

**SB-10042471-4334**

SI B16 05 11  
Fuel Supply Systems

January 2012  
Technical Service

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This Service Information bulletin supersedes SI B16 05 11 **dated November 2011.**

**NEW** designates changes to this revision

**SUBJECT**

**Quality Improvement Task Force: Fuel Level Sensor**

**MODEL**

E70 and E72 (X5 and X5M) with N52K, N55, N63 and S63 engines produced 9/2010 and later

E71 (X6) with N54, N55, N63 and S63 engines produced 9/2010 and later

F25 (X3) with N52T and N55 engines

**INFORMATION**

**NEW** A Quality Improvement Task Force Team was established in November 2011 at Plant Spartanburg to help support technicians with the diagnosis and repair of fuel level sensor-related complaints. We now will move to segment 2 of the project to gather more detailed information about the product quality.

**NEW** The technician can again call a task force member directly and speak with the engineer. This direct interaction will help reduce the time it takes to diagnose, determine the root cause, and develop an effective solution. The solution will then be applied to the production line, resulting in improved product quality and customer satisfaction.

Note: This is a voluntary program.

If you encounter any of the topics listed below, please contact the Task Force Member **before** starting any repair for unknown problems:

- Fuel gauge does not indicate full after filling the fuel tank
- Fuel gauge does not show proper fuel level when tank is nearing empty

The major benefits of this program are:

- Quicker and more effective repairs at the BMW center
- Quality improvements on series production vehicles
- Better ISTA diagnosis

The task force will be staffed by BMW specialists in New Jersey and Michigan who are knowledgeable in the fuel level sensor system and know how to diagnose and repair issues in this area.

**NEW** The program will run from February 1st, 2012 until March 1st, 2012.

This program is voluntary, but because of the benefits to both the center and BMW, it is recommended that you take full advantage of it.

Dealer requirements before contacting the Task Force Member:

- Perform the applicable test plan for the complaint or fault stored
- Note values of resistance/liters from instrument cluster

When calling, be prepared with the following information on the vehicle:

- Chassis number, production date and mileage
- Detailed description of the customer complaint
- Have any repairs been performed on this part of the vehicle (if so, what was repaired and when)?
- Is any damage apparent, with detailed description of the damage?
- Direct phone number where you can be reached.

#### Task Force Contacts:

Neal Carver, TI Automotive	Tel: (248) 818 0885
Mike Malone, TI Automotive	Tel: (248) 818 0885

#### Hours of Operation:

Monday through Thursday:	8 AM – 4 PM EST
Friday:	8 AM – 3 PM EST

The specialist will guide you through a diagnostic procedure to determine the root cause of your issue, and then provide a recommended repair.

Following the initial discussion, the specialist may call back the following day to verify that the repair was successful and request the replaced parts.

#### WARRANTY INFORMATION

This Service Information bulletin provides technical, diagnostic and/or repair process information. Since this is a voluntary program, the procedure for contacting a task force member is not eligible for reimbursement.

If eligible, claim the actual work that results from performing the Quality Improvement Task Force Team repair recommendations with the applicable defect codes and labor operations listed in KSD2.

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