

SI B01 04 18  
WarrantiesApril 2019  
Technical Service

## N47T/N57T DIESEL PARTICULATE SENSOR: LIMITED WARRANTY EXTENSION TO 10 YEARS/120,000 MILEAGE

This Service Information bulletin supersedes SI B01 04 18 dated April 2018

### What's New:

- The bulletin was reformatted.
- The MY 2016 F25 (X3 xDrive28d) was added to this bulletin
- The Situation and Correction section information added

### MODEL

F02 (740Ld xDrive) (N57T Engine) Model Year 2015 produced 2/13/2014 to 5/8/2015	F10 (535d Sedan) (N57T Engine) Model Years 2014 and 2015 produced 7/8/2013 to 6/26/2015	F10 (535d xDrive Sedan) (N57T Engine) Model Year 2014 and 2015 produced 7/4/2013 to 6/26/15	F15 (X5 xDrive35d) (N57T Engine) Model Years 2014 and 2015 produced 8/12/2013 to 11/23/2015
F25 (X3 xDrive28d) (N47T Engine) Model Year 2015 and 2016 produced 3/10/2014 to 3/31/2016	F30 (328d Sedan) (N47T Engine) Model Years 2014 and 2015 produced 6/24/2013 to 6/22/2015	F30 (328d xDrive Sedan) (N47T Engine) Model Years 2014 and 2015 produced 6/25/2013 to 6/19/15	F31 (328d xDrive Sports Wagon) (N47T Engine) Model Years 2014 and 2015 produced 6/21/2013 to 6/30/2015



**Note:** The "Model" information above is for informational purposes only, it is not the only deciding factor.

To determination 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.



**Note:** The MY 2016 F25 (X3 xDrive28d) vehicles were added to this bulletin April 2019.

### ELIGIBLE VEHICLES

To determination a vehicle's eligibility and to confirm this coverage applies, always perform a VIN-specific DCSnet Warranty Inquiry first.

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:

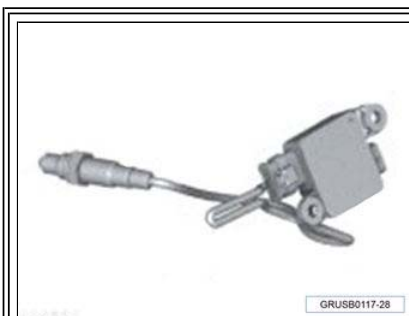
**SI B01 04 18: For this vehicle, the diesel particulate sensor limited warranty for defects in materials or workmanship has been extended to 10 year/120,000 mile as determined from the original in-service date. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks (DC 13 62 90 01 00).**

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 repair.

## INFORMATION

For the eligible vehicles, BMW of North America, LLC ("BMW NA") is extending the limited warranty for the vehicle's **diesel particulate sensor** to:

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



- This "component-specific" limited warranty extension applies 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.



**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.

**UPDATE!**

## SITUATION

While the vehicle experiences NO power loss while driving, the malfunction indicator lamp (MIL) lights up and one or more of the following faults are entered in the DDE fault memory:

2BB700 - Sensor protection tube of particulate sensor clogged
2BB600 - Particulate sensor, diagnosis feedback: Measuring electrode, shunt detection
2BB500 - Particulate sensor, diagnosis feedback: Measuring electrode, electrical defect on + pole
2BB400 - Particulate sensor, diagnosis feedback: Measuring electrode, electrical defect on - pole
2BB300 - Particulate sensor, diagnosis feedback: Measuring electrode, self-diagnosis
2BB200 - Particulate sensor, diagnosis feedback: Refrigerant circuit, self-diagnosis
2BA200 - Particulate sensor, plausibility

2BA100 - Particulate sensor, diagnosis feedback: Low-temperature measurement, electrical
2BBA00 - Particulate sensor, plausibility
2B9E00 - Particulate sensor, diagnosis feedback: Refrigerant circuit, electrical defect
2F9500 - Particulate sensor, diagnosis feedback: Measuring electrode, regeneration incomplete

## CORRECTION

Verify the eligible vehicles current i-Level, if it is not at target integration level of:

- 17-07-501 or higher, program and encode the vehicle first.

If the eligible vehicle is at target integration level of 17-07-501 or higher:

- Perform the corresponding test module(s) and follow the repair instructions.

## 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.
- **“Only in conjunction with” parts:** When applicable, if ETK/EPC item identifies additional part(s) that must also be replaced/installed “in-conjunction” with performing a covered repair, these “required” additional items are also covered 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 diesel particulate sensor component-specific (including the related vehicle programming) 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 diesel particulate sensor fail again, this component is 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

As instructed by the test module(s), claim for the corresponding work performed with the defect code and the applicable labor operation(s) provided below.

<b>Defect Code:</b>	<b>1362900100</b>	<b>F10 F15 F25 F3x N47T N57 T (US) diesel particulate sensor</b>
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**F25 (X3 xDrive28d N47T), F30 (328d Sedan N47T) F30 (328d Sedan xDrive N47T) and the F31 (328d SW xDrive N47T):**

- **Vehicle is not at the specified "Target" integration level of 17-07-501 or higher**

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 65 148	Refer to AIR	Check and replace particulate sensor, program/encode control unit(s) (includes connecting an approved battery charger/power supply and performing a vehicle test) (Plus work)
Or:		
00 65 700	Refer to AIR	Check and replace particulate sensor, program/encode control unit(s) (includes connecting an approved battery charger/power supply and performing a vehicle test) (Plus work)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 65 700 instead of 00 65 148.

Or:

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 65 147	Refer to AIR	Check particulate sensor, program/encode control unit(s) (includes connecting an approved battery charger/power supply and performing a vehicle test) (Main work)
Or:		
00 65 699	Refer to AIR	Check particulate sensor, program/encode control unit(s) (includes connecting an approved battery charger/power supply and performing a vehicle test) (Plus work)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 65 699 instead of 00 65 147.

Or:

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 65 149	Refer to AIR	Perform vehicle diagnosis (including the applicable test module), program/encode control unit(s) (includes connecting an approved battery charger/power supply) (Main work)

Or:		
00 65 701	Refer to AIR	Perform vehicle diagnosis (including the applicable test module), program/encode control unit(s) (includes connecting an approved battery charger/power supply) (Plus work)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 65 701 instead of 00 65 149.

Or, for the:

**F02 (740Ld xDrive N57T), F10 (535d Sedan N57T), F10 (535d xDrive Sedan N57T) and the F15 (X5 xDrive 35d N57T):**

- **Vehicle is not at the specified “Target” integration level of 17-07-501 or higher**

Labor Operation:	Labor Allowance:	Description:
00 65 150	Refer to AIR	Perform vehicle diagnosis, program/encode control unit(s) (includes connecting an approved battery charger/power supply, performing a vehicle test and applicable test modules) (Main work)
Or:		
00 65 702	Refer to AIR	Perform vehicle diagnosis, program/encode control unit(s) (includes connecting an approved battery charger/power supply, performing a vehicle test and applicable test modules) (Plus work)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 65 702 instead of 00 65 150.

### Programming and Encoding - Vehicle Control Units

- A. The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software i-level. If one or more control module failures occur during this programming procedure:

- Please claim this consequential control module-related repair work under the defect code listed in this bulletin with the applicable AIR labor operations.

Please explain this additional work (The why and what) on the repair order in the claim comments section.

- B. For control module failures that occurred prior to performing this programming procedure; and/or  
C. Other work/repairs that results from performing ISTA diagnostics and the related test plans:

- When covered under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations (including diagnosis) in AIR.

Or, for:

**All vehicles when a programming/encoding procedure is not necessary and a covered diesel particulate sensor repair has been performed:**

- **Vehicle is already at the specified “Target” integration level of 17-07-501 or higher**

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 00 006	Refer to AIR	Performing “vehicle test” (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to AIR	Performing “vehicle test” (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to AIR	Connect an approved battery charger/power supply
And, as necessary:		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module
And:		
13 62 668	Refer to AIR	Replace diesel particulate sensor (after vehicle diagnosis)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006.

Refer to AIR for the corresponding flat rate unit (FRU) allowances.

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

During the same workshop visit, if a vehicle also requires another Technical Campaign or repair that also includes programming and encoding the control units, the programming procedure may only be invoiced one time.

### **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.

**Note:** The **MY 2016 F25 (X3 xDrive28d) vehicles** were added to this bulletin April 2019.

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 2018 N47/57T Diesel Particulate Sensor 10Y120M**

#### **Reimbursement Request Procedure**

The online process is initiated by attaching/sending “PDF files” of the supporting documentation for the “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 2018 N47/57T Diesel Particulate Sensor 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.

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## **ATTACHMENTS**

View PDF attachment [B010418\\_Sample Cust Letter](#).

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4-777-T343E-0000004-001-000-000-000-000

JOHN DOE  
123 ANY STREET PAPERTOWN NJ,  
12345

April 2018

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

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 engine’s:

- **Diesel Particulate Sensor**

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 this 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

B-ELWR 2018 N47T/N57T Diesel Particulate Sensor 10Y120M

777-3000-0714

**Company**  
BMW of North America, LLC  
BMW Group Company

**Mailing Address**  
PO Box 1227  
Westwood, NJ  
07675-1227

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

### BMW of North America, LLC

April 2018

#### VIN DDDDDDDDDDDDDDDDDDD

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 following reference:

##### Covered Component Code

B-ELWR 2018 N47T/N57T Diesel Particulate Sensor 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 2018 N47T/N57T Diesel Particulate Sensor 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.

## N47T/N57T Diesel Particulate Sensor: 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 components that are 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?