



This Service Information bulletin supersedes SI B01 16 15 **dated July 2015**.

NEW designates changes to this revision

SUBJECT

NEW An "Add Engine Oil" Check Control Message Displays

MODEL

All

SITUATION

Prior to a "Due" engine oil service, a customer may contact your center or arrive at your workshop stating the vehicle is displaying a message to "add engine oil" to the crankcase.

To assist your center in helping these customers and increase their satisfaction, this bulletin provides a procedure for addressing this concern.

This new procedure becomes effective with repair order/claim dates on or after August 17, 2015.

PROCEDURE

When a vehicle arrives at your center, as described in the "Situation" above, please perform a key read to evaluate the vehicle's current "Key Data" through the ISPA Light application.

If the "Engine oil" Service task:

- Shows "Recommended" in the Service status "field," or it
- "Qualifies" to be performed based on the "60-day Bundling" procedure (See [SI B01 06 13](#)).

Perform the "Engine oil" Service task and "reset" the CBS data.

If the "Engine oil" Service task does not qualify to be performed:

- Top-up the engine oil in the crankcase.

Submit for the quantity of engine oil needed as outlined below in the Warranty Information section.

PARTS INFORMATION

Part Number	Description	Quantity
As applicable*	BMW Engine Oil (1 liter)	As needed

*Please refer to [SI B11 01 15](#) and/or the BMW Chemical Program for information on the recommended engine oils.

Your center's standard BMW Maintenance program parts reimbursement rate applies.

WARRANTY INFORMATION

Covered under the terms of the BMW Maintenance Program when it is "active" on the vehicle.

Reimbursement for the procedure outlined above, parts only with no labor, will be via normal claim entry utilizing the following information:

Defect Code:	87 11 01 00 MP	Topping Up Engine Oil
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NEW Expedited Engine Oil Top-up Service Procedure

NEW To speed up this process, there is **no need** to open a Repair Order and get the customer's signature "at the time" the top-up service is performed.

NEW To help with claim submissions, when claiming for these reimbursements, maintain a VIN list of the engine oil top-ups performed that contains at least the following information:

VIN (Last seven)	Service Advisor	Top-Up Date	Quantity	Part Number
AB12345	John Smith	9/1/2015	2 Liters	83 21 2 365 946
CD23456	Bob Jones	9/2/2015	1 liter	83 21 2 365 949

NEW Periodically, based off this list:

- **NEW** Create and open a RO "for each specific VIN" for which an engine oil top-up service was "performed on" (a customer's signature is not required for this repair alone); then
- **NEW** Create a corresponding DCSnet claim for the reimbursement.

NEW **The above process is not mandatory, the process is only being provided to help your center expedite the oil top up process when the customer is at your center.**

NEW The standard 30-day claim submission policy, based on the date of top-off was performed, still applies unless otherwise required by state law.

Centers using Bulk Supply Engine Oil

Please refer to [SI B01 09 15](#) for claiming the one-tenth liter part numbers for claim submission (1 liter = 10 "one-tenths").

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