



SIB 01 01 19

2022-08-10

## FRT GRILLE UPPER/LOWER AIR FLAPS: LTD WTY EXT TO 10 YEARS/120,000 MILES

This Service Information bulletin supersedes SI B01 01 19 **dated June 2019**

### What's New:

- The G30 530e iPerformance Sedan model vehicles were removed from this bulletin; refer to [SI B01 04 21](#) (15/150) for these vehicles.
- The Cause, Procedure, Part, and Claim Information Sections have been updated.

### MODEL

E-Series	Model Year	Model Description	Production Date	Engine
G12	2017	750i Sedan	June 14, 2016 to February 27, 2017	N63R
G12	2017	750i xDrive Sedan	June 14, 2016 to February 27, 2017	N63R
G12	2017	ALPINA B7 xDrive	June 14, 2016 to February 24, 2017	N63R
G30	2017	540i Sedan	July 8, 2016 to June 29, 2017	B58M
G30	2017	540i xDrive Sedan	September 8, 2016 to June 30, 2017	B58M

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

The **2018 Model Year 2018 530e iPerformance Sedan/530e xDrive iPerformance Sedan vehicles** were added to this bulletin with the June 2019 update. These model vehicles have been removed from this bulletin; they were included in [SI B01 04 21](#) (15/150) **September 2021**.

### 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 01 19 (DC 51 64 90 01 00). For this vehicle, the Radiator Grille Upper and lower Active Air Flaps 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.**

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.

**Note:** For upper and lower active air flap extended limited warranty coverage that applies to other vehicles, refer to [SI B01 12 19](#) and [B01 04 21](#).

### SITUATION

Please see attachment for complete details.

Supporting Materials

[picture\\_as\\_pdf B010119.pdf](#)

[picture\\_as\\_pdf B01 01 19 Cust Letter V2 Letter.pdf](#)

# Service Information Bulletin

Warranties

August 4, 2022

B01 01 19

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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.

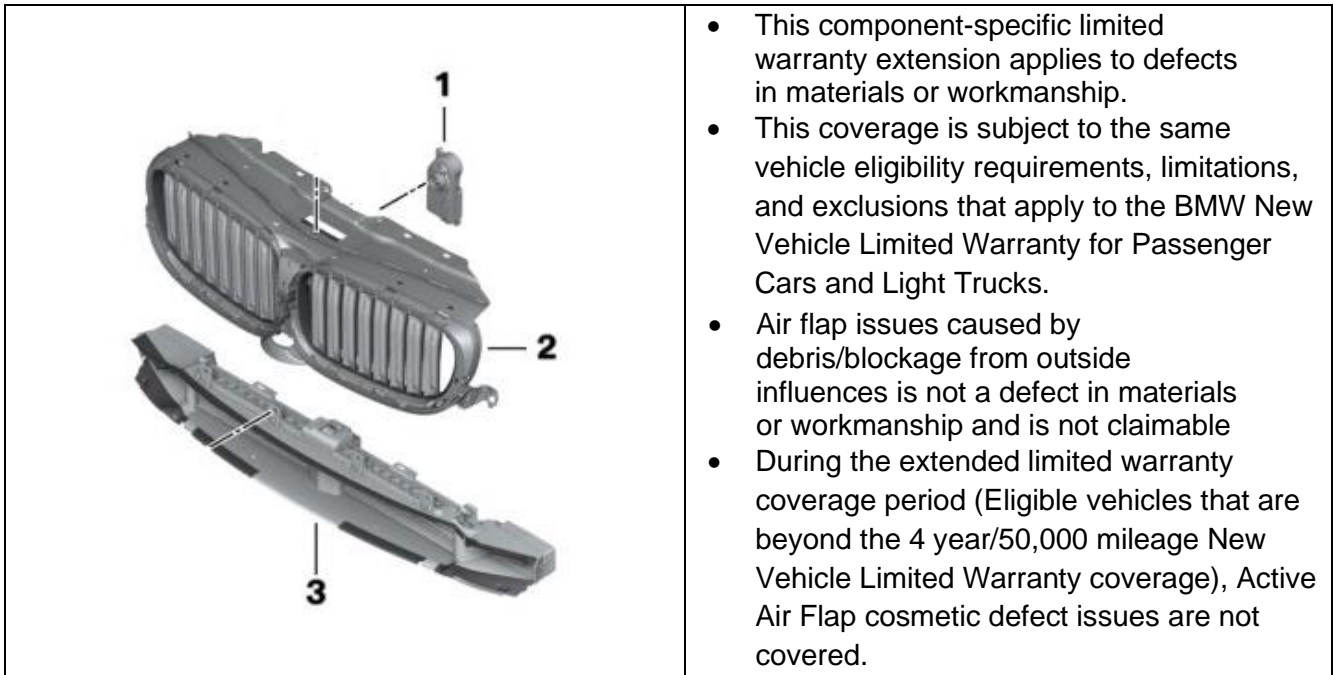
**Note:** For upper and lower active air flap extended limited warranty coverage that applies to other vehicles, refer to SI B01 12 19 and B01 04 21.

### **SITUATION**

## Component-Specific Limited Warranty Extension

For the eligible vehicles, BMW of North America, LLC (BMW NA) is extending the limited warranty for the vehicle's **Radiator Grille Upper and Lower Active Air Flaps** to:

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



1. Air flap control (link), active, upper (G12, G30)
1. Air flap control (drive), active, upper
2. Air flaps, upper (assembly)
3. Air flaps, lower (assembly)

**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

### CAUSE

A check control message or MIL (Malfunction Indicator Lamp) may be illuminated with faults stored related to the upper and/or lower active air flap(s).

Potential causes include:

- Faulty upper air flap link (G12, G30)
- Faulty upper air flap actuator
- Faulty upper flap assembly
- Faulty lower air flap assembly

Or:

Upon visual inspection, the passenger side upper active air flaps are either stuck open or closed, and they will not move and there are no faults stored for the active air flaps (With no check control message or check engine light or displaying)

## **CORRECTION**

Follow the instructions in the PROCEDURE section.

## **PROCEDURE**

Determine what is the vehicle's current I-level by either using AIR or the Key reader/ISPA NEXT application, so if needed, this information is available.

If an applicable Model vehicle arrives at your center with the issue described above, perform the corresponding diagnosis.

Depending on the root cause, vehicle model, and the location of flap (upper or lower) at issue, as determined and/or as instructed, the vehicle may require one or more of the following correction repairs:

- Upper air flap link (G12, G30)
- Upper air flap actuator
- Upper air flap assembly
- Lower air flap assembly

Follow the diagnostic suggestions in SI B51 12 19 and SI B51 22 19 (Retaining pin G12, G30, G32) as applicable to determine which repair is required for a specific vehicle.

## **PARTS INFORMATION**

### **G12, G30**

Part Number	Description	Quantity
51 12 9 850 687	Retaining pin	1

To determine the part number below that applies to the specific vehicle being repaired, enter the VIN/chassis number either in ETK or AIR, this considers the specific vehicle's equipment and/or options which is necessary for this selection process.

Part Number	Description	Quantity
Refer to ETK	Air flap control (drive), active, upper (see below)	1
Or:		
Refer to ETK	Air flaps, upper (assembly)	1
And/or:		
Refer to ETK	Air flaps, lower (assembly)	1

- **Important:** If the **Air flap control (drive), active, upper** is the issue and it **is available separately** (per ETK), then only replace the upper flap drive to correct this issue.
- 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.

## **CLAIM 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) for defects in materials or workmanship

**Note:** For upper and lower active air flap extended limited warranty coverage that applies to other vehicles, refer to SI B01 12 19 and B01 04 21.

Active cooling damper control-related fault codes/repairs that are caused by debris/blockage from outside influences is not a defect in materials or workmanship and is not claimable.

During the extended limited warranty coverage period (Eligible vehicles that are beyond the 4 year/50,000 mileage New Vehicle Limited Warranty coverage), Active Air Flap cosmetic defect issues 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, 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.

<b>Defect Code:</b>	<b>5164900100</b>	<b>G12 G30 Air flap control system</b>
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### Retaining Pin Replacement

#### **G12 except the ALPINA B7**

Labor Operation	Description	Labor Allowance
51 64 002	Removing and installing <b>top air flap control (Drive)</b> (Main work)	Refer to AIR
Or:		
51 64 502	Removing and installing <b>top air flap control (Drive)</b> (Plus work)	Refer to AIR
And:		
51 00 001*	Diagnosis and visually inspect the top air flap control (Drive) (Plus work)	2 FRU
Or		
00 58 500*	Diagnosis Worktime Flat Rate (See below) (Plus work)	2 FRU
And:		
51 99 000	Work time for <b>installing the retaining pin</b> for linkage of the air flap	1 FRU

Or the:

**G30 Vehicle arrives at your center for this Repair (No other Main work will be performed/claimed during this workshop visit)**

Labor Operation	Description	Labor Allowance
51 00 001*	Diagnosis and visually inspect the top air flap control (Drive) (Main work)	3 FRU
Or		
00 58 000*	Diagnosis Worktime Flat Rate (See below) (Main work)	3 FRU
And:		
51 74 702	Installing the retaining pin for linkage of the air flap	Refer to AIR

Or the:

**G30 Vehicle is already in the Workshop**

Labor Operation	Description	Labor Allowance
51 00 001*	Diagnosis and visually inspect the top air flap control (Drive) (Plus work)	2 FRU
Or		
00 58 500*	Diagnosis Worktime Flat Rate (See below) (Plus work)	2 FRU
And:		
51 74 702	Installing the retaining pin for linkage of the air flap	Refer to AIR

Or, for the:

**G12 ALPINA B7 Model only**

Labor Operation	Description	Labor Allowance
51 99 000	Work time for removing and installing top air flap control (Drive) (Main work) and replacing link.	16 FRU
Or:		
51 99 000	Work time for removing and installing top air flap control (Drive) (Plus work) and replacing link.	15 FRU

Or:

**A check engine light or check control message is present for the active air flaps behind the kidney grilles.**

Labor Operation	Description	Labor Allowance
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 (indicated in AIR as Charging battery)	Refer to AIR

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, or exclude (including 61 21 528) when the Vehicle Test is included in another repair.

And, as necessary:

Labor Operation	Description	Labor Allowance
61 00 006*	Performing vehicle diagnosis – test module (Work time)	(WT)
Or		
00 58 500*	Diagnosis Worktime Flat Rate (See below)	2 FRU

\* Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

And, for the:

### G12 except the ALPINA B7

Labor Operation	Description	Labor Allowance
51 64 700	Replacing <b>top flap control (including the drive only, if available and applicable)</b> (after vehicle diagnosis)	Refer to AIR
Or:		
51 64 705	Replacing <b>bottom flap control</b> (after vehicle diagnosis)	Refer to AIR
Or:		
51 64 715	Replacing <b>top (including the drive only, if available and applicable) and bottom</b> air flap control (after vehicle diagnosis)	Refer to AIR

Or, for the:

### G30

Labor Operation	Description	Labor Allowance
51 74 600	Replace the <b>upper air flap</b>	Refer to AIR
Or:		
51 74 601	Replacing <b>bottom air duct</b>	Refer to AIR
Or:		
51 74 602	Replace <b>upper air flap and air duct</b>	Refer to AIR
Or:		
51 74 610	Replace <b>upper air flap control active</b>	Refer to AIR
Or:		
51 74 620	Replace <b>upper air flap control active and air duct lower</b>	Refer to AIR

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

Or, for the:

### G12 (ALPINA B7 Model only)

Labor Operation	Description	Labor Allowance
51 99 000	Work time for replacing <b>top flap control (including the drive only, if available and applicable)</b> (after vehicle diagnosis)	15 FRU
Or:		
51 99 000	Work time for replacing <b>bottom flap control</b> (after vehicle diagnosis)	11 FRU
Or:		
51 99 000	Work time for replacing <b>top (including the drive only, if available and applicable) and bottom air flap control</b> (after vehicle diagnosis)	15 FRU

And, additionally for:

### Vehicles equipped with an ACC Sensor that require a Bottom Air Flap replacement

Labor Operation	Description	Labor Allowance
66 99 000	Work time to prepare the lower active flap for the re-install of the ACC sensor (with 51 64 705, 51 64 715, ALPINA repair B or ALPINA repair C)	3 FRU
And:		
66 31 502	Adjusting ACC sensor	Refer to AIR

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

Work time labor operation codes 61 00 006, 51 99 000, 00 58 000, 00 58 500 and 66 99 000 are not considered Main labor operations.

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

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.

The **2018 Model Year 2018 530e iPerformance Sedan/530e xDrive iPerformance Sedan vehicles** were added to this bulletin with the June 2019 update. These model vehicles have been removed from this bulletin; they were included in **SI B01 04 21 (15/150) September 2021**.

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 are not covered by



this component-specific limited warranty extension. This exclusion also 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

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 Radiator Grille Air Flaps 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 Radiator Grille Air Flaps 10Y120M  
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.

### FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department



577 MAIN STREET  
 STE. 210  
 HUDSON, MA 01749  
 DO NOT MAIL REPAIR ORDER TO THIS ADDRESS

000731



July 2019

This "Important Limited Warranty Information" applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **WBA** [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:

- **Radiator Grill Air/Vent Flaps**

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 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

**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**  
 bmwusa.com

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

### **BMW of North America, LLC**

July 2019

#### **VIN WBAJA9C50JB033466**

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 2019 RADIATOR GRILL AIR FLAPS 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 RADIATOR GRILL AIR FLAPS 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.

## **RADIATOR GRILL AIR FLAPS: 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?