



SI B01 10 17  
Warranties

July 2018  
Technical Service

## M57Y FRONT AND REAR EXHAUST NOX SENSORS: LIMITED WARRANTY EXTENSION TO 10 YEARS/120,000 MILES

New information provided by this revision is preceded by this symbol .

This Service Information bulletin supersedes SI B01 10 17 dated June 2017

### What's New:

- Customer Notification Letter statement added
- Consequential repair statement added.
- Overlapping Labor Procedure statement added.

### MODEL

E70 (X5 xDrive35d) (M57Y Engine) Model Years 2009, 2010, 2011, 2012 and 2013 produced from 9/8/2008 to 6/27/2013	E90 (335d Sedan) (M57Y Engine) Model Years 2009, 2010 and 2011 produced from 7/25/2008 to 8/11/2011		
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**Note:** The “Model” information above is for informational purposes only, it is not the only deciding

factor.

To determine vehicle eligibility and that this coverage applies, always perform a VIN-specific DCSnet Warranty Inquiry first; please refer to the “Eligible Vehicles” section of this bulletin for further details.

### INFORMATION

For the above-referenced vehicles, BMW of North America, LLC (“BMW NA”) is extending the limited warranty for the **front and rear exhaust NOx sensors** to:

- **10 years/120,000 miles as determined by the vehicle’s original in-service date**

	<ul style="list-style-type: none"> <li>• Items #1 and #2: This “component-specific” limited warranty extension applies to defects in materials or workmanship.</li> <li>• This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.</li> </ul>
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**UPDATE!**

**Note:** This bulletin is notice of a “limited warranty extension.” This is NOT a notice of a

### Recall or Service Action.

There is no immediate repair required unless the BMW vehicle is currently experiencing this problem.

### Customer Notification Letter

Even though this is NOT a Recall, BMW NA will be sending VIN-specific customer notification letters in a phased release.

## ELIGIBLE VEHICLES

To assist you in identifying those vehicles that have this “component-specific” extended limited warranty coverage, the DCSnet Warranty Vehicle Inquiry has been updated with the VIN and Component-specific “Vehicle Comment” shown below:

**For this vehicle, the front and rear exhaust NOx sensors limited warranty for defects in materials or workmanship has been extended to 10 year/120,000 mile as determined from the original in-service date. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks. Please see SI B01 10 17 (DC 11 78 90 02 00)**



**UPDATE!**

**Note:** Before performing a repair and submitting a claim under this extended coverage, first

confirm that the vehicle has the above “Notice of Limited Warranty Extension” in the DCSnet Warranty Inquiry “Vehicle Comments” section.

If the vehicle has the above flag, the vehicle was determined to be eligible and included by meeting all of the applicable criteria, for example:

- **Series;**
- **Models;**
- **Engine type;**
- **Model Years;**
- **Production date (strictly by the mm/dd/yyyy version, in AIR dd/m/yyyy).**

Based on applying all of the above criteria, if you have ELW eligibility and/or coverage questions, please contact the Warranty department through IDS by selecting “Coverage, Policy and Coding” **prior** to performing any repairs.

## PROCEDURE

When a vehicle arrives at center experiencing a NOx sensor-related issue, perform diagnosis with the latest version of ISTA. As necessary, perform the corresponding test plan, based on the following results that apply, the:

- NOx sensor(s) seven digit part number does not display (one or both); or the
- NOx sensor(s) seven digit part number that displays is the old version part (one or both); and/or the
- NOx sensor(s) (one or both) are defective;


Then, as applicable, replace either the:

- NOx Sensor before the SCR Catalytic Converter; or the
- NOx Sensor after the SCR Catalytic Converter; or
- Both NOx Sensors, before and after the SCR Catalytic Converter;

## PARTS INFORMATION



**Note:** Please refer to the Electronic Parts Catalog (ETK/EPC), using the customer's VIN to locate the applicable replacement part numbers.

- Only order these parts in the **quantities needed to address** customers' vehicles that have confirmed failures.
-  Also refer to ETK/EPC and the ISTA repair instructions for onetime-use fasteners/screws and other information regarding repair-related gaskets, seals, fluid and/or lubricants that also need to be replaced/used and claimed.

## WARRANTY INFORMATION

The front and rear exhaust NOx sensors limited warranty extension to 10 years/120,000 miles applies to "eligible US-specification BMW vehicles" that are registered, operated and have their covered repair performed by an authorized BMW center in the United States (including Puerto Rico).

**The existing limited warranty coverage for the whole vehicle and other components has not changed.**

This coverage supersedes the coverage that is provided under the BMW Certified Pre-Owned Program or any BMW Group Vehicle Service Contract that applies to the vehicle.

Should the exhaust NOx sensor(s) fail again, these components are covered by the remaining portion of the extended limited warranty coverage period.

### Non-Qualifying Repairs

Non-US specification vehicles, ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues are not covered under the terms of this limited warranty extension.

### Qualifying Repairs - Claim Submission

Claim this work with the defect code and labor operations provided below that apply.

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<b>Defect Code:</b>	<b>1178900200</b>	 <b>E70 E90 M57Y Nitrogen Oxide Sensor</b>
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### Replacing the NOx Sensor before the SCR Catalytic Converter

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 65 001	12 FRU (E70); 11 FRU (E90)	Performing "vehicle test," replace the NOx sensor before the SCR catalytic converter and delete fault memory entries (Main work)
Or:		
00 65 500	10 FRU (E70); 9 FRU (E90)	Performing "vehicle test," replace the NOx sensor before the SCR catalytic converter and delete fault memory entries (Plus work – Vehicle is already in the workshop)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 65 500 instead of 00 65 001.

Or:

### Replacing the NOx Sensor after the SCR Catalytic Converter

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 65 002	9 FRU (E70); 11 FRU (E90)	Performing "vehicle test," replace the NOx sensor after the SCR catalytic converter and delete fault memory entries (Main work)
Or:		
00 65 501	7 FRU (E70); 10 FRU (E90)	Performing "vehicle test," replace the NOx sensor after the SCR catalytic converter and delete fault memory entries (Plus work – Vehicle is already in the workshop)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 65 501 instead of 00 65 002.

Or:

### Replacing the NOx Sensors before and after the SCR Catalytic Converter

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 65 003	15 FRU (E70); 16 FRU (E90)	Performing "vehicle test," replace the NOx sensors before and after the SCR catalytic converter and delete fault memory entries (Main work)
Or:		
00 65 502	14 FRU (E70); 15 FRU (E90)	Performing "vehicle test," replace the NOx sensors before and after the SCR catalytic converter and delete fault memory entries (Plus work – Vehicle is

		already in the workshop)
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If you are using a Main labor code for another repair, use the Plus code labor operation 00 65 502 instead of 00 65 003.

The vehicle test includes 00 00 006/556 and 51 21 528, connecting an approved battery charger/power supply (indicated in KSD2 as “Charging battery”).

And, as necessary:

Labor Operation:	Labor Allowance:	Description:
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module

Work time labor operation code 61 00 006 is not considered a Main labor operation; however, it does require an individual punch time and explanation on the repair order and in the claim comments.

And, if necessary:

#### Sublet – Bulk Materials

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

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

#### Consequential Repair

When additional work and/or parts are required as a “**direct result**” of performing the repair that addresses the issue outlined in this Service Information bulletin, claim these items under the defect code listed above together with the corresponding labor operations listed in the KSD2/AIR.

Please explain the reason for this consequential repair work (the why and what) on the repair order and in the claim comments section.

#### Overlapping Labor Procedure

If invoicing the KSD2/AIR flat rate labor operation codes for other repair work results in overlapping labor, for those flat rate labor operations that are affected, you can now:

- Replace the stated KSD2 “FRU allowance” with a “reduced FRU value” to eliminate the overlapping labor.

For help in identifying the overlapping labor, please refer to the AIR FRU Plausibility Check (Overlapping Labor Tool) that is located in the AIR Client.

Eligible other repair work being claimed under a different defect code will require separate punch times.

On the repair order and in the claim comment section, please identify and itemize those labor operations being claimed with a “reduced FRU value.”

## Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement

Under this extended limited warranty, BMW of North America, LLC will provide reimbursement for “qualifying customer-pay repairs” that were performed on an eligible vehicle prior to the release of this component-specific limited warranty extension.

Customer-pay repairs are subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

### Repairs that do not Qualify for Reimbursement

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues. This exclusion also applies to repairs that were performed using (including those repairs that result from using) non-genuine BMW parts and/or used BMW passenger car or light truck parts.

### Requesting Reimbursement for a Previous Repair that Qualifies

For a customer to request reimbursement for a “qualifying customer-pay repair” performed either by an authorized BMW center or independent repair shop located in the United States (including Puerto Rico), please have him/her submit his/her reimbursement request “online” at [www.BMW-RP.com](http://www.BMW-RP.com) under the following reference:

- **B-ELWR 2017 Front/Rear Exhaust NOx Sensors 10Y120M**

### Reimbursement Request Procedure

The online process is initiated by attaching/sending “PDF files” of the supporting documentation for the “prior repair.”

The website and attached sample customer letter provides information as to “what” documentation is needed to be supplied to support a prior repair.

The letter also includes alternative methods to request reimbursement, either through the mail or by fax as described below:

BMW Customer Reimbursement Center

Attention: B-ELWR 2017 Front/Rear Exhaust NOx Sensors 10Y120M

P.O. Box 561089

Dallas, Texas 75356

Fax number: 877-434-2992

Please allow 4-6 weeks for processing your request.

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

### BMW Owner/Operator Inquiries and Assistance

For all other questions, please contact the BMW’s Customer Relations and Services via email at [Customerrelations@bmwusa.com](mailto:Customerrelations@bmwusa.com) or via telephone at 1-800-831-1117.

Posted: Monday, July 9, 2018

## ATTACHMENTS

View PDF attachment [B011017 NOx Sample Cust Letter](#).

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8-777-00898-0000001-001-1-000-000-000-000



June 2017

This **“Important Limited Warranty”** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **WBAWA4900AAA**.

Dear BMW Owner/Lessee:

BMW is committed to delivering the ultimate in product satisfaction to our customers.

Towards that end, BMW is extending the limited warranty for the exhaust system's:

- **NOx Sensors**

On the above-referenced vehicle to:

- **10 years/120,000 miles as determined by your vehicle's original in-service date.**

This “component-specific” limited warranty extensions apply to defects in materials or workmanship. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

**This is notice of a “limited warranty extension.” This is not a notice of a Recall or Service Action.**

If a repair to one or more of these component is required, please contact your nearest authorized BMW center in the United States or Puerto Rico to schedule an appointment. Your authorized BMW center will determine the vehicle's eligibility and review the scope of repairs that are covered by this component-specific limited warranty extension(s).

After vehicle inspection and diagnosis, eligible repair work will be performed by the authorized BMW center in the United States (including Puerto Rico) free of charge.

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues are not covered by this limited warranty extension. This exclusion applies to repairs, including consequential, that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

The integrity of our products is essential to BMW's success and our customers' trust. We are determined to exceed your expectations and hope this warranty extension further enhances your ownership experience.

Sincerely,

BMW of North America, LLC

**Company**

BMW of North America, LLC

BMW Group Company

**Mailing Address**

PO Box 1227  
Westwood, NJ  
07675-1227

**Telephone**

(800) 831-1117

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Customerrelations@  
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**Website**

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## Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement

BMW of North America, LLC



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**SAMPLE**

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Under these extended limited warranties, BMW of North America, LLC (“BMW NA”) will provide reimbursement for “qualifying customer-pay repairs” that were performed on an eligible vehicle **prior** to the release of these component-specific limited warranty extensions.

Customer-pay repairs are subject to the applicable vehicle and coverage eligibility requirements, exclusions and limitations that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

### Repairs that do not Qualify for Reimbursement

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues. This exclusion applies to repairs, including consequential, that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

### Requesting Reimbursement for a Previous Repair that Qualifies

If you previously had a “qualifying customer-pay repair” performed either by an authorized BMW center or independent repair shop located in the United States (including Puerto Rico), please submit your reimbursement request “online” at [www.BMW-RP.com](http://www.BMW-RP.com) under the appropriate reference:

#### Covered Component Code

B-ELWR 2017 Front/Rear Exhaust NOx Sensors 10Y120M

To initiate the online process, you will be asked to attach PDF files of the required documentation as outlined in the reimbursement checklist on the next page.

### Alternative Method to Request Reimbursement

Alternatively, you may mail or fax your request and documentation to:

BMW Customer Reimbursement Center  
Attention: B-ELWR 2017 Front/Rear Exhaust NOx Sensors 10Y120M  
P.O. Box 561089  
Dallas, TX 75356  
Fax number: 877-434-2992

**Please allow 4-6 weeks for processing your request.**

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

For all other questions, please contact BMW’s Customer Relations and Services via email at [Customerrelations@bmwusa.com](mailto:Customerrelations@bmwusa.com) or via telephone at 1-800-831-1117.

Please have your 17-character Vehicle Identification Number (VIN) available and include the VIN with all communications.

**NOx Sensors for exhaust system  
Limited Warranty Extension to 10 Years/120,000 Miles  
Previous Customer-pay Repair Reimbursement – Documentation Checklist**



**BMW of North America, LLC**

Reimbursement is available to the BMW Owner/Lessee who incurred the expense.

When submitting a reimbursement for a previous repair, please provide **legible copies** of the following documentation and include your VIN, name, address and your preferred contact telephone number(s):

**Repair Order (RO) or Invoice**

This document should include the following information:

- Customer name and address
- Vehicle Identification Number ("VIN")
- The date of repair
- The mileage when the repair was performed
- Itemized breakdown of the labor charges for all repairs\* including diagnosis
- Itemized breakdown of the parts, including any miscellaneous items, billed for all repairs\*

\*For repair orders containing multiple repair line items, only the specific line item expenses that relate to the component that is covered by this extended limited warranty will be considered for reimbursement.

**Proof of Payment**

Please provide a copy of at least **one** of the following items as valid proof of payment:

- Repair order (RO)/invoice stamped and dated as "PAID"
- Copy of a cancelled check
- Copy of a signed credit/debit card receipt
- Copy of a credit/debit card statement

**Determining if an eligible vehicle's repair qualifies for reimbursement:**

Please use the following questions to review your repair order documentation prior to submitting a reimbursement request:

1. Why was the vehicle brought into the repair facility?
2. What was the repair facility's diagnosis?
3. What did the repair facility do to correct the concern and does it qualify?