV valve heater.

Q5. Do I need to stop driving my vehicle?

No. The possibility of this issue occurring is extremely rare.

However, you should stop driving your vehicle if any of the following warning signs occur:

- You see smoke from the area near the engine compartment.
- You smell smoke, or a plastic burning odor.

If any of these warning signs occur, then as soon as possible, carefully move away from traffic, pull over to a safe location, and shut off the engine. All occupants should carefully exit the vehicle and move to a safe location away from traffic. Do not continue to drive your vehicle.

Safety Recall 17V-683
Positive Crankcase Ventilation (PCV) Valve Heater – (“Blow-By-Heater”)
Model Year 2007-2011
N51, N52, N52K, N52T
BMW 1 Series, 3 Series, 5 Series, X3 SAV, X5 SAV, Z4
Last Update: 10/30/2017

Dial 911 in the event of an emergency or contact an authorized BMW center immediately to have your vehicle brought to the nearest authorized BMW center for inspection and, if necessary, repair.

If an authorized BMW center is not available, then contact BMW Roadside Assistance at 1-800-332-4269. Please note that if you no longer have roadside coverage, you may be required to pay in advance for the towing service. However, BMW will reimburse you for the towing service after validation of the recall repair claim.

Q6. I am nervous about continuing to drive my vehicle. Can I get a loaner vehicle? Is alternate transportation available?

If you request a loaner vehicle and replacement parts are not available, we have directed our authorized BMW centers to assist customers with alternate transportation needs.

Q7. Can I determine if this issue exists in my vehicle?

No. This can only be determined through proper inspection at an authorized BMW center.

Q8. How did BMW become aware of the problem?

BMW became aware of the problem through our quality control procedures.

Q9. How will I be informed of this Safety Recall?

All affected owners will receive an initial letter in December via First Class mail advising them of this recall. Due to the large vehicle population, sufficient parts may not be immediately available to repair all vehicles. Therefore, affected owners will receive a second letter on a rolling basis as parts become available. When owners receive the second letter, they should promptly schedule an appointment with an authorized BMW center to have this recall performed. The nearest authorized BMW center can be located at www.bmwusa.com/dealers.

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

Q10. How will my vehicle be repaired?

The PCV valve heater will be inspected and a new part will be installed. In some cases, additional components may need to be replaced which will be determined at the time of repair.

Q11. How long will the repair take?

This repair should take approximately one to two hours, depending upon the specific repair necessary; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed **free of charge** by your authorized BMW center.

Safety Recall 17V-683
Positive Crankcase Ventilation (PCV) Valve Heater – (“Blow-By-Heater”)
Model Year 2007-2011
N51, N52, N52K, N52T
BMW 1 Series, 3 Series, 5 Series, X3 SAV, X5 SAV, Z4
Last Update: 10/30/2017

Q12. Do I have to wait for my letter to have my vehicle serviced?

Yes. Due to the large vehicle volume, a sufficient quantity of parts may not be immediately available for all potentially affected vehicles. Therefore, potentially affected owners will receive a second letter on a rolling basis. When you receive the second letter, you should promptly schedule an appointment with an authorized BMW center to have this recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealers.

Q13. 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.

Dealer Script:

Thank you for your call / inquiry regarding the current blower motor wiring (and or PCV Valve Heater) recall. I want to personally assure you that BMW of North America takes your safety and this situation very seriously. BMW has notified the National Highway Traffic Safety Administration, known as NHTSA, of our intent to recall approximately 1 million cars and SUV's.

Currently, we do not have a fixed date for the replacement parts.

Here's what I can tell you: If you own a potentially affected BMW vehicle, you will be sent a first-class letter in the mail within the next few weeks with more information on what you can do prior to availability of the replacements parts. Once the parts are available, owners will receive another letter with instructions on what to do to have the parts replaced.

While I certainly understand that this may not answer all your questions, I hope it helps a little to know what to expect in light of this recall. BMW is working as quickly as possible to address this situation and we very much appreciate your patience. In the meantime, more information can be found on our website: <https://www.bmwusa.com/> scroll to the bottom left side of the page and click: Safety Recalls, enter the last 7 digits of your VIN and click enter. This will provide you with the current Q&A document.

Thank you for calling us and we will be happy to help you as soon as parts become available.

Recall 17V - 683: SI B11 16 17 - Alternate Transportation Measures

Enhanced Car Rental Procedure (Mid to Long-Term Alternate Transportation)

Customer requests alternate transportation while they wait for their affected vehicle to be repaired, prior to providing the customer with alternate transportation:

- Fully complete the attached **Safety Recalled BMW Vehicle Condition/Assessment Form** (Save either as pdf or print and scan to attach to the email)
- Create an email with the Subject: Safety Recall Rental Request - VIN: ##### (Customer's VIN- last seven)
- In the body of the email, please include the start date of the rental, the part number(s) and or repair procedures that are not available and any other information that is relevant to the situation
- Provide a center contact person's name, phone number and email address.
- Please send this VIN-specific email to Recall.rentalrequest@bmwna.com with the completed **Safety Recalled BMW Vehicle Condition/Assessment Form** attached for review.
- A BMW NA representative will respond to your e-mail with instructions on how to proceed.

Alternate Transportation is Approved

Please provide the customer with a vehicle through one of our preferred third-party rental car providers (Hertz or Enterprise), BMW will reimburse the following:

BMW Rental Vehicles	<ul style="list-style-type: none">• Up to \$64.00 a day; plus any• Market surcharge (if applicable); plus the• CDW* (Collision Damage Waiver) protection - when the rental vehicle agreement "signee" accepts this "optional" coverage; plus• Taxes
Non-BMW Rental Vehicles	<ul style="list-style-type: none">• Up to \$44.00 a day; plus any• Market surcharge (if applicable); plus the• CDW* (Collision Damage Waiver) protection - when the rental vehicle agreement "signee" accepts this "optional" coverage; plus• Taxes

Invoice these allowable rental car expenses (Excluding fuel) as a separate line item on the repair order as outlined below.

Note: Aftersales Area Manager (AAM) "Field Authorization" (FAS) is not required.

Rental Vehicle Invoice - Required Information for Claim Submission

In order to be reimbursed for the above, your center must itemize the rental car invoice in the claim comments, please ensure that you always include the following information:

Rental Vehicle Invoice - Line items	Required Information to be provided
Brand of rental vehicle in use	BMW or Non-BMW Vehicle - Model year and description
Rental period	Total number of days
Market surcharge (If applicable)	Cost per day and the total amount
CDW* (Collision Damage Waiver)	Cost per day and the total amount
Taxes	Total amount

Recall 17V - 683: SI B11 16 17 - Alternate Transportation Measures

Other Optional Protection/Insurance Coverage

BMW will only reimburse the cost of the applicable Collision Damage Waiver (CDW)* protection that the rental vehicle agreement “signee” accepted.

***Note:** The Collision Damage Waiver (CDW), this may also be referred to as the Loss Damage Waiver (LDW) or the Physical Damage Waiver (PDW).

If your customer wants to obtain other optional protection or insurance coverage, for example:

- SLP/SLI/LIS (Supplemental Liability Protection or Insurance/Liability Insurance Supplement); and/or
- PAI (Personal Accident Insurance); and/or
- PEC (Personal Effects Coverage);

The cost of this optional coverage would be at the owner's/operator's expense.

Important Note

If the customer believes they have access to optional protection/insurance coverage that will apply to their loaner car or rental vehicle either through their credit card company and/or personal car insurance (including other drivers and/or total loss), please encourage them to verify if and what additional coverage is available to him or her.

SI B11 16 17: Safety-Recalled BMW - Vehicle Condition/Assessment Form

Please provide the following information: Date: _____

Center Number: _____ BMW Center Name: _____

Center Contact – Name: _____

Center Contact – Phone number: _____

Center Contact – email: _____

BMW Client's Name: _____

Client's BMW VIN (Last Seven): _____ **Model Year:** _____

BMW Model: _____ **Current Mileage:** _____

Safety Recall - Service Information bulletin number SI B 11 16 17 (17V - 683)

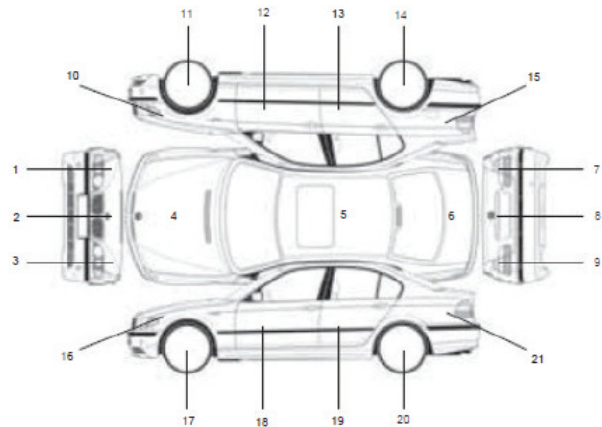
Type of Alternate Transportation provided to the Customer

Select the one that applies: AMP Rental (BMW) Rental (Non-BMW)

Overall and Specific Conditions of the Recalled BMW Vehicle

Select the overall condition below that applies:

- Very Good/Clean**
- Good/Clean**
- Average**
- Fair/Poor and below**



Item	V. Good	Good	Avg.	Poor	Comments (with the reference number as needed)
Paint					
Body					
Interior					
Carpeting					
Engine					
Transmission					
Axles					
Suspension					
Other Items/Installations/Issues				Comments (as applicable)	
BMW Approved Accessories					
Vehicle Modifications					
Aftermarket Equipment/Accessories					
CARFAX™ or other noted issues					

Please attach or scan/attach this form with the email being sent to Recall.rentalrequest@bmwna.com

SI B11 16 17 - Recalled BMW Vehicle: Owner/Operator Self-Storage Agreement Form

You, _____ are the owner/lessee of a model year _____
(Name Print)

BMW _____ VIN: _____ ("Vehicle") _____ ("Mileage")
(Last Seven)

You have been informed that your BMW Vehicle (referenced above) is subject to the following Safety Recall issued by BMW of North America, LLC ("BMW NA"):

Recall 17V - 683	Positive Crankcase Ventilation (PCV) Valve Heater
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The replacement part(s) and/or repair procedure to perform this Safety Recall repair are not available at this time.

The authorized BMW center is providing you with a loaner/rental vehicle to drive until BMW NA notifies you that the recall-related parts and/or repair procedure are available to be performed on your Vehicle, or until such time, the authorized BMW center requests you to return the loaner/rental vehicle, whichever occurs first.

The authorized BMW center will allow you to take your Vehicle (referenced above) home and store it (**outside when applicable and necessary**) while you are driving the loaner/rental vehicle.

You must therefore agree to the following:

- You will drive the Vehicle directly home, store it (as noted above) outside and not drive it again, other than to return it to the BMW center when the parts and/or repair procedure becomes available to perform the Recall repair
- You will store your Vehicle at your home, or another safe location of your choice, at your own risk
- You will ensure that the vehicle's keys are secured and inaccessible to others
- You will maintain your Vehicle and will not alter, modify or sell the Vehicle (except in the case of a leased vehicle, which you may return at the expiration of your lease, if that time pre-dates the availability of the replacement parts and/or repair procedure to perform the Recall)
- You understand that you will be responsible for any and all damages caused to the Vehicle if it is driven prior to the performance of the Recall repair, other than directly to or from the BMW center

By signing below, you expressly agree to all of the terms and conditions set forth herein.

Name (Print)

Name (Signature) Today's Date

Address (Print)

City/State/Zip (Print)

Telephone Number (OK to text message: Y / N) (Circle one)

Email(s)

Status: i.e., owner, lessor, lessee, operator, etc. (Print)