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2020-01-15

SIDE PANEL REAR LIGHT HOUSINGS: LTD WTY EXT TO 10 YEARS
WITHOUT MILEAGE LIMIT

MODEL

E-Series	MY	Model Description	Production Dates
F22	2019	2 Series Coupe (All Models)	October 2, 2018 – January 19, 2019
F23	2019	2 Series Convertible (All Models)	October 2, 2018 – January 19, 2019
F30	2018	3 Series Sedan*	October 9, 2018 – October 11, 2018
F31	2018	328d xDrive Sports Wagon	October 16, 2018 – November 15, 2018
F31	2019	330i xDrive Sports Wagon	October 11, 2018 – January 21, 2019
F34	2019	330i xDrive Gran Turismo	October 24, 2018 – January 14, 2019
F34	2019	340i xDrive Gran Turismo	October 24, 2018 – December 18, 2018
F39	2019	X2 M35i	November 19, 2018 – November 19, 2018
F48	2018	X1 (All Models)	October 5, 2018 – November 1, 2018
F48	2019	X1 (All Models)	October 29, 2018 – January 18, 2019
F80	2018	M3 Sedan	October 6, 2018 – October 26, 2018
F87	2019	M2 Competition Coupe	October 2, 2018 – December 19, 2018
G01	2019	X3 (All Models)	November 1, 2018 – January 19, 2019
G12	2019	7 Series Sedan (All Models)	October 25, 2018 – January 21, 2019
G12	2019	ALPINA B7	October 25, 2018 – December 18, 2018

*Excludes the MY2018 320i Sedans, 320i xDrive Sedans, and 330e iPerformance Sedans

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:

Please see SI B01 13 19 (DC 63 21 90 01 00). For this vehicle, the side panel tail lamp housing mounting tabs limited warranty for defects in materials or workmanship has been extended to 10 years without mileage limit 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.

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.

*Excludes the MY2018 320i Sedans, 320i xDrive Sedans, and 330e iPerformance Sedans

INFORMATION

For the eligible vehicles, BMW of North America, LLC (BMW NA) is extending the limited warranty for the vehicle's **Side Panel Tail Lamp Housing Mounting Tabs** to:

- **10 years without mileage limit as determined by the vehicle's original in-service date.**

- This component and issue-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.
 - During the extended limited warranty coverage period, **eligible vehicles that are beyond the 4 year/50,000 mile New Vehicle Limited Warranty coverage**, any other defect issues with the side panel tail lamps are not covered.



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 rear light housing(s) can loosen/detach at the mounting tabs, this can cause a clacking sound in the rear of the vehicle while driving.

CAUSE

The plastic mounting tabs for the rear tail light assembly housing(s) may become too brittle and crack to the point where the hold down nut(s) can no longer keep the housing(s) in place.

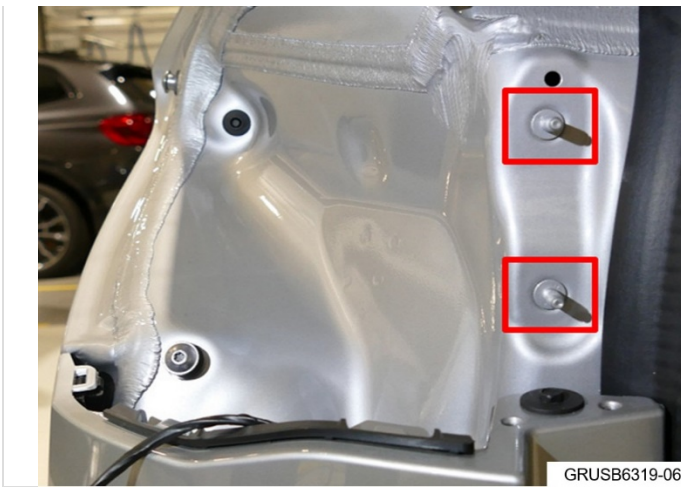
CORRECTION

If a Model vehicle listed above arrives at your center with this Situation, visually inspect both sides.

Replace the rear tail light assembly (left, right or both) that are found to have cracked and broken Housing Mounting Tabs.

With the rear lights removed from the vehicle, the tail light mounting studs and vehicle body **MUST** be cleaned to remove potential residual manufacturing oil.

Using an 80% ethanol/20% water mixture on a clean cloth, clean the mounting studs and body area shown to the left.



Warning: 80% Ethanol/ 20% water is the only suitable cleaning solution that is safe for the vehicle body and tail lights. Do **NOT** use any alternative cleaning solution. Ethanol can be locally sourced in the form of denatured alcohol.

Using any other cleaning solution will cause damage to the vehicle.

Do not allow the tail light lenses to come into contact with the cleaning solution.

PARTS INFORMATION

Not all vehicles will require both rear tail light assemblies to be replaced.

Part Number	Description	Quantity
64 50 9 123 157	Self-locking Hex-nut	2 or 4 as needed
And:		
Refer to ETK/AIR	Rear light in the side panel, left	1
And/or:		
Refer to ETK/AIR	Rear light in the side panel, right	1

And;

Bulk Material - Sublet

Part Number	Description	Quantity
NPN	Denatured alcohol (Ethanol-Local Purchase)	As needed

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's issue-specific limited warranty extension to 10 years without mileage limit 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) for defects in materials or workmanship.

During the extended limited warranty coverage period, **eligible vehicles that are beyond the 4 year/50,000 mile New Vehicle Limited Warranty coverage**, any other defect issues with the side panel tail lamps are not covered.

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 for issue described in this bulletin, 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 labor operations provided below.

Defect Code:	6321900100	F2x F3x F4x F8x G1x rear light side panel
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Replace left side /Check right (F22, 23, 30, 31, 34, F80 and F87)

Labor Operation	Description	Labor Allowance
63 21 262	Replacing the tail light, left (Main work)	Refer to AIR
Or:		
63 21 762	Replacing the tail light, left (Plus work)	Refer to AIR
And:		
63 00 009	Work time (WT) to check the right side tail light housing (No repair necessary) and to clean the left side mounting studs	2 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 63 21 762 instead of 63 21 262.

Or, for the:

Replace right side /Check left (F22, 23, 30, 31, 34, F80 and F87)

Labor Operation	Description	Labor Allowance
63 21 267	Replacing the tail light, right (Main work)	Refer to AIR
Or:		
63 21 767	Replacing the tail light, right (Plus work)	Refer to AIR
And:		
63 00 009	Work time (WT) to check the left side tail light housing (No repair necessary) and to clean the right side mounting studs	2 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 63 21 767 instead of 63 21 267

Or, for:

Check and replace both sides (F22, 23, 30, 31, 34, F80 and F87)

Labor Operation	Description	Labor Allowance
63 21 272	Replacing both tail lights (Main work)	Refer to AIR
Or:		
63 21 772	Replacing both tail lights (Plus work)	Refer to AIR
And:		
63 00 009	Work time (WT) to clean the mounting studs on both sides	3 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 63 21 772 instead of 63 21 272.

Or, for the:

Replace left side/Check right (F39, F48, G01 and G12)

Labor Operation	Description	Labor Allowance
63 21 276	Replacing the tail light, left (Main work)	Refer to AIR
Or:		
63 21 776	Replacing the tail light, left (Plus work)	Refer to AIR
And:		
63 00 009	Work time (WT) to check the right side tail light housing (No repair necessary) and to clean the left side mounting studs	2 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 63 21 776 instead of 63 21 276.

Or, for the:

Replace right side/Check left (F39, F48, G01 and G12)

Labor Operation	Description	Labor Allowance
63 21 278	Replacing the tail light, right (Main work)	Refer to AIR
Or:		
63 21 778	Replacing the tail light, right (Plus work)	Refer to AIR
And:		
63 00 009	Work time (WT) to check the left side tail light housing (No repair necessary) and to clean the right side mounting studs	2 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 63 21 778 instead of 63 21 278.

Or, for the:

Replace right side/Check left (G12 ALPINA B7 only)

Labor Operation	Description	Labor Allowance
63 00 009	Work time for Replacing the tail light, right , checking the left side tail light housing (No repair necessary) and to clean the right side mounting studs (Main work)	9 FRU
Or:		
63 00 009	Work time for Replacing the tail light, right , checking the left side tail light housing (No repair necessary) and to clean the right side mounting studs (Plus work)	8 FRU

Or, for:

Check and replace both sides (F22, 23, 30, 31, 34, F80 and F87)

Labor Operation	Description	Labor Allowance
63 21 284	Replacing both tail lights (Main work)	Refer to AIR
Or:		
63 21 784	Replacing both tail lights (Plus work)	Refer to AIR
And:		
63 00 009	Work time (WT) to check both sides and clean all mounting studs	3 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 63 21 784 instead of 63 21 284.

Work time labor operation code 63 00 009 is not considered a Main labor operation. Also, since the work time FRU allowance to be claimed is specified, a separate punch time is not required. However, it still requires an explanation on the repair order and in the claim comments section.

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

And, as needed:

Sublet – Bulk Materials (RO and Claim Comments Required)

Sublet Code 4	Up to \$1.00	Reimbursement for the (NPN) repair-related bulk materials
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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 (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 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 under the following reference:

- **B-ELWR 2020 Tail Lamp Housing Mounting Tabs 10Y/Unlimited Miles**

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 2020 Tail Lamp Housing Mounting Tabs 10Y/Unlimited Miles**

P.O. Box 54067

Hurst, Texas 76054

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 or via telephone at 1-800-831-1117.

Supporting Materials

[picture_as_pdf B011319_Customer Letter.pdf](#)

BMW



17156BMW0010Z07616



January 2020

This **“Important Limited Warranty Information”** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **5UXT** [redacted].

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:

- **Side Panel Tail Lamp Housing Mounting Tabs**

On the above-referenced vehicle to:

- **10 years without mileage limit as determined by your 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.

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.

Company
BMW of North America, LLC
BMW Group Company

Mailing Address
PO Box 1227
Westwood, NJ
07675-1227

Telephone
(800) 831-1117

E-mail
Customerrelations@
bmwusa.com

Website
www.bmwusa.com

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

January 2020

VIN 5UXT [REDACTED]

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.

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 under the following reference:

Covered Component Code

B-ELWR 2020 Tail Lamp Housing Mounting Tabs 10Y/Unlimited Miles

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 2020 Tail Lamp Housing Mounting Tabs 10Y/Unlimited Miles
P.O. Box 54067
Hurst, TX 76054
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 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.

Tail Lamp Housing Mounting Tabs: Limited Warranty Extension to 10 Years/Unlimited 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?