



## SIB 01 05 20

### N47T/N57T EGR COOLER: LTD WTY EXTENSION TO 10 YEARS WITHOUT MILEAGE LIMIT

2020-06-11

#### What's New (Specific text highlighted):

- Part number descriptions corrected for two items located in the Part Information section.

## MODEL

E-Series	Model Year	Model Description	Production Dates	Engine
F02	2015	740Ld xDrive Sedan	February 13, 2014 – May 8, 2015	N57T
F10	2014 - 2016	535d Sedan	September 12, 2013 – September 30, 2016	N57T
F10	2014 - 2016	535d xDrive Sedan	June 17, 2013 – September 21, 2016	N57T
F15	2014 - 2018	X5 xDrive35d	June 25, 2013 – June 30, 2018	N57T
F25	2015 - 2017	X3 xDrive28d	March 10, 2014 – December 21, 2016	N47T
F30	2014 - 2018	328d Sedan	June 24, 2013 – April 18, 2018	N47T
F30	2013 - 2018	328d xDrive Sedan	September 14, 2013 – October 11, 2018	N47T
F31	2014	328d Sports Wagon	April 16, 2013 – April 18, 2013	N47T
F31	2014 - 2018	328d xDrive Sports Wagon	June 21, 2013 – December 10, 2018	N47T

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

## ELIGIBLE VEHICLES

**If Recall Campaign 18V-755: Exhaust Gas Recirculation (EGR) Cooler Inspection (and repair) (SI B11 17 18) applies and shows open on an Eligible Vehicle, then this bulletin does not apply.**

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:

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 05 20](#) (DC 11 71 90 04 00). For this vehicle, the Exhaust Gas Recirculation (EGR) Cooler 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.**

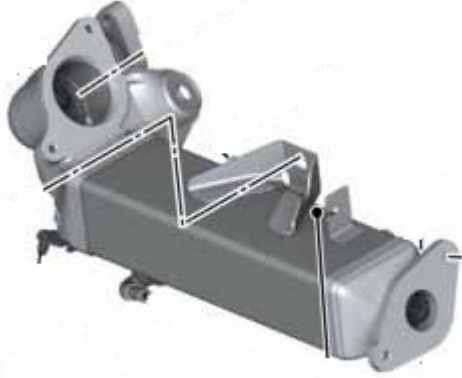
**Note:** Before performing a repair and submitting a claim, first confirm that the vehicle has the above Notice of Limited Warranty Extension in the DCSnet Warranty Inquiry Vehicle Comments section.

If you have Extended Limited Warranty (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 vehicle's **Exhaust Gas Recirculation (EGR) Cooler** to:

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



For the eligible vehicles, BMW of North America, LLC (BMW NA) is extending the limited warranty for the vehicle's **Exhaust Gas Recirculation (EGR) Cooler** (shown) 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.



**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 vehicle demonstrates a power loss and the malfunction indicator lamp (MIL) on.

The following fault codes may be stored in the DDE:

- 24CE00 - Hot film air mass meter: Ratio of measured to calculated air mass too high
- 27F000 - Charge air hose monitoring in idle: Charge air hose fallen down
- 290900 - Air system, air to EGR air mass flow plausibility: Measured air mass compared to calculated air mass too high
- 290A00 - Air system, air to EGR air mass flow plausibility: measured air mass compared to calculated air mass too high and high charging pressure control deviation

Additionally, the customer may also state that from the engine compartment there is:

- A whistling noise;
- A diesel exhaust smell; and/or
- A smell of melted plastic.

The intake manifold (intake system) is found to have thermal deformation or damage. Melt through may also be found in the area of the EGR inlet and randomly around the intake system.

## **CAUSE**

The reason for the SITUATION, there is:

1. Excessive thermal load from the EGR system on the intake components; which results with
2. Excessive unmetered air leaks on the intake/charge air system

## **CORRECTION**

Follow the attachment below that applies to diagnose and repair the vehicle:

- For N47T engines – B010520 N47T; or
- For N57T engines – B010520 N57T

## **PARTS INFORMATION**

This issue and repair information was previously made available in Service Information Bulletins [B11 07 16](#) and [B11 17 18](#).

**The release of this bulletin should not require your center to increase its current inventory of the part numbers listed below.**

**Only use and invoice the part numbers below that apply.**

**Performing a part number look-up in ETK (EPC) by VIN or model in place of using/invoicing the following part numbers may result with the wrong part numbers being invoiced and installed, this could delay the payment of claim.**

<b>Part Number:</b>	<b>Description:</b>	<b>Quantity:</b>
11 71 7 794 785	O-ring (included with the replacement EGR valve)	1
11 71 7 799 853	Pipe (union) socket	2
13 62 8 637 896	Sensor boost pressure <b>N47 N57</b>	1
And		
11 71 8 476 994	EGR Cooler ( <b>F15 built up to 9/2015, and all F25 and F02</b> )	1
Or		
11 71 8476993	EGR Cooler ( <b>F15 built 10/2015 and later; and all F30, F31, F10</b> )	1
And		
11 71 8479905	Small parts set of the exhaust-gas recirculation cooler engine <b>N47</b>	1
Or		
11 71 8 490 221	Small parts set of the exhaust-gas recirculation cooler engine <b>N57</b>	1
And:		
11 61 7 811 909	Intake pipe with air flap control <b>F02 F10 (N57T)</b>	1
Or:		
11 61 8 514 731	Intake pipe with air flap control <b>F15 (N57T)</b>	1
Or		
11 61 8 514 771	Intake pipe with air flap control <b>F25 F30 F31 (N47T)</b>	1

### **Bulk Material**

<b>Part Number:</b>	<b>Description:</b>	<b>Quantity:</b>
82 14 1 467 704	Coolant (1 Gallon concentrate)	Sublet as

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needed

## 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.

**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**

There is overlapping labor contained within the flat rate labor operations provided below, please use the FRU Plausibility check tool to identify the overlapping labor and reduce the stated FRU allowances accordingly prior to claim submission.

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

<b>Defect Code:</b>	<b>1171900400</b>	<b>F02 F10 F15 F16 F25 F26 F30 F31 N47 N57 US EGR cooler</b>
<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Connect an approved battery charger/power supply	Refer to AIR
And, as necessary:		
61 00 006	Performing vehicle diagnosis – test module	Work time (WT)
And:		
11 71 600	Removing and installing/replacing EGR cooler	Refer to AIR
And:		
11 99 000	Inspecting EGR valve, EGR valve removed and replace if	1 FRU

necessary (with 11 71 600, EGR valve removed)
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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.

And, for the

### N57T engine only

Labor Operation	Description	Labor Allowance
11 71 704	Removing and inspecting/replacing high pressure auxiliary EGR cooler ( <b>EGR cooler's production date is before 15.02.20 (YY.MM.DD or February 20, 2015)</b> )	Refer to AIR

And, as if necessary:

Labor Operation	Description	Labor Allowance
11 61 551	Replace intake manifold	Refer to AIR
And, if necessary:		
18 31 580	Removing and inspecting/replacing Diesel particulate filter (DPF)	Refer to AIR
And:		
18 31 900	Additional job while replacing particulate filter (Resetting adaptations values)	Refer to AIR

Refer to AIR for the corresponding flat rate unit (FRU) allowances and reduce as necessary.

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

Work time labor operation code 11 99 000 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.

And, as needed:

### Sublet – Bulk Materials (RO and Claim Comments Required)

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

BMW Antifreeze/Coolant: Claim the corresponding sublet dollar amount for the quantity 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.

### Consequential Repair

When additional work and/or part replacements are required as a direct result of the issue described in this Service Information bulletin, claim these items under the defect code listed above together with the corresponding labor operations (including any additional diagnosis) listed in AIR if applicable.

Please explain the reason for this consequential repair work (the why and what) on the repair order and in the claim comments 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](http://www.BMW-RP.com) under the following reference:

- **B-ELWR 2020 N47T/N57T EGR Cooler 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 N47T/N57T EGR Cooler 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](mailto:Customerrelations@bmwusa.com) or via telephone at 1-800-831-1117.  
Supporting Materials

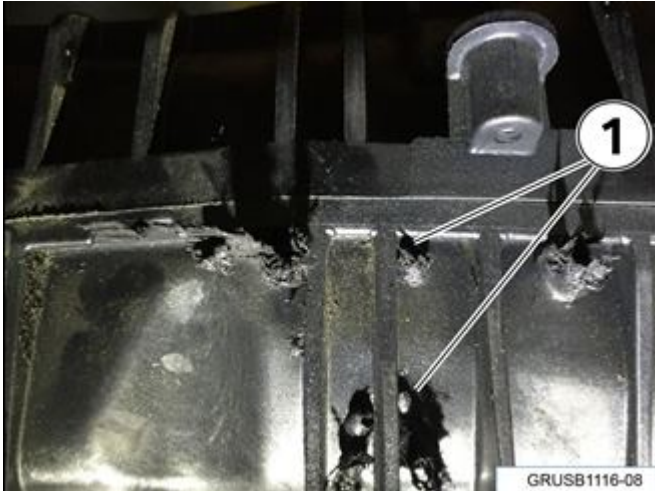
[picture\\_as\\_pdf B010520 N47T.pdf](#)

[picture\\_as\\_pdf B010520 N57T.pdf](#)

[picture\\_as\\_pdf B010520\\_Customer Letter.pdf](#)

## N47T Engine EGR Cooler Diagnosis and Determining the Condition of the Intake System

1. Remove the engine cover and inspect the intake manifold and venturi pipe to the throttle for holes or cracks.



**Are there visible signs, on the intake manifold and venturi pipe, of overheating, similar to the illustration (1)?**

- YES – go to step 4.
- NO – continue with step 2.

2. Perform the air mass system test in ISTA (path Function Structure/Power train/Diesel fuel electronics/Air mass/Air mass system test).
  - a. Select test: Charge group functional check. The tests checks the integrity of the charge air and intake systems.
  - b. Listen and isolate any whistling in the charge air and intake systems while the test is running.
  - c. At the end of the test the throttle valve will close which causes the engine to shut off.

**Did the engine shut down smoothly?**

- YES- Check the results of the test plan and check the charge air circuit of the induction system (air flow before the throttle valve).
  - Repair as necessary.
  - **Do not** continue with the rest of this procedure.
- NO (engine stumbles or runs rough before shutting off) – there is a leak in the intake or EGR system (air system after the throttle valve). Continue to Step 3.

3. Check the EGR system.

**Is the EGR system leaking (external exhaust leak)?**

- YES- repair as necessary.
  - Repeat the test plan for the charge air system to confirm repairs.
  - **Do not** continue with the rest of this procedure.
- NO- continue to Step 4.

4. Check the intake manifold and venturi pipe for leaks.

**Did you find any leaks?**

NO – go to step 8.

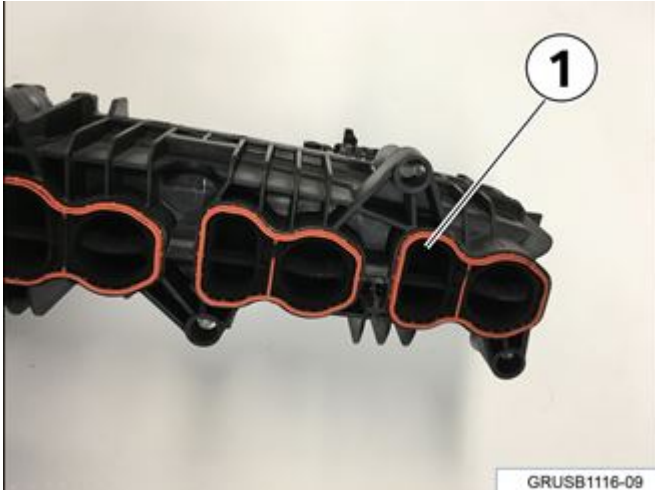
YES – determine cause of leak.

- A. If either component is damaged, continue to Step 5.
- B. If leaks are found with no damage (leaking gaskets or sealing rings)



- Repair as necessary.
- Repeat the test plan for the charge air system to confirm repairs.
- **Do not** continue with the rest of this procedure.

5. Remove the intake manifold (Refer to Repair Instruction RA 11 61 550 Removing and installing/renewing intake plenum).



6. Check all swirl flaps for damage or melted/missing parts (1).  
**Are any swirl flaps damaged?**  
 YES- Continue to step 7.  
 NO - Go to step 8.

Note: N57T is pictured, N47T is similar.

7. Check compression of all cylinders (**Step 6 = Yes only**).

- Refer to Repair Instruction RA 11 00 540 Checking compression of all cylinders.
- The cylinders compression should be greater than 16 bar (232 psi).
- The compression test is to be performed after the engine has reached operating temperature.
- When performing the test, count the rotations of the engine crankshaft and apply the same rotations to each other cylinder of the compression test. The industry standard is four (4) rotations per cylinder.
- When comparing the values of all cylinders, the compression results should not vary by more than 2 bar or 29.01 psi between the cylinders.

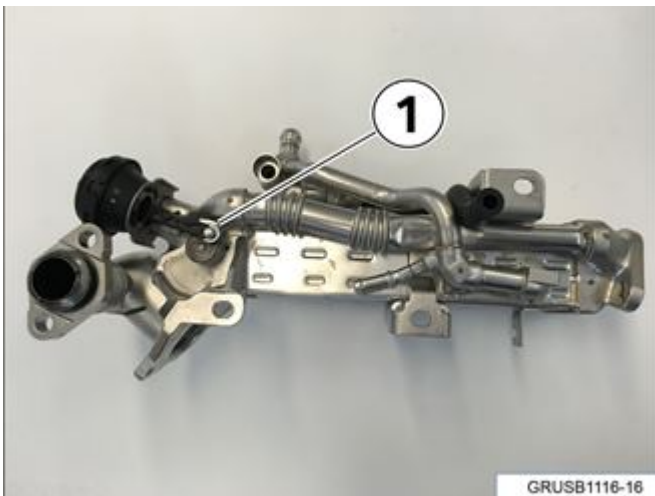
**Is compression performance of one or more cylinders out of range?**

YES– Submit a TC case to the TC Engine group for further repair assistance. Continue with step 8 to determine the cause of the damage to the intake system.

NO– continue to Step 8.



8. Remove the EGR valve and check for jamming (valve is normally sprung closed).  
**Is the EGR valve jammed or stuck open?**  
 YES- continue to step 10.  
 NO – go to Step 9.



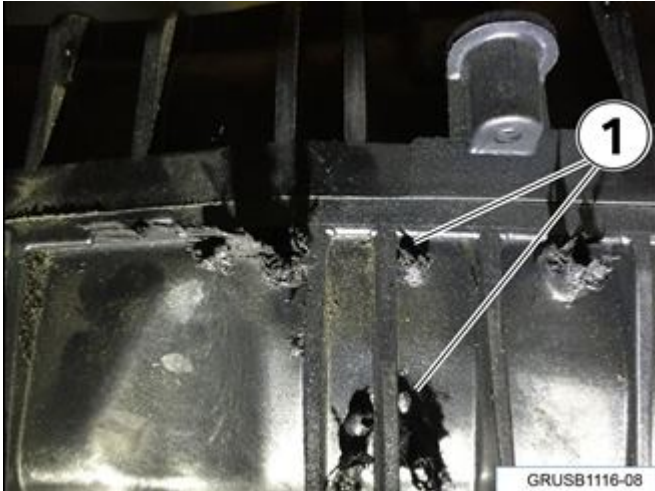
9. Check the bypass flap on the EGR cooler.  
**Is the flap binding?**  
 YES- Replace the cooler (with EGR valve).  
 NO – Reinstall the EGR valve and continue to Step 11.

10. If the EGR valve is stuck open, check the valve for debris holding the valve open.  
**Is there debris jamming the valve open?**
- YES (debris) - Replace the EGR cooler (with new EGR valve).
  - NO (open, but no debris) - Continue to Step 11.

11. Check for faults after all repairs and re-run appropriate test plans to confirm diagnosis and repairs.

## N57T Engine EGR Cooler Diagnosis and Determining the Condition of the Intake System

1. Remove the engine cover and inspect the intake manifold and venturi pipe to the throttle for holes or cracks.



**Are there visible signs, on the intake manifold and venturi pipe, of overheating, similar to the illustration (1)?**

- YES – go to step 5.
- NO – continue with step 2.

2. Perform the air mass system test in ISTA (path Function Structure/Power train/Diesel fuel electronics/Air mass/Air mass system test).
  - a. Select test: Charge group functional check. This test checks the integrity of the charge air and intake systems.
  - b. Listen and isolate any whistling in the charge air and intake systems while the test is running.
  - c. At the end of the test the throttle valve will close which causes the engine to shut off.

### **Did the engine shut down smoothly?**

- YES- Check the results of the test plan and check the charge air circuit of the induction system (air flow before the throttle valve).
  - Repair as necessary.
  - **Do not** continue with the rest of this procedure.
- NO (engine stumbles or runs rough before shutting off) – there is a leak in the intake or EGR system (air system after the throttle valve). Continue to Step 3.

3. Check the EGR system.

### **Is the EGR system leaking (external leaks)?**

- YES- repair as necessary.
  - Repeat the test plan for the charge air system to confirm repairs.
  - **Do not** continue with the rest of this procedure.
- NO- continue to Step 4.

4. Check the intake manifold and venturi pipe for leaks.

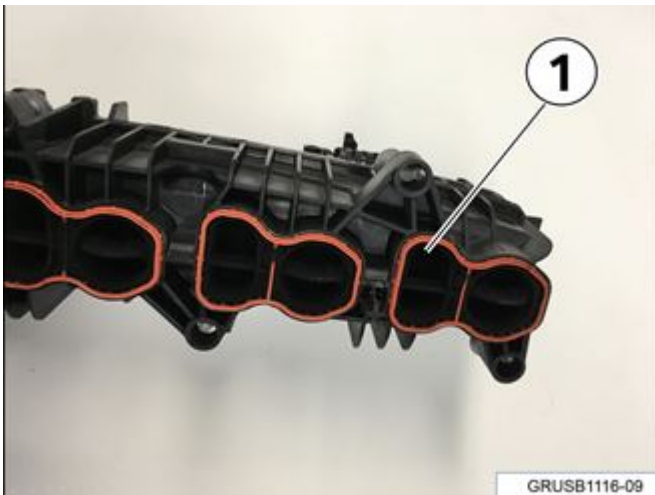
**Did you find any leaks?**

NO – go to step 8.

YES – determine cause of leak.

- A. If either component is damaged, continue to Step 5.
- B. If leaks are found with no damage (leaking gaskets or sealing rings)
  - Repair as necessary.
  - Repeat the test plan for the charge air system to confirm repairs.
  - **Do not** continue with the rest of this procedure.

5. Remove the intake manifold (Refer to Repair Instruction RA 11 61 550 Removing and installing/renewing intake plenum).



6. Check all swirl flaps for damage or melting/missing parts (1).

**Are any swirl flaps damaged?**

YES- Continue to step 7.

NO – Continue to step 8

7. Check compression of all cylinders (**Step 6 = Yes only**).

- Refer to Repair Instruction RA 11 00 540 Checking compression of all cylinders.
- The cylinders compression should be greater than 16 bar (232 psi).
- The compression test is to be performed after the engine has reached operating temperature.
- When performing the test, count the rotations of the engine crankshaft and apply the same rotations to each other cylinder of the compression test. The industry standard is four (4) rotations per cylinder.
- When comparing the values of all cylinders, the compression results should not vary by more than 2 bar or 29.01 psi between the cylinders.

**Is compression performance of one or more cylinders out of range?**

YES– Submit a TC case to the TC Engine group for further repair assistance.

NOTE: Continue with step 8 to determine the cause of the damage to the intake system and insure no loose parts are still in the EGR or exhaust system.

NO– continue to Step 8.

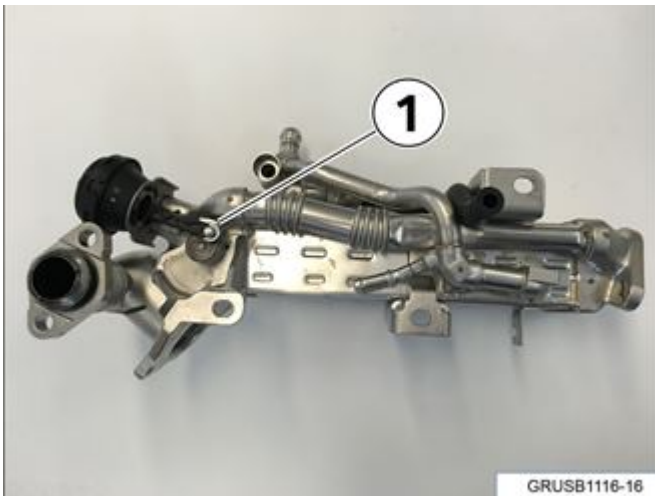


8. Remove the EGR valve and check for jamming (1) (valve is normally sprung closed).

**Is the EGR valve jammed or stuck open?**

YES- continue to step 10.

NO – go to Step 9.



9. Check the bypass flap on the EGR cooler.

**Is the flap binding?**

YES- Replace the cooler (with EGR valve).

NO – Reinstall the EGR valve and continue to Step 11.

10. If the EGR valve is stuck open, check the valve for debris holding the valve open.

**Is there debris jamming the valve open?**

- YES (debris) - Replace the EGR cooler (with new EGR valve). Continue to Step 11
- NO (open but no debris) - Continue to Step 11.

11. Remove the auxiliary EGR cooler. Refer to Repair Instruction 11 71 101 Removing and installing / replacing the exhaust-gas recirculation cooler at the diesel particulate filter (N57 D30 O1 with SCR).



12. Inspect the cooler by-pass flap (1).



**Is the flap intact?**

YES- Check the production date of the cooler (1). If the production date is before 15.02.20 (**YY.MM.DD or February 20, 2015**) replace the cooler. If the production date is newer – reinstall the cooler.

NO (flap missing or damaged) – Replace the cooler and continue to step 13.

13. The following steps are to check for damage due to the missing aux. EGR cooler flap.

- Remove the diesel particulate filter (DPF) and check for debris. Follow Repair Instruction 18 31 080 Removing and refitting/replacing diesel particulate filter (N57 D30 O 1 with SCR). Check integrity of the honeycomb of the DPF.
- Clean out or replace the DPF as necessary.
- Check the turbo impellor

**Are the fins damaged?**

- YES- repair as necessary.
- NO – reinstall the exhaust components

14. Check for faults after all repairs and re-run appropriate test plans to confirm diagnosis and repairs.



47911 HALYARD DRIVE  
 STE. 200  
 PLYMOUTH, MI 48170  
 DO NOT MAIL REPAIR ORDERS TO THIS ADDRESS



17539BMW0040N87564



April 2020

This **“Important Limited Warranty”** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **5UXW**.

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:

- **Exhaust Gas Recirculation (EGR) Cooler**

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.

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 2020 N47T/N57T EGR Cooler 10Y/Unlimited Miles

**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

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

### BMW of North America, LLC

April 2020

VIN 5UXW [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](http://www.BMW-RP.com) under the following reference:

##### Covered Component Code

B-ELWR 2020 N47T/N57T EGR Cooler 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 N47T/N57T EGR Cooler 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](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 EGR Cooler: 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?