



SI B01 05 15
Warranties

SB-10058994-9537

July 2015
Warranties

SUBJECT

In-Tank Fuel Delivery Module (Pump): Limited Warranty Extension to 10 Years Without Mileage Limitation

MODEL

E70 (X5)

Model Years 2009, 2010 and 2011 produced from 03/19/2008 to 07/19/2010

With the M57Y engine (X5 xDrive 35d)

Model Years 2007, 2008, 2009, and 2010 produced from 05/23/2006 to 03/18/2010

With the N52K engine (X5 3.0si / X5 xDrive30i)

Model Year 2011 produced from 9/29/2009 to 7/19/2010

With the N55 engine (X5 xDrive 35i)

Model Years 2007, 2008, 2009, and 2010 produced from 5/09/2006 to 3/18/2010

With the N62TU engine (X5 4.8i / X5 xDrive48i)

Model Year 2011 produced from 8/6/2009 to 07/19/2010

With the N63 engine (X5 xDrive 50i)

Model Years 2010 and 2011 produced from 1/12/2009 to 7/19/2010

With the S63 engine (X5 M)

E71 (X6)

Model Years 2008, 2009, and 2010 produced from 7/05/2007 to 3/18/2010

With the N54 engine (X6 xDrive 35i)

Model Year 2011 produced from 2/4/2010 to 7/19/2010

With the N55 engine (X6 xDrive 35i)

Model Years 2008, 2009, 2010 and 2011 produced from 11/15/2007 to 7/19/2010

With the N63 engine (X6 xDrive 50i)

Model Year 2010 and 2011 produced from 12/15/2008 to 07/15/2010

With the S63 engine (X6 M)

E72 (ActiveHybrid X6)

Model Years 2010 and 2011 produced from 3/25/2009 to 7/19/2010

With the N63 engine (X6 xDrive50i Hybrid)

F07 (5 Series Gran Turismo)

Model Years 2010 and 2011 produced from 9/24/2009 to 06/10/2011

With the N55 engine (535i Gran Turismo)

Model Year 2011 produced from 3/11/2010 to 06/10/2011

With the N55 engine (535i xDrive Gran Turismo)

Model Years 2010 and 2011 produced from 3/25/2009 to 6/10/2011

With the N63 engine (550i Gran Turismo / 550i xDrive Gran Turismo)

F10 (5 Series Sedan)

Model Year 2011 produced from 5/17/2010 to 6/10/2011

With the N52T engine (528i Sedan)

Model Year 2011 produced from 7/8/2009 to 6/10/2011

With the N55 engine (535i Sedan / 535i xDrive Sedan)

Model Year 2011 produced from 7/7/2009 to 6/10/2011

With the N63 engine (550i Sedan / 550i xDrive Sedan)

F12 (6 Series Convertible)

Model Year 2012 produced on 5/25/2011

With the N55 engine (640i Convertible) (One VIN)

Model Year 2012 produced from 10/26/2010 to 6/10/2011

With the N63 engine (650i Convertible)

F13 (6 Series Coupe)

Model Year 2012 produced on 12/10/2010 (650i Coupe) (One VIN)

Model Year 2012 produced from 5/26/2011 to 05/27/2011 (650i xDrive Coupe) (Five VINs)

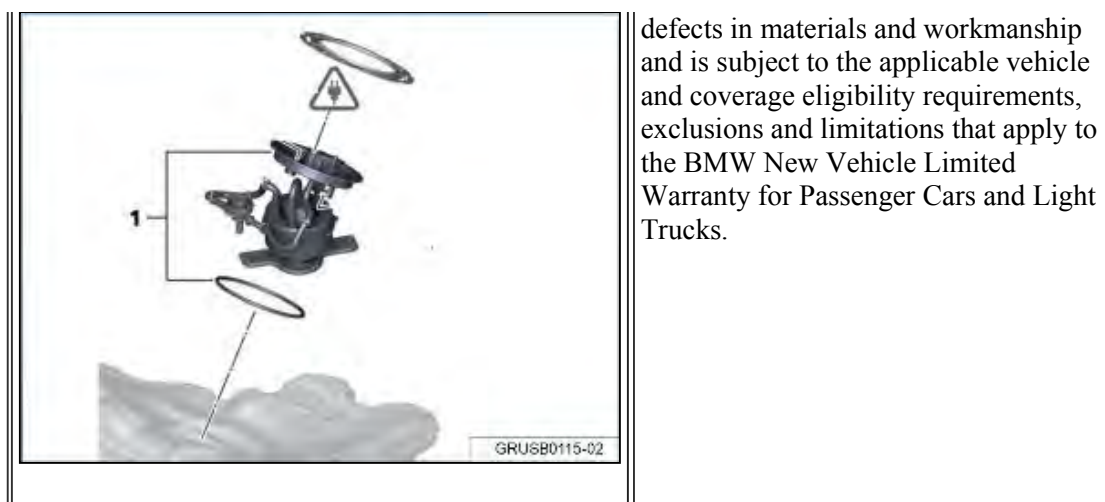
With the N63 engine

INFORMATION

On the above-referenced vehicles, BMW of North America, LLC (“BMW NA”) is extending the limited warranty for the

- **In-tank fuel delivery module (pump) to 10 years without mileage limitation as determined by the vehicle’s original in-service date.**

Item #1: This “component-specific” limited warranty extension applies to
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defects in materials and workmanship and is 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.

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 – VIN and Component-specific Warranty Extension

Even though this is **NOT** a Recall, BMW NA will begin sending VIN-specific customer notification letters the week of July 13, 2015 in a “phased” release. A sample letter is attached.

ELIGIBLE BMW VEHICLES

To assist you in identifying the eligible vehicles, the DCSnet Warranty Vehicle Inquiry will be updated with the “Vehicle Comment” shown below:

BMW NA has extended the limited warranty for the in-tank fuel delivery module (pump) on this vehicle to 10 years without mileage limitation as determined from the original in-service date, 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. Please see SI B01 05 15.

Note: Always check the DCSnet Warranty Vehicle Inquiry “Vehicle Comments” and the “Repair History (Claims)” sections first, before performing any repairs.

PARTS INFORMATION

Please refer to the Electronic Parts Catalog (EPC/ETK), using the customer’s VIN to locate the replacement part numbers.

Note: Only order the necessary quantity of parts you center needs to repair customer vehicles which have a confirmed failure.

Also, refer to ETK and the repair instructions for onetime-use fasteners and component information regarding additional and/or replacement screws, gaskets and seals that need to be installed and claimed.

WARRANTY INFORMATION

The in-tank fuel delivery module (pump) limited warranty extension to 10 years without mileage limitation 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).

Should the in-tank fuel delivery module (pump) fail again, it is covered by the remaining portion of the extended limited warranty coverage period.

The existing limited warranty coverage for all other parts **has not** changed.

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.

Repair Claim Submission

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

Defect Code:	16 11 90 79 00	In-tank Fuel Delivery Module (Pump) Limited Warranty Extension
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In-tank Fuel Pump Replacement: All except E70 (X5) vehicles with the third-row seat

Labor Operation:	Labor Allowance:	Description:
16 14 010	Refer to KSD2	Removing and installing or replacing fuel pump(s)

If you are using a Main labor code for another repair, use the Plus code labor operation 16 14 610 instead.

Or:

In-tank Fuel Pump Replacement: E70 (X5) with the third-row seat (option 04UB)

Labor Operation:	Labor Allowance:	Description:
16 14 040	Refer to KSD2	Removing and installing or replacing fuel pump(s)

If you are using a Main labor code for another repair, use the Plus code labor operation 16 14 560 instead.

And:

Labor Operation:	Labor Allowance:	Description:
16 00 610 to 16 00 680	Refer to KSD2	Extracting fuel from the fuel tank and filling (Select the applicable “Plus” code work labor operation that applies to the amount of fuel extracted – 10 liter increments)

Based on the vehicle’s symptoms, displayed warning indicator light(s), warning messages and/or stored faults, claim one or more of the following items as needed.

Diagnosis

Labor Operation:	Labor Allowance:	Description:
00 00 556	Refer to KSD2	Performing “vehicle test” (with vehicle diagnosis system – checking faults)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply (indicated in KSD2 as “Charging battery”)

Refer to KSD2 for the corresponding flat rate unit (FRU) allowances.

And as needed:

Performing Test Module(s)/Troubleshooting

Labor Operation:	Labor Allowance:	Description:
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module
And/or:		
61 00 009	Work time (WT)	Troubleshooting electric/electronic system

Additional Repair Work

Labor Operation:	Labor Allowance:	Description:
16 99 000	Work time (WT)	Repairing the related wiring, pins, connectors and components

Work time labor operation codes 61 00 006 and 61 00 009 are not considered Main labor operations. However, each one does require individual punch time(s) and explanations on the repair order and in the claim comments.

And, as necessary

Sublet – Bulk Materials

Sublet Code 4	See sublet reimbursement calculation below	Reimbursement for the repair-related bulk materials (Do not use part numbers for claim submission)
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Sublet reimbursement calculation for claiming the used quantities of repair-related bulk materials:

- BMW part numbers at dealer net plus handling, or
- Other materials not available through BMW and obtained locally are at cost plus 20 percent.

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

Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement

As provided and outlined in the “Customer Notification” letter, 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 the customer notification.

Customer pay repairs, when they were performed, 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.

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 2015 In-tank Fuel Pump

This website provides information regarding the required supporting documentation and alternative methods to submit a reimbursement request.

Non-Qualifying Repairs 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 do not qualify for reimbursement.

ATTACHMENTS

View PDF attachment [B010515 In-Tank Fuel Pump Sample Customer Letter](#).

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BMW***SB-10058994-9537***

TO OWNER/LESSEE
 BMW OF NORTH AMERICA, LLC
 PO BOX 1227
 WESTWOOD NJ 07675-1227

This **“Important Limited Warranty Information”** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **WBANB535X11111111**.

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 **In-tank Fuel (Pump) Delivery Module** on the above-referenced vehicle to:

10 years without mileage limitation as determined by your vehicle’s original in-service date.

This “component-specific” limited warranty extension applies to defects in materials and workmanship and is subject to the applicable New Vehicle/SAV Limited Warranty’s exclusions and limitations, in addition to the vehicle and coverage eligibility requirements.

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 repair 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.

Ineligible vehicles or the diagnosis and repair of other unrelated issues are not covered under this limited warranty extension.

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

777-3000-0714

Previous Customer-pay Repair Reimbursement – Limited Warranty Extension

BMW of North America, LLC

VIN WBANB535X11111111

Under this extended limited warranty, BMW of North America, LLC will provide reimbursement for qualifying customer-pay repairs on eligible BMW vehicles that were performed prior to the release of this customer notification.

If you previously paid for a repair that you believe would now be covered under this limited warranty extension, please submit your reimbursement request online at www.BMW-RP.com.

Customer pay repairs are subject to the applicable New Vehicle/SAV Limited Warranty's exclusions and limitations, in addition to the vehicle and coverage eligibility requirements.

Repairs performed on ineligible vehicles or the diagnosis and repair of other unrelated issues, do not qualify for reimbursement.

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.

Alternatively, you may mail or fax your request and documentation to:

BMW Customer Reimbursement Center
Attention: B-ELWR 2015 In-tank Fuel Pump
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 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.

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?