

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

# Service Information Bulletin

July 29, 2021

Fuel Systems

B13 01 21

## RECALL 21V-XXX: HIGH PRESSURE FUEL PUMP

### MODEL

E-Series	Model Description	Production Date	Affected engine type
F02	7 Series Sedan	March 10, 2014 – April 14, 2015	N57T
F10	5 Series Sedan	June 17, 2013 – July 22, 2016	N57T
F15	X5 Sports Activity Vehicle	December 20, 2013 – June 30, 2018	N57T
F25	X3 Sports Activity Vehicle	April 2, 2014 – December 20, 2016	N47T
F30	3 Series Sedan	July 1, 2013 – October 11, 2018	N47T
F31	3 Series Sports Wagon	July 15, 2013 – December 10, 2018	N47T

### AFFECTED VEHICLES

Vehicles which require this Recall Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), ISPA Next or Warranty Vehicle Inquiry.

### SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective July 29, 2021) on certain Model Year 2014 - 2018 BMW diesel engine models that were produced between June 17, 2013 and December 10, 2018.

This safety recall involves vehicles which have either been manufactured with a high-pressure fuel pump, or received a high-pressure fuel pump during a service visit, that over time, and due to factors such as fuel quality, could cause the pump to shut down as a protective measure with a corresponding loss of vehicle propulsion.

The high-pressure fuel pump will need to be replaced.

The Recall Notice and Q&A have been attached for further information.

The bulletin will be updated when additional information becomes available.

## **SAFETY RECALL NOTICE**

To: All Center Operators, Sales Managers, Service Manager, Parts Manager and Warranty Processor

RE: Recall 21V-xxx: High Pressure Fuel Pump – B13 01 21

BMW AG is conducting a Voluntary Safety Recall (effective July 29, 2021) on certain Model Year 2014 - 2018 BMW diesel engine models that were produced between June 17, 2013 and December 10, 2018.

**Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.**

**Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.**

**Please follow any special instructions that we provide to you for the return or disposition of recall parts.**

We appreciate all your assistance with this Recall.

**Safety Recall**  
**21V-xyz**  
**High-Pressure Fuel Pump**  
**Model Year 2014-2018**  
**Diesel Engine Models**  
**Issue Date: 07/29/2021**

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**  
Certain Model Year 2014-2018 BMW diesel engine models in the US are potentially affected.
- Q2. What is the specific issue?**  
This safety recall involves vehicles which have either been manufactured with a high-pressure fuel pump, or received a high-pressure fuel pump during a service visit, that over time, and due to factors such as fuel quality, could cause the pump to shut down as a protective measure with a corresponding loss of vehicle propulsion.
- Q3. Why are other models / vehicles not included in this Safety Recall?**  
Other models are equipped with a different high-pressure fuel pump design.
- Q4. Can I continue to drive my vehicle?**  
Yes. However, when you are notified by BMW to have this Safety Recall performed, please contact an authorized BMW center and schedule an appointment as soon as possible. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](http://bmwusa.com/recall). If you are not the only driver of this vehicle, please advise all other drivers of this important information.
- Q5. Can I determine if this issue exists in my vehicle?**  
If you notice an engine warning lamp in the instrument cluster, your vehicle may be experiencing this issue. Please contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.
- Q6. How did BMW Group become aware of the issue?**  
BMW Group became aware of the issue through its quality control procedures.
- Q7. How will I be informed of this Safety Recall?**  
Owners of potentially affected vehicles will be notified via First Class mail, advising them of this Safety Recall, and requesting them to schedule an appointment with an authorized BMW center to have the remedy performed. Owners can locate their nearest authorized BMW center at [bmwusa.com/dealer](http://bmwusa.com/dealer).
- To ensure BMW has your recent contact and vehicle information, owners should visit [bmwusa.com/recall](http://bmwusa.com/recall) and click on "**Manage recall notices and contact information**"
- Q8. How will my vehicle be remedied?**  
The high-pressure fuel pump will be replaced for free and should take about one hour.
- Q9. Do I have to wait for my letter to have my vehicle serviced?**  
Yes. BMW Group is in the process of ensuring that the necessary tools, parts, and procedures are available prior to contacting you to schedule an appointment with your authorized BMW center to have this important Safety Recall performed.

# Service Information Bulletin

Fuel Systems

November 17, 2021

B13 01 21

## RECALL 21V-586: HIGH PRESSURE FUEL PUMP

This Service Information Bulletin (Revision 2) replaces SI B13 01 21 **dated October 2021**.

### What's New:

- Parts Section updated

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

### MODEL

E-Series	Model Description	Production Date	Affected engine
F02	7 Series Sedan	March 10, 2014 – April 14, 2015	N57T
F10	5 Series Sedan	June 17, 2013 – July 22, 2016	N57T
F15	X5 Sports Activity Vehicle	December 20, 2013 – June 30, 2018	N57T
F25	X3 Sports Activity Vehicle	April 2, 2014 – December 20, 2016	N47T
F30	3 Series Sedan	July 1, 2013 – October 11, 2018	N47T
F31	3 Series Sports Wagon	July 15, 2013 – December 10, 2018	N47T

### AFFECTED VEHICLES

Affected vehicles in the Model list above which require this Recall Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), ISPA NEXT or Warranty Vehicle Inquiry.

Certain specific vehicles in the Model list above will not require this Recall Campaign to be performed.

### SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective July 29, 2021) on certain Model Year 2014 - 2018 BMW diesel engine models that were produced between June 17, 2013 and December 10, 2018.

This safety recall involves certain vehicles which have either been manufactured with a specific high-pressure fuel pump or have received this specific high-pressure fuel pump (replacement) during a service visit. Over time, and due to factors such as fuel quality, could cause the pump to shut down as a protective measure with a corresponding loss of vehicle propulsion.

### CORRECTION

Replace the High-Pressure Fuel Pump.

### PROCEDURE

Replace the high-pressure pump according to the repair instruction **13 51 004 Removing and installing/replacing high pressure pump (N57T)** or **13 51 017 Removing and refitting/replacing high-pressure pump (N47T)**.

**NOTE: Always check that the High-Pressure Pump is in line with the key on the High-Pressure Pump sprocket before installing the HPP.**

**Vehicle Cranks/No Start or Runs Poorly and has Fuel System-Related Faults Stored:**

Do not install a new High-Pressure Fuel Pump if the vehicle exhibits a crank/no start condition (vehicle towed in), or a poor engine running behavior as to the fuel system-related faults stored. This can cause damage to the newly installed High-Pressure Fuel Pump when the engine is started.

Submit a TC TSARA case **first** to get further repair instructions when there is a crank/no start or a poor engine running condition.

**PARTS INFORMATION**

Please monitor the Parts Matrix for ordering information.

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 the claim.

Part Number	Description	Quantity
<b>N57T</b>		
13 51 7824476	High-pressure pump	1
13 53 7823483	HP pipe	1
13 53 7823484	HP pipe	1
11 61 8571005	Metal gasket	1
11 61 8512504	O-ring	1
11 61 8507335	Profile seal	6
11 61 7801943	Profile seal	1
11 61 8513295	Profile seal	1
11 14 8576339	Screw plug (M34x1.5)	1
<b>N47*</b>		
13 51 7824477	High pressure pump (CP4.1 N47)	1
11 14 8576339	Screw plug (M34x1.5)	1

\*Other parts listed in previous Revisions no longer apply

**CLAIM INFORMATION**

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below and the part numbers listed above that apply:

<b>Defect Code:</b>	<b>0013390300</b>	<b>F0x F1x F2x F3x N47 N57 Replacing high pressure pump</b>
---------------------	-------------------	---

Vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 71 590	Replace the high-pressure fuel pump (for applicable models, this also includes 00 00 556 and 61 21 528)	Refer to AIR

Or:

The vehicle arrives at your center and this Recall shows open (No other Main work will be performed or claimed during this workshop visit)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
----------	-----------------	-------------------------	-----------------

# 2	00 71 080	Replace the high-pressure fuel pump (for applicable models, this also includes 00 00 556 and 61 21 528)	Refer to AIR
-----	-----------	---	--------------

Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

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

### Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B13 01 21 WP 1), unless otherwise required by State law.

### Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)

This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Defect Code noted above as follows:

Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to SI B01 29 16 for additional information.

### Consequential Repair(s) (RO and Claim Comments Required)

When additional work and/or parts are required as a direct result of addressing the issue and/or performing the repair outlined 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 the what) on the repair order and in the claim comments section.

### TREAD Act Reimbursement - Qualifying Prior Customer-Pay Repairs

**Note:** Most of these vehicles were eligible for additional component coverage prior to the release of this recall, please refer to SI B01 14 17 for the High-Pressure Fuel Pump Limited Warranty Extension (LWE) information. When this Recall shows open on an Affected Vehicle, SI B01 14 17 does not apply.

In conjunction with the above, BMW of North America, LLC will reimburse qualifying customer-pay repairs to address the issue described in this Service Information Bulletin that were performed **prior** to the release of this Recall, and when that repair was performed, the vehicle was either beyond or was not included in the extended (LWE) component coverage.

### Customer arrives with an Affected Vehicle to your workshop

Perform the open Recall repair outlined in this bulletin, and if the prior repair qualifies (see below), submit for both the Recall repair and for the customer-pay reimbursement (As separate repair line items with separate defect codes).

Or:

### Customer only presents your center with a customer-pay invoice for the prior repair

If the vehicle and the prior repair qualifies (see below), submit for the customer-pay reimbursement portion only.

### Customer-pay Invoice Review and Reimbursement Procedure

Review and verify that the prior customer-pay invoice (BMW center or independent repair shop) is for a repair that addresses the issue described in this Recall Service Information bulletin, and that it meets the reimbursement criteria in the first two statements above.

If this prior repair qualifies, reimburse the customer (labor and parts).

Submit for this customer-paid repair expense under Defect Code **85 99 00 12 NA**, as follows:

- Sublet Code 3
- Dollar amount (with no additional no markup)
- Comment: RECALL 21V-586: HIGH PRESSURE FUEL PUMP - Reimbursement for allowable expenses that relate to performing the prior qualifying customer-pay repair
- Explain and itemize the claimed sublet amount on the repair and in the claim comments

Retain the original customer pay invoice in your files; this documentation may be requested by BMW during the claim review process.

### Repairs that do not qualify for Reimbursement

This includes repairs performed on non-affected vehicles, and/or the diagnosis and repair of other unrelated issues. This exclusion also applies to repairs that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

This claim submission for the prior customer-pay reimbursement, when it is submitted as outlined under Defect Code 85 99 00 12 NA, **will not close** the Open Safety Recall on the vehicle.

**This Recall Service Information Bulletin does not provide an option to submit a claim to close this open Recall based on a prior repair being performed, the Recall repair outlined in this bulletin must still be performed.**

### QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department

## **SAFETY RECALL NOTICE**

To: All Center Operators, Sales Managers, Service Manager, Parts Manager and Warranty Processor

RE: Recall 21V-586: High Pressure Fuel Pump – B13 01 21

BMW AG is conducting a Voluntary Safety Recall (effective July 29, 2021) on certain Model Year 2014 - 2018 BMW diesel engine models that were produced between June 17, 2013 and December 10, 2018.

**Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.**

**Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.**

**Please follow any special instructions that we provide to you for the return or disposition of recall parts.**

We appreciate all your assistance with this Recall.

**Safety Recall**  
**21V-586**  
**High-Pressure Fuel Pump**  
**Model Year 2014-2018**  
**Diesel Engine Models**  
**Issue Date: 07/29/2021**

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**  
Certain Model Year 2014-2018 BMW diesel engine models in the US are potentially affected.
- Q2. What is the specific issue?**  
This safety recall involves vehicles which have either been manufactured with a high-pressure fuel pump, or received a high-pressure fuel pump during a service visit, that over time, and due to factors such as fuel quality, could cause the pump to shut down as a protective measure with a corresponding loss of vehicle propulsion.
- Q3. Why are other models / vehicles not included in this Safety Recall?**  
Other models are equipped with a different high-pressure fuel pump design.
- Q4. Can I continue to drive my vehicle?**  
Yes. However, when you are notified by BMW to have this Safety Recall performed, please contact an authorized BMW center and schedule an appointment as soon as possible. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](http://bmwusa.com/recall). If you are not the only driver of this vehicle, please advise all other drivers of this important information.
- Q5. Can I determine if this issue exists in my vehicle?**  
If you notice an engine warning lamp in the instrument cluster, your vehicle may be experiencing this issue. Please contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.
- Q6. How did BMW Group become aware of the issue?**  
BMW Group became aware of the issue through its quality control procedures.
- Q7. How will I be informed of this Safety Recall?**  
Owners of potentially affected vehicles will be notified via First Class mail, advising them of this Safety Recall, and requesting them to schedule an appointment with an authorized BMW center to have the remedy performed. Owners can locate their nearest authorized BMW center at [bmwusa.com/dealer](http://bmwusa.com/dealer).
- To ensure BMW has your recent contact and vehicle information, owners should visit [bmwusa.com/recall](http://bmwusa.com/recall) and click on "**Manage recall notices and contact information**"
- Q8. How will my vehicle be remedied?**  
The high-pressure fuel pump will be replaced for free and should take about one hour.
- Q9. Do I have to wait for my letter to have my vehicle serviced?**  
Yes. BMW Group is in the process of ensuring that the necessary tools, parts, and procedures are available prior to contacting you to schedule an appointment with your authorized BMW center to have this important Safety Recall performed.

# Service Information Bulletin

Fuel Systems

October 4, 2021

B13 01 21

## RECALL 21V-586: HIGH PRESSURE FUEL PUMP

This Service Information Bulletin (Revision 1) replaces SI B13 01 21 **dated July 2021**.

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

- All necessary information has been provided to complete this recall

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

### MODEL

E-Series	Model Description	Production Date	Affected engine
F02	7 Series Sedan	March 10, 2014 – April 14, 2015	N57T
F10	5 Series Sedan	June 17, 2013 – July 22, 2016	N57T
F15	X5 Sports Activity Vehicle	December 20, 2013 – June 30, 2018	N57T
F25	X3 Sports Activity Vehicle	April 2, 2014 – December 20, 2016	N47T
F30	3 Series Sedan	July 1, 2013 – October 11, 2018	N47T
F31	3 Series Sports Wagon	July 15, 2013 – December 10, 2018	N47T

### AFFECTED VEHICLES

Affected vehicles **in the Model list above** which require this Recall Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), ISPA NEXT or Warranty Vehicle Inquiry.

**Certain specific vehicles in the Model list above will not require this Recall Campaign to be performed.**

### SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective July 29, 2021) on certain Model Year 2014 - 2018 BMW diesel engine models that were produced between June 17, 2013 and December 10, 2018.

This safety recall involves **certain** vehicles which have either been manufactured with a specific high-pressure fuel pump or have received **this specific** high-pressure fuel pump **(replacement)** during a service visit. Over time, and due to factors such as fuel quality, could cause the pump to shut down as a protective measure with a corresponding loss of vehicle propulsion.

### CORRECTION

Replace the High-Pressure Fuel Pump.

### PROCEDURE

Replace the high-pressure pump according to the repair instruction **13 51 004 Removing and installing/replacing high pressure pump (N57T)** or **13 51 017 Removing and refitting/replacing high-pressure pump (N47T)**.

**NOTE: Always check that the High-Pressure Pump is in line with the key on the High-Pressure Pump sprocket before installing the HPP.**

**Vehicle Cranks/No Start or Runs Poorly and has Fuel System-Related Faults Stored:**

Do not install a new High-Pressure Fuel Pump if the vehicle exhibits a crank/no start condition (vehicle towed in), or a poor engine running behavior as to the fuel system-related faults stored. This can cause damage to the newly installed High-Pressure Fuel Pump when the engine is started.

Submit a TC TSARA case first to get further repair instructions when there is a crank/no start or a poor engine running condition.

**PARTS INFORMATION**

Please monitor the Parts Matrix for ordering information.

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 the claim.

Part Number	Description	Quantity
<b>N57T</b>		
13 51 7824476	High-pressure pump	1
13 53 7823483	HP pipe	1
13 53 7823484	HP pipe	1
11 61 8571005	Metal gasket	1
11 61 8512504	O-ring	1
11 61 8507335	Profile seal	6
11 61 7801943	Profile seal	1
11 61 8513295	Profile seal	1
11 14 8576339	Screw plug (M34x1.5)	1
<b>N47T</b>		
13 51 7824477	High pressure pump (CP4.1 N47)	1
11 14 8576339	Screw plug (M34x1.5)	1
11 61 8571005	Metal gasket	1
11 61 8583456	O-ring	1
11 61 8517159	Seal carrier	1

**CLAIM INFORMATION**

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below and the part numbers listed above that apply:

<b>Defect Code:</b>	<b>0013390300</b>	<b>F0x F1x F2x F3x N47 N57 Replacing high pressure pump</b>
---------------------	-------------------	---

**Vehicle is already in the workshop**

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 71 590	Replace the high-pressure fuel pump (for applicable models, this also includes 00 00 556 and 61 21 528)	Refer to AIR

Or:

The vehicle arrives at your center and this Recall shows open (No other Main work will be performed or claimed during this workshop visit)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 71 080	Replace the high-pressure fuel pump (for applicable models, this also includes 00 00 556 and 61 21 528)	Refer to AIR

Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

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

### Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B13 01 21 WP 1), unless otherwise required by State law.

### Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)

This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Defect Code noted above as follows:

Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to SI B01 29 16 for additional information.

### Consequential Repair(s) (RO and Claim Comments Required)

When additional work and/or parts are required as a direct result of addressing the issue and/or performing the repair outlined 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 the what) on the repair order and in the claim comments section.

### TREAD Act Reimbursement - Qualifying Prior Customer-Pay Repairs

**Note:** Most of these vehicles were eligible for additional component coverage prior to the release of this recall, please refer to SI B01 14 17 for the High-Pressure Fuel Pump Limited Warranty Extension (LWE) information. When this Recall shows open on an Affected Vehicle, SI B01 14 17 does not apply.

In conjunction with the above, BMW of North America, LLC will reimburse qualifying customer-pay repairs to address the issue described in this Service Information Bulletin that were performed **prior** to the release of this Recall, and when that repair was performed, the vehicle was either beyond or was not included in the extended (LWE) component coverage.

### Customer arrives with an Affected Vehicle to your workshop

Perform the open Recall repair outlined in this bulletin, and if the prior repair qualifies (see below), submit for both the Recall repair and for the customer-pay reimbursement (As separate repair line items with separate defect codes).

Or:

## Customer only presents your center with a customer-pay invoice for the prior repair

If the vehicle and the prior repair qualifies (see below), submit for the customer-pay reimbursement portion only.

### Customer-pay Invoice Review and Reimbursement Procedure

Review and verify that the prior customer-pay invoice (BMW center or independent repair shop) is for a repair that addresses the issue described in this Recall Service Information bulletin, and that it meets the reimbursement criteria in the first two statements above.

If this prior repair qualifies, reimburse the customer (labor and parts).

Submit for this customer-paid repair expense under Defect Code **85 99 00 12 NA**, as follows:

- Sublet Code 3
- Dollar amount (with no additional no markup)
- Comment: RECALL 21V-586: HIGH PRESSURE FUEL PUMP - Reimbursement for allowable expenses that relate to performing the prior qualifying customer-pay repair
- Explain and itemize the claimed sublet amount on the repair and in the claim comments

Retain the original customer pay invoice in your files; this documentation may be requested by BMW during the claim review process.

### Repairs that do not qualify for Reimbursement

This includes repairs performed on non-affected vehicles, and/or the diagnosis and repair of other unrelated issues. This exclusion also applies to repairs that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

This claim submission for the prior customer-pay reimbursement, when it is submitted as outlined under Defect Code 85 99 00 12 NA, **will not close** the Open Safety Recall on the vehicle.

**This Recall Service Information Bulletin does not provide an option to submit a claim to close this open Recall based on a prior repair being performed, the Recall repair outlined in this bulletin must still be performed.**

## QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department

## **SAFETY RECALL NOTICE**

To: All Center Operators, Sales Managers, Service Manager, Parts Manager and Warranty Processor

RE: Recall 21V-586: High Pressure Fuel Pump – B13 01 21

BMW AG is conducting a Voluntary Safety Recall (effective July 29, 2021) on certain Model Year 2014 - 2018 BMW diesel engine models that were produced between June 17, 2013 and December 10, 2018.

**Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.**

**Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.**

**Please follow any special instructions that we provide to you for the return or disposition of recall parts.**

We appreciate all your assistance with this Recall.

**Safety Recall**  
**21V-586**  
**High-Pressure Fuel Pump**  
**Model Year 2014-2018**  
**Diesel Engine Models**  
**Issue Date: 07/29/2021**

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**  
Certain Model Year 2014-2018 BMW diesel engine models in the US are potentially affected.
- Q2. What is the specific issue?**  
This safety recall involves vehicles which have either been manufactured with a high-pressure fuel pump, or received a high-pressure fuel pump during a service visit, that over time, and due to factors such as fuel quality, could cause the pump to shut down as a protective measure with a corresponding loss of vehicle propulsion.
- Q3. Why are other models / vehicles not included in this Safety Recall?**  
Other models are equipped with a different high-pressure fuel pump design.
- Q4. Can I continue to drive my vehicle?**  
Yes. However, when you are notified by BMW to have this Safety Recall performed, please contact an authorized BMW center and schedule an appointment as soon as possible. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](http://bmwusa.com/recall). If you are not the only driver of this vehicle, please advise all other drivers of this important information.
- Q5. Can I determine if this issue exists in my vehicle?**  
If you notice an engine warning lamp in the instrument cluster, your vehicle may be experiencing this issue. Please contact BMW Roadside Assistance at 1-800-332-4269 immediately to have your vehicle brought to the nearest authorized BMW center.
- Q6. How did BMW Group become aware of the issue?**  
BMW Group became aware of the issue through its quality control procedures.
- Q7. How will I be informed of this Safety Recall?**  
Owners of potentially affected vehicles will be notified via First Class mail, advising them of this Safety Recall, and requesting them to schedule an appointment with an authorized BMW center to have the remedy performed. Owners can locate their nearest authorized BMW center at [bmwusa.com/dealer](http://bmwusa.com/dealer).
- To ensure BMW has your recent contact and vehicle information, owners should visit [bmwusa.com/recall](http://bmwusa.com/recall) and click on "**Manage recall notices and contact information**"
- Q8. How will my vehicle be remedied?**  
The high-pressure fuel pump will be replaced for free and should take about one hour.
- Q9. Do I have to wait for my letter to have my vehicle serviced?**  
Yes. BMW Group is in the process of ensuring that the necessary tools, parts, and procedures are available prior to contacting you to schedule an appointment with your authorized BMW center to have this important Safety Recall performed.

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)



## ***N47T/N57T HIGH PRESSURE FUEL PUMP: LIMITED WARRANTY EXTENSION TO 10 YEARS/120,000 MILES***

### **MODEL**

F30 (328d Sedan) (N47T Engine) Model Year 2014 produced 6/24/2013 to 6/27/2014	F30 (328d xDrive Sedan) (N47T Engine) Model Year 2014 produced 6/25/2013 to 6/27/2014	F31 (328d xDrive Sports Wagon) (N47T Engine) Model Year 2014 produced 4/17/2013 to 6/28/2014	F10 (535d Sedan) (N57T Engine) Model Year 2014 produced 7/8/2013 to 6/27/2014
F10 (535d xDrive Sedan) (N57T Engine) Model Year 2014 produced 3/30/2013 to 6/27/2014	F15 (X5 xDrive35d) (N57T Engine) Model Year 2014 produced 5/7/2013 to 7/31/2014		



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

To determine vehicle eligibility and that this coverage applies, always perform a VIN-specific DCSnet Warranty Inquiry first; please refer to the “Eligible Vehicles” section of this bulletin for further details.

### **INFORMATION**

For the eligible vehicles, BMW of North America, LLC (“BMW NA”) is extending the limited warranty for the vehicle’s **engine high pressure fuel pump** to:

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



GRUSB0117 - 16

- 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.



**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 in a phased release.

## 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:

**For this vehicle, the engine high pressure fuel pump 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. Please see SI B01 14 17 (DC 13 51 90 03 00).**



**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.

**The “model year” production start (SoP) and end date (EoP) for a specific “model variant” within a “Series” will vary, please do not use a vehicle’s production date as the sole deterrent for this coverage.**

If you have ELW eligibility and/or coverage question, please contact the Warranty department through IDS by selecting “Coverage, Policy and Coding” **prior** to performing any repairs.

## PARTS INFORMATION

Part Number	Description	Quantity
13 51 8 597 819	Exchange high-pressure pump (N47T)	1
13 53 7 800 590	PRESSURE HOSE ASSY (N47T)	1

Part Number	Description	Quantity
13 51 8 597 821	Exchange high-pressure pump (N57T)	1
13 53 8 596 875	PRESSURE HOSE ASSY (N57T)	1
13 53 8 596 876	PRESSURE HOSE ASSY (N57T)	1



Note: For other parts, 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

The engine high pressure fuel pump 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).

**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 engine high pressure fuel pump fail again, these component are 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

<b>Defect Code:</b>	<b>1351900300</b>	
---------------------	-------------------	--

### Engine Performance-Related and/or Malfunction Light/Message is displayed.

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 00 006	Refer to KSD2	Performing “vehicle test” (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to KSD2	Performing “vehicle test” (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply (indicated in KSD 2 as Charging battery)
And, as necessary:		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module
And/or, as necessary:		

13 00 003	Work time (WT)	Check function of the digital diesel electronics (DDE)
And, if necessary:		
13 31 528	Refer to KSD2	Checking fuel supply pressure
Or, if necessary:		
13 31 525	Refer to KSD2	Checking fuel return pressure
And:		
13 51 520	Refer to KSD2	Replacing high pressure fuel pump (after vehicle diagnosis)

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.

Work time labor operation codes 61 00 006 and 13 00 003 are not considered a Main labor operations; however, they do require an individual punch times and an explanations on the repair order and in the claim comments section.

Or, for:

### Other Covered Replacement Reasons

Labor Operation:	Labor Allowance:	Description:
13 51 017	Refer to KSD2	Replacing high pressure fuel pump (Main work)
Or:		
13 51 517	Refer to KSD2	Replacing high pressure fuel pump (Plus work)

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

And, as necessary:

### Sublet – Bulk Materials

<b>Sublet Code 4</b>	See the sublet reimbursement calculations below	Reimbursement for the repair-related bulk materials (Do not use part numbers for claim submission)
----------------------	---	--

Sublet reimbursement calculation for claiming repair-related bulk materials (BMW part numbers) is at dealer net price for the “used quantities” plus your center’s handling.

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

### Consequential Repair(s)

When other or additional work and/or parts are required as a direct result of the issue being addressed in this bulletin, claim these items under the defect code listed above together the applicable labor operations listed in KSD2

Explain and itemize the other or additional work these repair order and in claim comment section.

## Overlapping Labor Procedure – Other Repairs

If invoicing the KSD2 flat rate labor operation codes for other repair work results in overlapping labor, for those flat rate labor operations that are affected, you can now:

- Replace the stated KSD2 “FRU allowance” with a “reduced FRU value” to eliminate the overlapping labor.

For help in identifying the overlapping labor, please refer to the AIR FRU Plausibility Check (Overlapping Labor Tool) that is located in the AIR Client.

Eligible other repair work being claimed under a different defect code will require separate punch times.

On the repair order and in the claim comment section, please identify and itemize those labor operations being claimed with a “reduced FRU value.”

## 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 2017 N47T/N57T Engine High Pressure Fuel Pump 10Y120M**

## Reimbursement Request Procedure

The online process is initiated by attaching/sending “PDF files” of the supporting documentation for the “prior repair.”

The website and attached sample customer letter provides information as to “what” documentation is needed to be supplied to support a 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 2017 N47T/N57T Engine High Pressure Fuel Pump 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.

**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.

Please have your 17-character Vehicle Identification Number (VIN) available and include the VIN with all communications.

Month YYYY

This **“Important Limited Warranty Information”** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **WBANB535X01234567**.

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 engine's:

- **High Pressure Fuel Pump**

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 extensions apply 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(s).

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

Month YYYY

**VIN WBANB535X01234567**

Under these extended limited warranties, 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 these component-specific limited warranty extensions.

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 2017 N47T/N57T High Pressure Fuel Pump 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 2017 N47T/N57T High Pressure Fuel Pump 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.

B-ELWR 2017 N47T/N57T High Pressure Fuel Pump 10Y120M

**N47T/N57T High Pressure Fuel Pump: 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?



## ***N47T/N57T HIGH PRESSURE FUEL PUMP: LIMITED WARRANTY EXTENSION TO 10 YEARS/120,000 MILES***

### MODEL

F30 (328d Sedan) (N47T Engine) Model Year 2014 & 2015 produced 6/24/2013 to 6/22/2015	F30 (328d xDrive Sedan) (N47T Engine) Model Year 2014 & 2015 produced 6/25/2013 to 6/19/2015	F31 (328d xDrive Sports Wagon) (N47T Engine) Model Year 2014 & 2015 produced 4/17/2013 to 6/30/2015	F02 (740Ld xDrive) (N57T Engine) Model Year 2015 produced 8/27/2013 to 5/8/2015
F10 (535d Sedan) (N57T Engine) Model Year 2014 & 2015 produced 7/8/2013 to 6/26/2015	F10 (535d xDrive Sedan) (N57T Engine) Model Year 2014 & 2015 produced 3/30/2013 to 6/26/2015	F15 (X5 xDrive35d) (N57T Engine) Model Year 2014 & 2015 produced 5/7/2013 to 11/23/2015	F25 (X3 xDrive28d) (N57T Engine) Model Year 2015 produced 9/15/2013 to 3/31/2015



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

To determine vehicle eligibility and that this coverage applies, always perform a VIN-specific DCSnet Warranty Inquiry first; please refer to the “Eligible Vehicles” section of this bulletin for further details.

### INFORMATION

For the eligible vehicles, BMW of North America, LLC (“BMW NA”) is extending the limited warranty for the vehicle’s **engine high pressure fuel pump** to:

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



GRUSB0117 - 16

- 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.



**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 in a phased release.

## 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 14 17 (DC 13 51 90 03 00). For this vehicle, the engine high pressure fuel pump 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.**



**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.

**The “model year” production start (SoP) and end date (EoP) for a specific “model variant” within a “Series” will vary, please do not use a vehicle’s production date as the sole deterrent for this coverage.**

If you have ELW eligibility and/or coverage question, please contact the Warranty department through IDS by selecting “Coverage, Policy and Coding” **prior** to performing any repairs.

## PARTS INFORMATION

Part Number	Description	Quantity
13 51 8 597 819	Exchange high-pressure pump (N47T)	1
13 53 7 800 590	PRESSURE HOSE ASSY (N47T)	1

Part Number	Description	Quantity
13 51 8 597 821	Exchange high-pressure pump (N57T)	1
13 53 8 596 875	PRESSURE HOSE ASSY (N57T)	1
13 53 8 596 876	PRESSURE HOSE ASSY (N57T)	1



Note: For other parts, 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

The engine high pressure fuel pump 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).

**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 engine high pressure fuel pump fail again, these component are 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

<b>Defect Code:</b>	<b>1351900300</b>	
---------------------	-------------------	--

### Engine Performance-Related and/or Malfunction Light/Message is displayed.

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 00 006	Refer to KSD2	Performing “vehicle test” (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to KSD2	Performing “vehicle test” (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply (indicated in KSD 2 as Charging battery)
And, as necessary:		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module
And/or, as necessary:		

13 00 003	Work time (WT)	Check function of the digital diesel electronics (DDE)
And, if necessary:		
13 31 528	Refer to KSD2	Checking fuel supply pressure
Or, if necessary:		
13 31 525	Refer to KSD2	Checking fuel return pressure
And:		
13 51 520	Refer to KSD2	Replacing high pressure fuel pump (after vehicle diagnosis)

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.

Work time labor operation codes 61 00 006 and 13 00 003 are not considered a Main labor operations; however, they do require an individual punch times and an explanations on the repair order and in the claim comments section.

Or, for:

### Other Covered Replacement Reasons

Labor Operation:	Labor Allowance:	Description:
13 51 017	Refer to KSD2	Replacing high pressure fuel pump (Main work)
Or:		
13 51 517	Refer to KSD2	Replacing high pressure fuel pump (Plus work)

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

And, as necessary:

### Sublet – Bulk Materials

<b>Sublet Code 4</b>	See the sublet reimbursement calculations below	Reimbursement for the repair-related bulk materials (Do not use part numbers for claim submission)
----------------------	---	--

Sublet reimbursement calculation for claiming repair-related bulk materials (BMW part numbers) is at dealer net price for the “used quantities” plus your center’s handling.

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

### Consequential Repair(s)

When other or additional work and/or parts are required as a direct result of the issue being addressed in this bulletin, claim these items under the defect code listed above together the applicable labor operations listed in KSD2

Explain and itemize the other or additional work these repair order and in claim comment section.

## Overlapping Labor Procedure – Other Repairs

If invoicing the KSD2 flat rate labor operation codes for other repair work results in overlapping labor, for those flat rate labor operations that are affected, you can now:

- Replace the stated KSD2 “FRU allowance” with a “reduced FRU value” to eliminate the overlapping labor.

For help in identifying the overlapping labor, please refer to the AIR FRU Plausibility Check (Overlapping Labor Tool) that is located in the AIR Client.

Eligible other repair work being claimed under a different defect code will require separate punch times.

On the repair order and in the claim comment section, please identify and itemize those labor operations being claimed with a “reduced FRU value.”

## 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 2017 N47T/N57T Engine High Pressure Fuel Pump 10Y120M**

## Reimbursement Request Procedure

The online process is initiated by attaching/sending “PDF files” of the supporting documentation for the “prior repair.”

The website and attached sample customer letter provides information as to “what” documentation is needed to be supplied to support a 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 2017 N47T/N57T Engine High Pressure Fuel Pump 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.

**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.

Please have your 17-character Vehicle Identification Number (VIN) available and include the VIN with all communications.

Month YYYY

This **“Important Limited Warranty Information”** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **WBANB535X01234567**.

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 engine's:

- **High Pressure Fuel Pump**

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 extensions apply 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(s).

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

Month YYYY

**VIN WBANB535X01234567**

Under these extended limited warranties, 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 these component-specific limited warranty extensions.

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 2017 N47T/N57T High Pressure Fuel Pump 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 2017 N47T/N57T High Pressure Fuel Pump 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.

B-ELWR 2017 N47T/N57T High Pressure Fuel Pump 10Y120M

**N47T/N57T High Pressure Fuel Pump: 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?



This Service Information bulletin supersedes SI B01 14 17 dated August 2018

## ***N47T/N57T ENGINE HIGH PRESSURE FUEL PUMP: LIMITED WTY EXT TO 10 YRS/120,000 MILES***

### What's New:

- 2017 and 2018 model year F15 vehicles with the N57T engine added.
- Updated customer letter attached.

### MODEL

F02 (740Ld xDrive) (N57T Engine) Model Year 2015 produced 8/27/2013 to 5/8/2015	F10 (535d Sedan) (N57T Engine) Model Year 2014, 2015 and 2016 produced 7/8/2013 to 9/30/2016	F10 (535d xDrive Sedan) (N57T Engine) Model Year 2014, 2015 and 2016 produced 3/30/2013 to 9/21/2016	F15 (X5 xDrive35d) (N57T Engine) Model Year 2014, 2015, 2016, 2017 and 2018 produced 5/7/2013 to 6/30/2018
F25 (X3 xDrive28d) (N47T Engine) Model Year 2015 and 2016 produced 9/15/2013 to 3/31/016	F30 (328d Sedan) (N47T Engine) Model Year 2014, 2015 and 2016 produced 6/24/2013 to 6/27/2016	F30 (328d xDrive Sedan) (N47T Engine) Model Year 2014, 2015 and 2016 produced 6/25/2013 to 6/27/2016	F31 (328d xDrive Sports Wagon) (N47T Engine) Model Year 2014, 2015 and 2016 produced 4/17/2013 to 6/27/2016

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

### ELIGIBLE VEHICLES

To determination a vehicle's eligibility and to confirm this coverage applies, always perform a VIN-specific DCSnet Warranty Inquiry first.

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 14 17 (DC 13 51 90 03 00). For this vehicle, the engine high pressure fuel pump 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.**



**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.

**Note: The 2017 and 2018 model year F15 (X5 xDrive35d) N57T engine vehicles were added June 2019.**

## INFORMATION

For the eligible vehicles, BMW of North America, LLC (BMW NA) is extending the limited warranty for the vehicle's **engine high pressure fuel pump** to:

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

 <p style="text-align: center;">GRUSB0117 - 16</p>	<ul style="list-style-type: none"> <li>• This component-specific limited warranty extension applies to defects in materials or workmanship.</li> <li>• 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.</li> </ul>
--	--



**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 sent VIN-specific customer notification letters.

## PARTS INFORMATION

Part Number	Description	Quantity
13 51 8 597 819	Exchange high-pressure pump (N47T)	1
13 53 7 800 590	PRESSURE HOSE ASSY (N47T)	1

Part Number	Description	Quantity
13 51 8 597 821	Exchange high-pressure pump (N57T)	1
13 53 8 596 875	PRESSURE HOSE ASSY (N57T)	1
13 53 8 596 876	PRESSURE HOSE ASSY (N57T)	1



Note: For other parts, 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-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).

**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, this is component 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**

<b>Defect Code:</b>	<b>1351900300</b>	
---------------------	-------------------	--

**Engine Performance-Related and/or Malfunction Light/Message is displayed.**

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 00 006	Refer to AIR	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to AIR	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to AIR	Connect an approved battery charger/power supply (indicated in AIR as Charging battery)
And, as necessary:		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module
And/or, as necessary:		
13 00 003	Work time (WT)	Check function of the digital diesel electronics (DDE)
And, if necessary:		
13 31 528	Refer to AIR	Checking fuel supply pressure
Or, if necessary:		
13 31 525	Refer to AIR	Checking fuel return pressure

And, for the:

**F02, F10 and F15**

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
13 51 518	Refer to AIR	Replacing high pressure fuel pump (after vehicle diagnosis)

Or, for the:

**F30 and F31**

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
13 51 520	Refer to AIR	Replacing high pressure fuel pump (after vehicle diagnosis)

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.

Work time labor operation codes 61 00 006 and 13 00 003 are not considered a Main labor operations; however, they do require an individual punch times and an explanations on the repair order and in the claim comments section.

Or, for:

## Other Covered Replacements

### F10 and F15

Labor Operation:	Labor Allowance:	Description:
13 51 004	Refer to AIR	Replacing high pressure fuel pump (Main work)
Or:		
13 51 515	Refer to AIR	Replacing high pressure fuel pump (Plus work)

Or:

### F30 and F31

Labor Operation:	Labor Allowance:	Description:
13 51 017	Refer to AIR	Replacing high pressure fuel pump (Main work)
Or:		
13 51 517	Refer to AIR	Replacing high pressure fuel pump (Plus work)

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

### Consequential Repair(s)

When other or additional work and/or parts are required as a direct result of the issue being addressed in this bulletin, claim these items under the defect code listed above together the applicable labor operations listed in AIR

Explain and itemize the other or additional work these repair order and in claim comment section.

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

For the “Models” listed above and under this extended limited warranty, 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.

**N Note: The 2017 and 2018 model year F15 (X5 xDrive35d) N57T engine vehicles were added June 2019.**

### 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 2017 N47T/N57T Engine High Pressure Fuel Pump 10Y120M**

## **Reimbursement Request Procedure**

The online process is initiated by attaching/sending “PDF files” of the supporting documentation for the “prior repair.”

The website and attached sample customer letter provides information as to “what” documentation is needed to be supplied to support a 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 2017 N47T/N57T Engine High Pressure Fuel Pump 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.

## **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.

Please have your 17-character Vehicle Identification Number (VIN) available and include the VIN with all communications.




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

000001

BMW NHTSA PE21-021-0029



June 2019

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

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:

- **High Pressure Fuel Pump**

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

June 2019

#### VIN WBANB535X01234567

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 2017 N47T/N57T Engine High Pressure Fuel Pump 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 2017 N47T/N57T Engine High Pressure Fuel Pump 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.

**Engine High Pressure Fuel Pump: 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?

# Service Information Bulletin

August 12, 2021

Warranties

B01 14 17

## **N47T/N57T ENGINE HIGH-PRESSURE FUEL PUMP LIMITED WTY EXT TO 10 YRS/120,000 MILES**

This Service Information bulletin supersedes SI B01 14 17 dated June 2019

### What's New:

- The model year 2017 F30 and F31 vehicles with the N47T engine added.
- Reimbursement mailing address information updated.

### MODEL

E-Series	MY	Model Description	Production Dates	Engine
F02	2015	740Ld xDrive	August 27, 2013 to May 8, 2015	N57T
F10	2014, 2015, 2016	535d Sedan	July 8, 2013 to September 30, 2016	N57T
F10	2014, 2015, 2016	535d xDrive Sedan	March 30, 2013 to September 21, 2016	N57T
F15	2014, 2015, 2016, 2017, 2018	X5 xDrive35d	May 7, 2013 to June 30, 2018	N57T
F25	2015, 2016	X3 xDrive28d	September 15, 2013 to March 31, 2016	N47T
F30	2014, 2015, 2016, 2017	328d Sedan	June 24, 2013 to June 28, 2017	N47T
F30	2014, 2015, 2016, 2017	328d xDrive Sedan	June 25, 2013 to June 30 2017	N47T
F31	2014, 2015, 2016, 2017	328d xDrive Sports Wagon	April 17, 2013 to June 29, 2017	N47T

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

**Note:** The model year 2017 and 2018 F15 (X5 xDrive35d) N57T engine vehicles were added June 2019.

**Note:** The model year 2017 F30 and F31 vehicles with the N47T engine were added August 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:

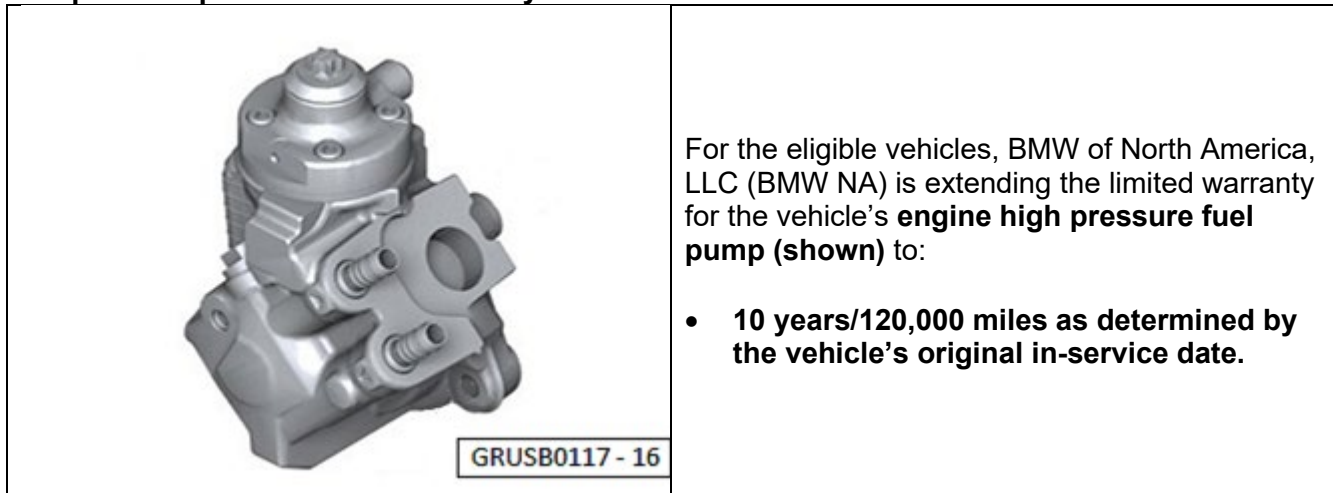
**Please see SI B01 14 17 (DC 13 51 90 03 00). For this vehicle, the engines high pressure fuel pump limited warranty for defects in materials or workmanship has been extended to 10 year/120,000 mile as determined from the original in-service date. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.**

**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.

## **SITUATION**

### **Component-Specific Limited Warranty Extension**



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.

**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 sent VIN-specific customer notification letters.

## **CAUSE**

The vehicle may experience a lack of power while driving, there could also be with malfunction indicator lamp (MIL) on or engine stalling due to a failure of the high-pressure pump (HDP).

An engine re-start may also no longer be possible. If the engine re-start, the rail fuel pressure could be insufficient.

## **CORRECTION**

Follow the instructions in the PROCEDURE section.

## **PROCEDURE**

**Note:** Always following the most current applicable repair instructions and procedures.

If a vehicle listed above arrives with engine malfunction indicator (Check Engine) warning light on and the issues described above, performing a Vehicle Test.

Perform the corresponding test modules and replaced the high-pressure fuel pump if instructed.

Additionally, any other repair that requires the replacement of the high-pressure fuel pump due to a defect in material and workmanship is also covered under the extended time and mileage limits described in this bulletin.

## PARTS INFORMATION

Part Number	Description	Quantity
13 51 8 597 819	Exchange high-pressure pump (N47T)	1
13 53 7 800 590	PRESSURE HOSE ASSY (N47T)	1

Part Number	Description	Quantity
13 51 8 597 821	Exchange high-pressure pump (N57T)	1
13 53 8 596 875	PRESSURE HOSE ASSY (N57T)	1
13 53 8 596 876	PRESSURE HOSE ASSY (N57T)	1

- 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-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.

**The existing limited warranty coverage for the whole vehicle and other components has not changed.**

This component-specific extended limited warranty coverage is subject to the same corresponding vehicle eligibility requirements, limitations, and exclusion criteria that applies to all repairs that will result with a claim submission to BMW.

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 the high-pressure fuel pump 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 as Determined by the Vehicle's Original In-Service Date**

<b>Defect Code:</b>	<b>1351900300</b>	<b>F02 F10 F15 F25 F3x N47 N57 US version high pressure pump</b>
---------------------	-------------------	--

**Engine Performance-Related and/or Malfunction Light/Message is displayed.**

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	Support voltage of the vehicle electrical system / recharge vehicle electrical system battery	Refer to AIR
And, as necessary:		
61 00 006*	Performing vehicle diagnosis – test module	Work time (WT)
And/or, as necessary:		
13 00 003*	Check function of the digital diesel electronics (DDE)	Work time (WT)
Or:		
00 58 000*	Diagnosis Worktime Flat Rate (See below)	2 FRU
And/or, if necessary:		
13 31 528	Checking fuel supply pressure	Refer to AIR
And/or, if necessary		
13 31 525	Checking fuel return pressure	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.

Work time labor operation codes 61 00 006, 13 00 003, and 00 58 000 are not considered Main labor operations.

Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures, unless otherwise required by State law.

And, for the:

#### F02, F10 and F15

Labor Operation	Description	Labor Allowance
13 51 518	Replacing high pressure fuel pump (after vehicle diagnosis)	Refer to AIR

Or, for the:

#### F30 and F31

Labor Operation	Description	Labor Allowance
13 51 520	Replacing high pressure fuel pump (after vehicle diagnosis)	Refer to AIR

Or, for:

## Other Covered Replacements

### F10 and F15

Labor Operation	Description	Labor Allowance
13 51 004	Replacing high pressure fuel pump (Main work)	Refer to AIR
Or:		
13 51 515	Replacing high pressure fuel pump (Plus work)	Refer to AIR

Or:

### F30 and F31

Labor Operation	Description	Labor Allowance
13 51 017	Replacing high pressure fuel pump (Main work)	Refer to AIR
Or:		
13 51 517	Replacing high pressure fuel pump (Plus work)	Refer to AIR

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

### Consequential Repair(s) (RO and Claim Comments Required)

When additional work and/or parts are required as a direct result of addressing the issue and/or performing the repair outlined 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 the what) on the repair order and in the claim comments section.

### 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.

**Note: The model year 2017 and 2018 F15 (X5 xDrive35d) N57T engine vehicles were added June 2019.**

**Note: The model year 2017 F30 and F31 vehicles with the N47T engine were added August 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. 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 2017 N47T/N57T Engine High Pressure Fuel Pump 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 2017 N47T/N57T Engine High Pressure Fuel Pump 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.

### **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.

### **QUESTIONS REGARDING THIS BULLETIN**

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department

Month 2021

This **“Important Limited Warranty Information,”** effective with the date listed above, applies to the BMW model with the Vehicle Identification Number (VIN) of **AAAAAAA1234567890**.

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:

- **High Pressure Fuel Pump (Diesel Engine)**

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 a notice of a “limited warranty extension.” It 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 BMW center will confirm your vehicle’s eligibility and review the scope of the repairs to determine if this extended limited warranty coverage applies. After vehicle inspection and diagnosis, eligible repair work will be performed by the authorized BMW center 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 also 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**

Month 2021

**VIN AAAAAAA1234567890**

For the BMW model with the Vehicle Identification Number (VIN) listed above, BMW of North America, LLC (“BMW NA”) will reimburse “qualifying customer-pay repairs” that were performed prior to the release of this component-specific limited warranty extension.

Customer-pay repairs are subject to the same 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 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**

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 2017 N47T/N57T Engine High Pressure Fuel Pump 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.

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

BMW Customer Reimbursement Center  
Attention: B-ELWR 2017 N47T/N57T Engine High Pressure Fuel Pump 10Y120M  
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.

## N47T/N57T Engine High Pressure Fuel Pump: 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?

## N47T/N57T Engine High-Pressure Fuel Pump: Limited Warranty Extension 10 Years/120,000 Miles

### Frequently Asked Questions (FAQ)

- 1. With the release of this notification, which BMW Group US models are potentially eligible for this component-specific Limited Warranty Extension?**

<b>E-Series</b>	<b>MY</b>	<b>Model Description</b>	<b>Engine</b>
F30	2017	328d Sedan	N47T
F30	2017	328d xDrive Sedan	N47T
F31	2017	328d xDrive Sports Wagon	N47T

- 2. What is the specific issue with the High-Pressure Fuel Pump?**

Over time, the High-Pressure Fuel Pump may fail. As a result, the vehicle could experience drivability issues or a lack of power while driving, and it may not restart after shutdown.

- 3. How does this affect my vehicle?**

Should these specific issues occur, your vehicle will store the corresponding fault codes that will be generated, and the MIL (Malfunction Indicator Lamp) will illuminate.

- 4. What should I do if I notice a similar condition in my vehicle?**

Please contact an authorized BMW center in the United States (including Puerto Rico) to have your vehicle inspected, and as necessary, repaired.

- 5. How will my vehicle be repaired?**

If it is determined that the High-Pressure Fuel Pump in your vehicle is causing the issue described above due to a defect materials or workmanship, it will be replaced free of charge under the terms of this 10 year/120,000-mile extended limited warranty coverage.

# Service Information Bulletin

September 22, 2021

Warranties

B01 14 17

## N47T/N57T ENGINE HIGH-PRESSURE FUEL PUMP LIMITED WTY EXT TO 10 YRS/120,000 MILES

This Service Information bulletin supersedes SI B01 14 17 dated August 2021

### What's New:

- The model year 2018 F30 and F31 vehicles with the N47T engine added.

### MODEL

E-Series	MY	Model Description	Production Dates	Engine
F02	2015	740Ld xDrive	August 27, 2013 to May 8, 2015	N57T
F10	2014, 2015, 2016	535d Sedan	July 8, 2013 to September 30, 2016	N57T
F10	2014, 2015, 2016	535d xDrive Sedan	March 30, 2013 to September 21, 2016	N57T
F15	2014, 2015, 2016, 2017, 2018	X5 xDrive35d	May 7, 2013 to June 30, 2018	N57T
F25	2015, 2016	X3 xDrive28d	September 15, 2013 to March 31, 2016	N47T
F30	2014, 2015, 2016, 2017, 2018	328d Sedan	June 24, 2013 to October 11, 2018	N47T
F30	2014, 2015, 2016, 2017, 2018	328d xDrive Sedan	June 25, 2013 to October 11 2018	N47T
F31	2014, 2015, 2016, 2017, 2018	328d xDrive Sports Wagon	April 17, 2013 to December 10, 2018	N47T

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

**Note:** The model year 2017 and 2018 F15 (X5 xDrive35d) N57T engine vehicles were added June 2019.

**Note:** The model year 2017 F30 and F31 vehicles with the N47T engine were added August 2021.

**Note:** The model year 2018 F30 and F31 vehicles with the N47T engine were added 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:

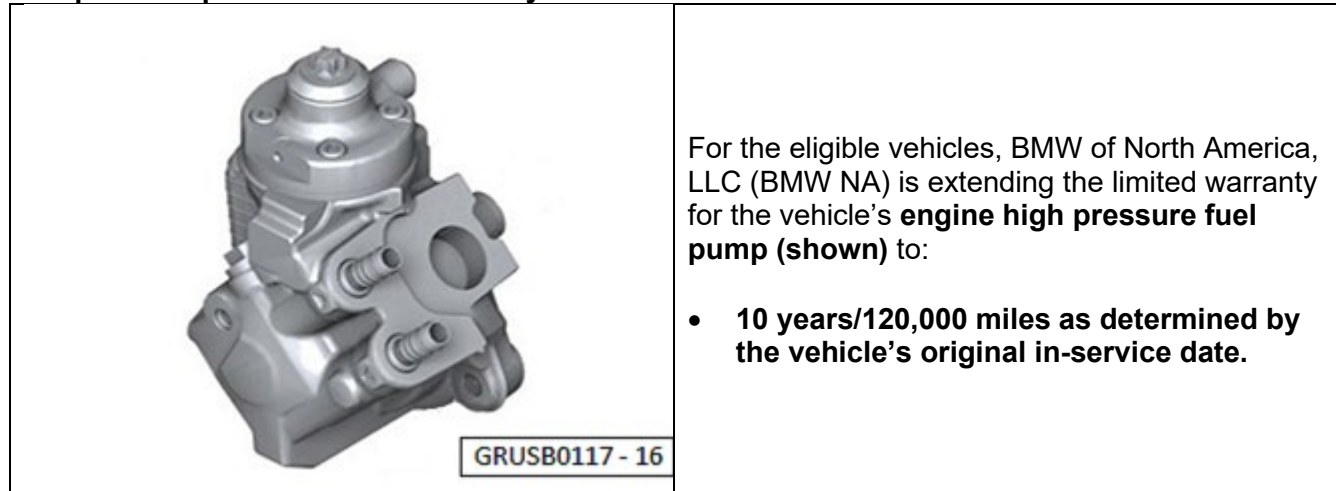
Please see SI B01 14 17 (DC 13 51 90 03 00). For this vehicle, the engines high pressure fuel pump limited warranty for defects in materials or workmanship has been extended to 10 year/120,000 mile as determined from the original in-service date. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

**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.

## **SITUATION**

### **Component-Specific Limited Warranty Extension**



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.

**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 sent VIN-specific customer notification letters.

## **CAUSE**

The vehicle may experience a lack of power while driving, there could also be with malfunction indicator lamp (MIL) on or engine stalling due to a failure of the high-pressure pump (HDP).

An engine re-start may also no longer be possible. If the engine re-start, the rail fuel pressure could be insufficient.

## **CORRECTION**

Follow the instructions in the PROCEDURE section.

## **PROCEDURE**

**Note:** Always following the most current applicable repair instructions and procedures.

If a vehicle listed above arrives with engine malfunction indicator (Check Engine) warning light on and the issues described above, performing a Vehicle Test.

Perform the corresponding test modules and replaced the high-pressure fuel pump if instructed.

Additionally, any other repair that requires the replacement of the high-pressure fuel pump due to a defect in material and workmanship is also covered under the extended time and mileage limits described in this bulletin.

## **PARTS INFORMATION**

Part Number	Description	Quantity
13 51 8 597 819	Exchange high-pressure pump (N47T)	1
13 53 7 800 590	PRESSURE HOSE ASSY (N47T)	1

Part Number	Description	Quantity
13 51 8 597 821	Exchange high-pressure pump (N57T)	1
13 53 8 596 875	PRESSURE HOSE ASSY (N57T)	1
13 53 8 596 876	PRESSURE HOSE ASSY (N57T)	1

- 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-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.

**The existing limited warranty coverage for the whole vehicle and other components has not changed.**

This component-specific extended limited warranty coverage is subject to the same corresponding vehicle eligibility requirements, limitations, and exclusion criteria that applies to all repairs that will result with a claim submission to BMW.

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 the high-pressure fuel pump 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 as Determined by the Vehicle's Original In-Service Date**

<b>Defect Code:</b>	<b>1351900300</b>	<b>F02 F10 F15 F25 F3x N47 N57 US version high pressure pump</b>
---------------------	-------------------	--

**Engine Performance-Related and/or Malfunction Light/Message is displayed.**

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	Support voltage of the vehicle electrical system / recharge vehicle electrical system battery	Refer to AIR
And, as necessary:		
61 00 006*	Performing vehicle diagnosis – test module	Work time (WT)
And/or, as necessary:		
13 00 003*	Check function of the digital diesel electronics (DDE)	Work time (WT)
Or:		
00 58 000*	Diagnosis Worktime Flat Rate (See below)	2 FRU
And/or, if necessary:		
13 31 528	Checking fuel supply pressure	Refer to AIR
And/or, if necessary		
13 31 525	Checking fuel return pressure	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.

Work time labor operation codes 61 00 006, 13 00 003, and 00 58 000 are not considered Main labor operations.

Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures, unless otherwise required by State law.

And, for the:

### F02, F10 and F15

Labor Operation	Description	Labor Allowance
13 51 518	Replacing high pressure fuel pump (after vehicle diagnosis)	Refer to AIR

Or, for the:

### F30 and F31

Labor Operation	Description	Labor Allowance
13 51 520	Replacing high pressure fuel pump (after vehicle diagnosis)	Refer to AIR

Or, for:

## Other Covered Replacements

### F10 and F15

Labor Operation	Description	Labor Allowance
13 51 004	Replacing high pressure fuel pump (Main work)	Refer to AIR
Or:		
13 51 515	Replacing high pressure fuel pump (Plus work)	Refer to AIR

Or:

### F30 and F31

Labor Operation	Description	Labor Allowance
13 51 017	Replacing high pressure fuel pump (Main work)	Refer to AIR
Or:		
13 51 517	Replacing high pressure fuel pump (Plus work)	Refer to AIR

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

## Consequential Repair(s) (RO and Claim Comments Required)

When additional work and/or parts are required as a direct result of addressing the issue and/or performing the repair outlined 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 the what) on the repair order and in the claim comments section.

## 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.

**Note: The model year 2017 and 2018 F15 (X5 xDrive35d) N57T engine vehicles were added June 2019.**

**Note: The model year 2017 F30 and F31 vehicles with the N47T engine were added August 2021.**

**Note: The model year 2018 F30 and F31 vehicles with the N47T engine were added 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. 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 2017 N47T/N57T Engine High Pressure Fuel Pump 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 2017 N47T/N57T Engine High Pressure Fuel Pump 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.

### 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.

### QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department

Month 2021

This **“Important Limited Warranty Information,”** effective with the date listed above, applies to the BMW model with the Vehicle Identification Number (VIN) of **AAAAAAA1234567890**.

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:

- **High Pressure Fuel Pump (Diesel Engine)**

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 a notice of a “limited warranty extension.” It 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 BMW center will confirm your vehicle’s eligibility and review the scope of the repairs to determine if this extended limited warranty coverage applies. After vehicle inspection and diagnosis, eligible repair work will be performed by the authorized BMW center 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 also 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**

Month 2021

**VIN AAAAAAA1234567890**

For the BMW model with the Vehicle Identification Number (VIN) listed above, BMW of North America, LLC (“BMW NA”) will reimburse “qualifying customer-pay repairs” that were performed prior to the release of this component-specific limited warranty extension.

Customer-pay repairs are subject to the same 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 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**

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 2017 N47T/N57T Engine High Pressure Fuel Pump 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.

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

BMW Customer Reimbursement Center  
Attention: B-ELWR 2017 N47T/N57T Engine High Pressure Fuel Pump 10Y120M  
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.

## N47T/N57T Engine High Pressure Fuel Pump: 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?

## N47T/N57T Engine High-Pressure Fuel Pump: Limited Warranty Extension 10 Years/120,000 Miles

### Frequently Asked Questions (FAQ)

- 1. With the release of this 2021 notification, which BMW Group US models are potentially eligible for this component-specific Limited Warranty Extension?**

<b>E-Series</b>	<b>MY</b>	<b>Model Description</b>	<b>Engine</b>
F30	2017 - 2018	328d Sedan	N47T
F30	2017 - 2018	328d xDrive Sedan	N47T
F31	2017 - 2018	328d xDrive Sports Wagon	N47T

- 2. What is the specific issue with the High-Pressure Fuel Pump?**

Over time, the High-Pressure Fuel Pump may fail.

- 3. How does this affect my vehicle?**

The vehicle could experience drivability issues or a lack of power while driving, and it may not restart after shutdown.

Additionally, your vehicle will store the corresponding fault codes that will be generated, and the Malfunction Indicator Lamp (MIL) will illuminate.

- 4. What should I do if I notice a similar condition in my vehicle?**

Please contact an authorized BMW center in the United States (including Puerto Rico) to have your vehicle inspected, and as necessary, repaired.

- 5. How will my vehicle be repaired?**

If it is determined that the High-Pressure Fuel Pump in your vehicle is causing the issue described above due to a defect materials or workmanship, it will be replaced free of charge under the terms of this 10 year/120,000-mile extended limited warranty coverage.