



SI B01 17 15
Warranties

January 2016
Warranties

This Service Information bulletin supersedes SI B01 17 15 **dated December 2015**.

NEW designates changes to this revision

SUBJECT

N54T Engine Fuel Injectors – Limited Warranty Extension to 10 Years/120,000 Miles

MODEL

E82 (1 Series M Coupe)

Model Year 2011 produced from 10/26/2010 to 10/28/2011

E89 (Z4 sDrive35is)

Model Year 2011 produced from 9/16/2009 to 8/30/2011

E92 (335is Coupe)

Model Years 2011 and 2012 produced from 11/18/2009 to 6/27/2012

E93 (335is Convertible)

Model Years 2011 and 2012 produced from 10/22/2009 to 6/29/2012

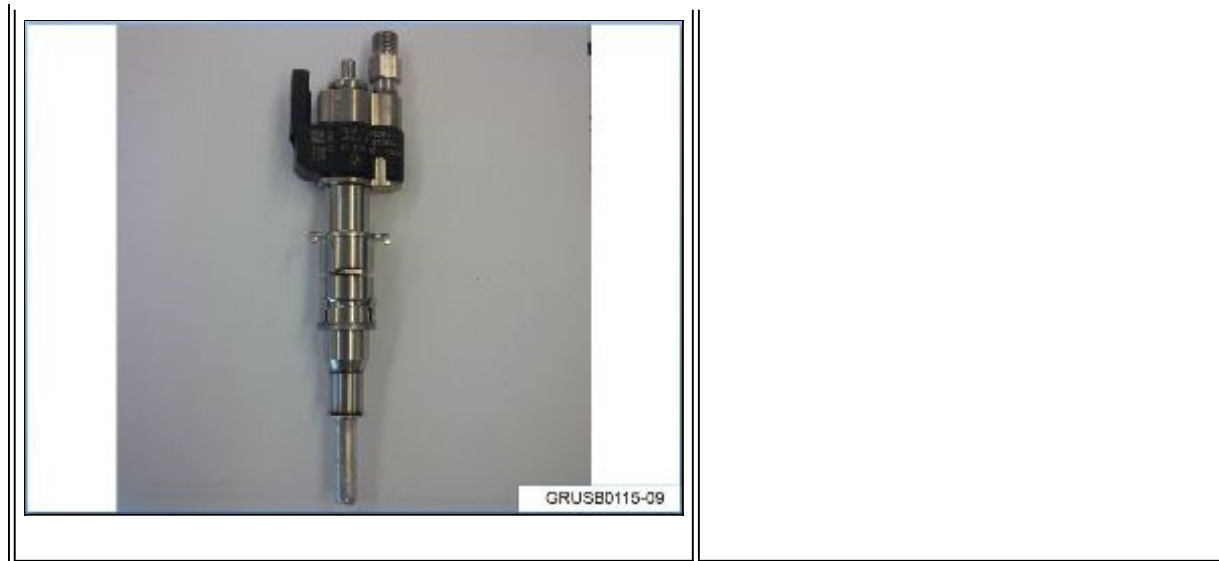
With the N54T engine

INFORMATION

For the above-referenced vehicles, BMW of North America, LLC (“BMW NA”) is extending the limited warranty for the **fuel injectors** to:

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

	<p>This “component-specific” limited warranty extension applies to defects in materials and workmanship and is 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.</p>
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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 – VIN and Component-specific Warranty Extension

Even though this is **NOT** a Recall, BMW NA will be sending VIN-specific customer notification letters in a phased release during the **first quarter of 2016**.

ELIGIBLE BMW VEHICLES

To assist you in identifying the eligible vehicles, the DCSnet Warranty Vehicle Inquiry **will be updated shortly** with the “Vehicle Comment” shown below:

BMW NA has extended the limited warranty for the engine fuel injectors on this vehicle to 10 years/120,000 miles as determined from the original in-service date. This component-specific limited warranty extension is subject to all 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. Please see SI B01 17 15.

Note: Always check the DCSnet Warranty Vehicle Inquiry “Vehicle Comments” and the “Repair History (Claims)” sections first, before performing any repairs.

PARTS INFORMATION

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

Important Notes:

- **Only order these parts in the quantities needed to address customers’ vehicles that have confirmed failures.**

- **“Only in conjunction with” parts:** When applicable, this ETK/EPC item identifies additional part(s) that must also be replaced/installed together with the replacement of the fuel injectors. These “required” additional items are also covered “in-conjunction” and under the terms of this extended limited warranty.
- Also refer to ETK/EPC and the 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 engine fuel injectors 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).

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 fuel injectors fail again, they are covered by the remaining portion of the extended limited warranty coverage period.

The existing limited warranty coverage for all other parts **has not** changed.

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 the labor operations provided below that apply as needed.

Defect Code:	13 53 90 98 00
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Replacing One (1) Fuel Injector

Labor Operation:	Labor Allowance:	Description:
00 62 093	Refer to KSD2	Replacing one (1) fuel injector system (Main work)
Or:		
00 62 597	Refer to KSD2	Replacing one (1) fuel injector (Plus Work – Vehicle already in the workshop)

And, as necessary:

For Each Additional Fuel Injector Two (2) to Five (5)

Labor Operation:	Labor Allowance:	Description:
00 62 599	Refer to KSD2	Replacing one (1) additional fuel injector, two (2) total
And again for three:		
00 62 599	Refer to KSD2	Replacing two (2) additional fuel injectors, three (3) total
And again for four:		
00 62 599	Refer to KSD2	Replacing three (3) additional fuel injectors, four (4) total
And again for five:		
00 62 599	Refer to KSD2	Replacing four (4) additional fuel injectors, five (5) total

Or:

Replacing All Six (6) Fuel Injectors

Labor Operation:	Labor Allowance:	Description:
NEW 00 62 094	Refer to KSD2	Removing or installing or replacing all fuel injectors (Main work)
Or:		
00 62 598	Refer to KSD2	Removing or installing or replacing all fuel injectors (Plus Work – Vehicle already in the workshop)

And:

Sublet Materials - Drained fluids/Refrigerant as Applicable

Sublet Code 4	See sublet reimbursement calculation below	Reimbursement for used quantities of required operating fluids and materials (applicable BMW part numbers. Do not use these part numbers for claim submission)
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Sublet calculation: Reimbursement for used quantities of required operating fluids and materials (applicable BMW part numbers) at dealer net plus handling.

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

Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement

Under this extended limited warranty, 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 this component-specific limited warranty extension.

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.

Overlapping Labor – Associated and/or Other Repairs

When other repair work is being performed with this repair work and if claiming the corresponding labor operations results in overlapping labor, invoice and claim work time labor operation 00 50 000 for the “additional time (FRU)” to perform the other repair instead (minus the overlap).

On the repair order and in the claim comment section, please identify the labor operations that labor operation code 00 50 000 replaces and itemize the claimed FRU amount.

Work time labor operation code 00 50 000 is not considered a Main labor operation.

Associated Repairs: When work time labor operation 00 50 000 is used as an extension of the repair outlined in this bulletin, a separate defect code and punch time(s) are not required.

Other Repairs: When work time labor operation 00 50 000 is used for work that will be claimed under a different defect code, separate punch time(s) are required.

Requesting Reimbursement for a Previous Repair that Qualifies

Note: The reimbursement request options that follows are planned to be available on or after the week of 01/11/2016.

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 under the following reference:

- **B-ELWR 2015 Fuel Injectors 10Y120M**

Reimbursement Request Procedure

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

The website, the customer-pay reimbursement attachment to this bulletin and the soon to be mailed customer letters all provide information as to “what” documentation is needed to be supplied to support a prior repair.

Alternative methods to request reimbursement, either through the mail or by fax, are also provided.

A copy of the “Customer-pay” reimbursement attachment may be printed and provided to the customer.

Repairs that do not Qualify for Reimbursement

Repairs performed on ineligible vehicles, eligible vehicles operated and had their repair performed outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues.

ATTACHMENTS

View PDF attachment [B011715 Prior Customer-pay Repairs.](#)

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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.

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 under the following reference:

- **B-ELWR 2015 Fuel Injectors 10Y120M**

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

Alternative Method to Request Reimbursement

Mail or fax your request and documentation to:

BMW Customer Reimbursement Center
Attention: B-ELWR 2015 Fuel Injectors 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.

For all other questions, please contact the BMW’s Customer Relations and Services via email at 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.

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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 qualifying 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 pertain to the recall repair 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?