



SI B01 02 19  
Warranties

April 2019  
Technical Service

## E71 (X6 WITH N63 ENGINE) FUEL INJECTORS: LIMITED WARRANTY EXTENSION TO 10 YEARS/120,000 MILES

### MODEL

E71 (X6 xDrive50i) (N63 Engine) Model Year 2014 produced 3/27/2013 to 6/25/2014			
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**Note:** The Model information above is for informational purposes only, it is not the only deciding

factor.

### 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:

<p><b>Please see SI B01 02 19 (DC 13 53 90 04 00). For this vehicle, the Fuel Injector(s) 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.</b></p>
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**Note:** Before performing a repair and submitting a claim, first confirm that the vehicle has the above Notice of Limited Warranty Extension in the DCSnet Warranty Inquiry Vehicle Comments section.

If you have ELW eligibility and/or coverage questions, please contact the Warranty department through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections prior to performing any repair.

### INFORMATION

For the eligible vehicles, BMW of North America, LLC (BMW NA) is extending the limited warranty for the vehicles **Fuel Injector(s)** 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 is sending VIN-specific customer notification letters.

## SITUATION

The vehicles engine is experiencing either a long crank/starting duration, engine misfires/rough running with black smoke emitting from the exhaust tailpipes and the spark plugs maybe wet fouled with fuel).

The malfunction indicator lamp (MIL) lights up and one or more of the following faults are entered in the DME fault memory:

29E0 - Mixture control	2B1A - Engine misfires, cylinder 5
29E1 - Mixture control 2	2B1B - Engine misfires, cylinder 6
2B16 - Engine misfires, cylinder 1	2B1C - Engine misfires, cylinder 7
2B17 - Engine misfires, cylinder 2	2B1D - Engine misfires, cylinder 8
2B18 - Engine misfires, cylinder 3	2B22 - Engine misfires, several cylinders
2B19 - Engine misfires, cylinder 4	2B23 - Engine misfires

## CORRECTION

While there are many and various possible causes, this Service Information bulletin specifically addresses the above Situation when it is caused by one or more failed engine fuel injectors that are either leaking or defective.

Replace the engine fuel injector(s), and consequentially, the corresponding spark plug(s) when necessary as determined by performing ISTA diagnostics and the related test plans.

Additionally, repairs to address other stored faults in the DME fault memory which requires the replacement of failed engine fuel injector(s) are also covered under the terms of this components extended time and mileage coverage that is described in this bulletin.

**Engine fuel injector(s) issues, including any required consequential work, that results from the use improper or contaminated fuel is not covered by the vehicles limited warranty or this extended limited warranty because this is not a defect in materials or workmanship of the component involved.**

## 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

This component-specific 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 this component fail again, it 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

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

<b>Defect Code:</b>	<b>1353900400</b>	<b>E71 N63 US injector</b>
<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 (indicated in AIR as Charging battery)
And, as necessary		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module

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.

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.

And:

#### Replacing Injector(s) on Cylinder Bank 1 (Cylinders 1 to 4)

Labor Operation:	Labor Allowance:	Description:
13 53 721	Refer to AIR	Replace one injector in cylinder bank 1
And, if applicable:		
13 53 724	3 FRU	Replace one additional injector (Two total)
And, if applicable:		
13 53 724	3 FRU	Replace two additional injectors (Three total)
And, if applicable:		
13 53 724	3 FRU	Replace three additional injectors (Four total)

And/or:

#### Replacing Injector(s) on Cylinder Bank 2 (Cylinders 5 to 8)

Labor Operation:	Labor Allowance:	Description:
13 53 722	Refer to AIR	Replace one injector in cylinder bank 2
And, if applicable:		
13 53 724	3 FRU	Replace one additional injector (Two total)
And, if applicable:		
13 53 724	3 FRU	Replace two additional injectors (Three total)
And, if applicable:		
13 53 724	3 FRU	Replace three additional injectors (Four total)

Or:

#### Replacing all Eight Injectors

Labor Operation:	Labor Allowance:	Description:
13 53 585	Refer to AIR	Replace all injectors

And, as necessary

#### Replacing One to Eight Spark Plugs

Labor Operation:	Labor Allowance:	Description:
12 12 522	Refer to AIR	Removing and installing/renewing all spark plugs

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

And, as needed:

#### **Sublet – Bulk Materials**

<b>Sublet Code 4</b>	See the sublet reimbursement calculations below	Reimbursement for the repair-related bulk material (Do not use the BMW part number for claim submission)
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Sublet reimbursement calculation for claiming the applicable repair-related bulk materials (BMW part number) is at the dealer net price amount for the quantities used plus your center's handling.

BMW Antifreeze/Coolant: Claim for the amount that is needed to replace what was drained with a 50/50 coolant/water solution.

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

#### **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 2019 E71 N63 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 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 2019 E71 N63 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.

### **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.

## **ATTACHMENTS**

View PDF attachment [B010219\\_E71 N63 Fuel Inj Customer Letter \(Draft\)](#).

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Month 2019

This **“Important Limited Warranty Information”** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **AAAAAAA1234567890**.

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:

- **Fuel Injector(s)**

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

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

### BMW of North America, LLC

Month 20XX

**VIN AAAAAAA1234567890**

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 2019 N63 Fuel Injector(s) E71 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 2019 N63 Fuel Injector(s) E71 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.



# **N63 FUEL INJECTOR, E71: 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?