

**From:** Broadcast Messaging System  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** Regarding 17V-676 (Blower Motor Update) and 17V-683 (PCV)  
**Date:** Tuesday, March 13, 2018 2:53:35 PM

Publish Date: March 13, 2018  
From: Parts Logistics  
Expiration Date: March 27, 2018

DCSnet Message  
**Urgent**



**Subject: Regarding 17V-676 (Blower Motor Update) and 17V-683 (PCV)**

Subject: Regarding 17V-676 (Blower Motor Update) and 17V-683 (PCV)

Dear Parts and Service Managers,

**Please read the updated SIB 64 07 17 in its entirety as the bulletin requires an INSPECTION on all vehicles to specify the required parts for each repair.**

**Watch the weekly Parts Matrix Video posted on CenterNet (Tuesdays) for more information regarding this situation.**

Currently, parts are only being released for Customers in rentals and POIS vehicles through an **IDS Recall ticket** request.

**17V-676 SI B64 07 17 (inspection required):** We know that everyone would like to have a few of each part on the shelf, but we are only receiving about 800 resistors a week which is about 2 per Dealer.

Please note: We expect over 80% (500,000 vehicles) will require a short harness and only about 20% will require the long harness.

It's **VERY IMPORTANT** to request the correct parts by the inspection process outlined in the SIB, photos may be requested.

**17V-683 SI B11 16 17:** There are over 300,000 vehicles that require the PCV only, not needing the harness repair 17V-676, so please check the VIN prior to ordering.

**Rental & POIS instructions:**

- In effort to help expedite ordering your parts, we ask that you to provide the reason of "Rental" or "POIS" in the notes section of each request.
- If a vehicle requires both repairs, please submit one Recall IDS Ticket requesting parts for both 17V-676 & 17V-683.
- Upon arrival of the parts, they **MUST** be installed on the VIN listed in the PO only. If the parts are used incorrectly and installed in a different vehicle, a duplicate order will **NOT** be placed.
- Customers in Rentals & POIS vehicles should be scheduled for repair the day an IDS request is submitted. Parts should be installed as soon as they arrive to make sure they're being used correctly.
- As a reminder, all POIS IDS request will require a recent key read (5 days) before any parts are shipped to your facility.

Attached is the updated SIB with new inspection procedure.

Thank you,  
Parts Logistics

Attachments:  [B640717\[81b85428\].pdf](#)  
 [B111617\[81b85427\].pdf](#)  [B640717\[81b85428\].pdf](#)  
 [B111617\[81b85427\].pdf](#)

Recipients: BMW Passenger Cars, CC-All  
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel





SI B64 07 17  
Heating and Air Conditioning

March 2018  
Technical Service

## RECALL 17V-676: BLOWER MOTOR WIRING

New information provided by this revision is preceded by this symbol .

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.

This Service Information bulletin replaces SI B64 07 17 dated **February 2018**

### WHATS NEW:

- Correction and checking procedure added to determine type of repair
- Part numbers changed and short repair harness added
- Warranty information changed to reflect the 3 types of repairs
- Vehicle Storage Agreement and the Repair Type (1, 2 or 3) that the vehicle needs must be sent to BMW NA to the email address listed below.

### MODEL

|                                   |                      |                                   |   |
|-----------------------------------|----------------------|-----------------------------------|---|
| E90 (3 Series Sedan including M3) | E91 (3 Series Wagon) | E92 (3 Series Coupe including M3) | E93 (3 Series Convertible including M3) |
|-----------------------------------|----------------------|-----------------------------------|---|

Vehicles produced from February 1, 2005 to December 16, 2011

### SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective November 2, 2017) on Model Year 2006-2011 BMW 3 Series involving the wiring of the blower motor.

This issue involves the wiring for the system – known as the “blower-motor” – that controls air flow for the heating and cooling (air conditioning) system. Over time, and due to a number of contributing factors, the connection between the wiring and this system can degrade.

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

### Points of Contact:

If you have any questions in the meantime, contact your Aftersales Area Manager.

Please direct any media inquiries to BMW NA Corporate Communications at [corpcomm@bmwna.com](mailto:corpcomm@bmwna.com)

### **AFFECTED VEHICLES**

Approximately 703,921 vehicles are affected by this recall.

Affected vehicles show the campaign as "Open" when checked either in Warranty Vehicle Inquiry, AIR or ISPA Next. The affected vehicles will be identified with the comment: 0061660400 B640717 Recall: Blower Motor Wiring.

Customer letters were mailed notifying them that they are affected by this recall. A 2nd letter will be mailed once we start receiving parts to let customers know they can come in for repair.

### **CORRECTION**

Inspect blower motor regulator harness in order to determine which of the 3 types of repairs is needed.

### **PROCEDURE**

In order to determine which repair is needed follow the harness check procedure attachment. Based on the checking procedure 1 of the 3 types of repairs will be needed. See chart below:

| Type | Wire insulation is damaged (copper exposed) | Discoloration of the wire insulation based on harness check procedure (attached) | Replace the blower regulator | Replace the blower wiring harness (Long) | Replace the blower wiring harness (Short) |
|------|---|--|------------------------------|--|---|
| 1    | Yes   | Yes  | Yes                          | Yes                                      | No  |
| 2    | No  | Yes  | Yes                          | No                                       | Yes                                       |
| 3    | No  | No   | No                           | No                                       | Yes                                       |

| Type | Repair Manual procedure needed   |
|------|--|
| 1    | Replace long harness RAE9061-6111X1, Replace blower regulator 64 11 224  |
| 2    | Replace short harness RAE9061-6111X3, Replace blower regulator 64 11 224 |
| 3    | Replace short harness RAE9061-6111X3                                     |

Attachments:

Harness check procedure

Replace short harness RAE9061-6111X3

Replace long harness RAE9061-6111X1

Replace blower regulator REP 64 11 224

### **PARTS INFORMATION**

**Please monitor the Parts Matrix for parts ordering procedure.**

**We expect to have about 80% of the vehicles need the short harness and 20% to need the long harness.**

| Part Number     | Description            | Quantity    |
|-----------------|------------------------|-------------|
| 64 11 9 483 928 | Blower Regulator       | 1 if needed |
| 61 11 8 716 086 | Repair Harness (Short) | 1 if needed |

61 11 8 716 083

Repair Harness (Long)

1 if needed

UPDATE

**WARRANTY INFORMATION**

Reimbursement for this Recall will be via normal claim entry utilizing the following information:

|                     |                   |  |
|---------------------|-------------------|--|
| <b>Defect Code:</b> | <b>0061660400</b> |  |
|---------------------|-------------------|--|

**The vehicle is already in the workshop**

| <b>Labor Operation:</b> | <b>Labor Allowance:</b>                      | <b>Description:</b>  |
|-------------------------|--|--|
| 00 65 913               | 5 FRU (E90/E92); 6 FRU (E91); 7 FRU (E93)    | <b>(Repair Type 3)</b> Check harness and <b>install short repair cable</b> (Plus work – Vehicle is already in the workshop)                              |
| Or:                     |  |  |
| 00 65 914               | 6 FRU (E90/E92); 7 FRU (E91); 8 FRU (E93)    | <b>(Repair Type 2)</b> Check harness and <b>install short repair cable and replace blower regulator</b> (Plus work – Vehicle is already in the workshop) |
| Or:                     |  |  |
| 00 65 915               | 20 FRU (E90/E92); 21 FRU (E91); 22 FRU (E93) | <b>(Repair Type 1)</b> Check harness and <b>install long repair cable and replace blower regulator</b> (Plus work – Vehicle is already in the workshop)  |

Or:

**The vehicle is in the workshop for this recall repair only.**

| <b>Labor Operation:</b> | <b>Labor Allowance:</b>                    | <b>Description:</b>   |
|-------------------------|--|---|
| 00 65 250               | 7 FRU (E90/E92); 8 FRU (E91); 9 FRU (E93)  | <b>(Repair Type 3)</b> Check harness and <b>install short repair cable</b> (Main work)                              |
| Or:                     |  |   |
| 00 65 251               | 8 FRU (E90/E92); 9 FRU (E91); 10 FRU (E93) | <b>(Repair Type 2)</b> Check harness and <b>install short repair cable and replace blower regulator</b> (Main work) |
| Or:                     |  |   |
| 00 65 252               | 22 FRU (E90/E92); 23 FRU (E91/E93)         | <b>(Repair Type 1)</b> Check harness and <b>install long repair cable and replace blower regulator</b> (Main work)  |

And, as applicable:

UPDATE

**Additional Repair(s)**

When additional work and/or parts are required as a “direct result of and/or in conjunction with” the blower motor wiring repair, claim these items under the defect code listed above together the corresponding labor operations listed in the KSD2.

Please explain the reason for this repair work (the why and what) on the repair order in the claim comments 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.”

And, as applicable:

### **Alternative Mobility Solution (AMS)**

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.

### **TREAD Act - Previous Customer-Pay Repairs**

If your center is presented with a reimbursement request for a “qualifying customer-pay repair” that was performed on an “affected vehicle” **prior** to the release of this Recall Service Information bulletin, BMW of North America, LLC (“BMW NA”) will reimburse this previous repair.

### **Customer-pay Invoice Review and Reimbursement Procedure**

1. Review and verify that the previous customer-pay invoice (BMW center or independent repair shop) contains a repair that was performed to “address the issue” described in this “Recall” Service Information bulletin.
2. If this prior repair qualifies, reimburse the customer (labor and parts).
3. Submit for this customer-paid repair expense under Defect Code **85 99 00 12 NA**, as follows:
  - Sublet Code “3”
  - Dollar amount (with no markup)
  - Comment: Recall 17V-676: Blower Motor Wiring - Reimbursement for allowable expenses that relate to performing a prior qualifying customer-pay repair.
  - Itemize the sublet amount on the repair order and in the claim comments
4. Retain the “original” customer pay invoice in your files; this documentation may be requested by BMW during the claim review process).

**Note:** A previously reimbursed repair, a repair performed on a non-affected vehicle, and/or, the diagnosis and repair of other “unrelated issues” on an affected or non-affected vehicles does not qualify for reimbursement.

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.

**The following supplemental alternate transportation measure is specific to this recall only, it does not supersede the existing Aftersales Mobility Program’s (AMP) policy, procedures and guidelines.**

## **SI B64 07 17: ALTERNATE TRANSPORTATION MEASURES (ATM)**

For this recall, please use the following alternate transportation measures for those customers who have concerns about driving their affected BMW vehicle while they wait to have this safety-recall completed.

- **UPDATE!** **Enhanced Car Rental Procedure**

For those customers with eligible Affected Vehicles needing mid to long-term alternate transportation car rentals, please refer to the Enhanced Car Rental Procedure option attachment for important information about:

1. The rental car allowance; and the
2. Safety-Recalled BMW\_Vehicle Condition\_Assessment Form; and
3. **UPDATE!** Please also provide the repair type (1, 2 or 3) that needs to be performed on the vehicle as noted in the Require Documentation section below

- **AMP Vehicles**

Subject to availability and at the discretion of your center, provide the owner/operator of an Affected Vehicle in a comparable AMP Vehicle Loaner.

### **Owner/Operator Self-Storage Vehicle Agreement Form**

With the customer’s agreement and consent, you may allow the customer to retain and self-store their affected vehicle until the parts and/or repair procedure become available for this safety-recall.

Please print out the attached **Owner/Operator Self-Storage Agreement Form** and fill in the recall and customer’s information. Please have the customer read and sign this agreement.

- **UPDATE!** **Required Documentation**

A copy of the customer’s completed and signed vehicle storage agreement form must be maintained in your center’s Vehicle History File.

**UPDATE!** A copy of this form must also be provided to **BMW NA** as attachment along with a statement of which Repair Type (1, 2 or 3) the vehicle needs to have performed on a VIN-specific email that must be sent to: [recall.rentalrequest@bmwna.com](mailto:recall.rentalrequest@bmwna.com).

Please, also keep copies of all the corresponding safety recall parts and/or SIB-related information and documentation, vehicle’s condition/assessment form and rental car invoices in the customer’s Vehicle History File as applicable.

### **Customer Escalations**

If you have an escalated customer situation concerning this safety-recall, please send an e-mail to [recall.customerescalations@bmwna.com](mailto:recall.customerescalations@bmwna.com) for review.

Please include the customer’s name, their 17-character Vehicle Identification Number (VIN) and a brief explanation of their Safety Recall-related issue.

### **Safety Recall Repair Completion**

As with any repair, once the corresponding safety recall-related parts and/or repair procedure become available from BMW NA, every effort must be made to immediately schedule service appointments at your center so this safety-recall repair can be performed on these vehicles.



**Note: The client will have five (5) days after the safety-related recall repair (completion) date**

**to pick up their vehicle.**

**After five days, any additional time he/she remains in the rental car vehicle will be at the owner's/operator's expense.**

## ATM CLAIM SUBMISSION INFORMATION

Reimbursement for this specific safety-recall related car rental expenses is via normal claim entry, as a separate line item, utilizing the following information:

|                     |                   |  |
|---------------------|-------------------|--|
| <b>Defect Code:</b> | <b>11009999RV</b> | <b>Rental Reimbursement – Safety-Recall Parts Supply/Repair Procedure Issues</b> |
|---------------------|-------------------|--|

And:

|                      |                |   |
|----------------------|----------------|---|
| <b>Sublet Code 3</b> | Sublet at cost | Reimbursement for an alternate transportation vehicle through one of our preferred third-party rental car providers |
|----------------------|----------------|---|

### Mid to Long-Term Car Rentals

**Due to the current part supply situation, BMW NA anticipates that some customers may require alternate transportation for thirty (30) days or more. As a result, you may have to submit more than one claim for rental car reimbursement, before your center has the parts necessary to fix an Affected Vehicle.**

For these cases, BMW NA recommends that your center submit a claim for the rental car reimbursement at 30-day or monthly intervals (invoice after each 30 day or month of rental car usage); explain the situation in the claim comments; and reference the email you sent by date.

Thank you for your continued cooperation and support.

Posted: Tuesday, March 13, 2018

## ATTACHMENTS

View PDF attachment [B640717 Dealer Script.](#)

View PDF attachment [B640717 Recall Notice.](#)

View PDF attachment [2017-BMW-MY2006-2011-E9x-Blower-Motor-Wiring-QA-\(27Dec2017\)-FINAL.](#)

View PDF attachment [B64 07 17 Harness Checking Procedure.](#)

View PDF attachment [B640717 Enhanced Car Rental Procedure.](#)

View PDF attachment [B640717 Safety-Recalled BMW Vehicle Condition Assessment Form.](#)

View PDF attachment [B640717 Vehicle Owner Operator Self-Storage Agreement.](#)

View PDF attachment [B640717 Long Repair Harness Procedure.](#)

View PDF attachment [B640717 Short Repair Cable Procedure.](#)

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SI B11 16 17  
Engine

February 2018  
Technical Service

## RECALL 17V-683: POSITIVE CRANKCASE VENTILATION (PCV) VALVE HEATER

New information provided by this revision is preceded by this symbol .

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.

This Service Information bulletin replaces SI B11 16 17 **dated January 2018**

### What's New:

- Blow-by-heater and alternator screw quantity text has been corrected

### MODEL

The following models have a N51, N52, N52K, or N52T engine.

|                      |                            |                      |                      |
|----------------------|----------------------------|----------------------|----------------------|
| E82 (1 Series Coupe) | E88 (1 Series Convertible) | E90 (3 Series Sedan) | E91 (3 Series Wagon) |
| E92 (3 Series Coupe) | E93 (3 Series Convertible) | E60 (5 Series Sedan) | E61 (5 Series Wagon) |
| F10 (5 Series Sedan) | E83 (X3)                   | F25 (X3)             | E70 (X5)             |
| E85 (Z4 Roadster)    | E89 (Z4 Roadster)          | E86 (Z4 Coupe)       |                      |

With the N51, N52, N52K, or N52T engines.

### SITUATION

The blow-by-heater which is designed to prevent the engine's Positive Crankcase Ventilation (PCV) system from freezing can internally short circuit. The electrical contacts of the blow-by-heater are coated with a plastic material. Irregularities in the manufacturing process could allow moisture to occur near the blow-by-heater and lead to the short circuit.

### AFFECTED VEHICLES

This Recall Campaign involves E82, E88, E90, E91, E92, E93, E60, E61, F10, E83, F25, E70, E85, E89 and E86 vehicles produced from February 2006 to December 2011.

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) or with the Key Reader.

Customer letters are mailing throughout December 2017 notifying them that they are affected by this recall. 2nd letter will be mailed once we start receiving parts to let customers know they can come in for repair.

### CORRECTION

Replace the blow-by-heater (positive crankcase ventilation heater elbow).

### PROCEDURE

Refer to the attached procedure to replace the blow-by-heater (positive crankcase ventilation heater elbow).

## **UPDATE!** PARTS INFORMATION

**UPDATE!** Note: Request and invoice the part numbers specified and listed below in this Service Information bulletin only. Performing a part number look-up for these parts in ETK by VIN or model will result with the wrong parts being invoiced.

Please monitor the Parts Matrix for important updates to the parts ordering procedure.

| Part Number     | Description                                | Quantity         |
|-----------------|--|------------------|
| 11 61 2 458 830 | PCV Blow-by-heater (Elbow/Angle Connector) | <b>UPDATE!</b> 1 |
| 12 31 2 458 831 | Set of aluminum screws for alternator      | <b>UPDATE!</b> 1 |
| 11 61 7 535 849 | Screw for blow-by-heater                   | 2                |

**UPDATE!** For additional items that are not listed above, refer to ETK (EPC) and the repair instructions for information about one-time use fasteners, ventilation hoses, intake manifold, screws/bolts and gaskets that may also be needed or must be replaced to perform this repair.

## EMISSIONS CERTIFICATE INSTRUCTIONS

**For California centers only:** This Safety Recall involves an emissions compliant component. It is required by the California Code of Regulations that an executed orange "Vehicle Emission Recall - Proof of Correction" certificate (SD92-084, see illustration) be provided to each customer (for vehicles registered in the state of California), once this Recall on his or her vehicle has been completed.

## WARRANTY INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the following information:

|                     |                   |  |
|---------------------|-------------------|--|
| <b>Defect Code:</b> | <b>0011640400</b> |  |
|---------------------|-------------------|--|

The vehicle is already in the workshop

| Labor Operation: | Labor Allowance: | Description:   |
|------------------|------------------|--|
| 00 65 790        | Refer to KSD2    | Replace the blow-by-heater (positive crankcase ventilation heater elbow) (Plus work) |

Or:

The vehicle is in the workshop for this recall repair only.

| Labor Operation: | Labor Allowance: | Description: |
|------------------|------------------|--------------|
| 00 65 194        | Refer to KSD2    |              |

|  |  |
|--|--|
|  | Replace the blow-by-heater (positive crankcase ventilation heater elbow) (Main work) |
|--|--|

And, as applicable:

When additional work and/or parts are required as a “direct result of and/or in conjunction with” replacing PVC heater elbow, claim these items under the defect code listed above together the corresponding labor operations listed in KSD2 as applicable and as necessary.

And, also as applicable:

### Alternative Mobility Solution (AMS)

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.

### TREAD Act - Previous Customer-Pay Repairs

If your center is presented with a reimbursement request for a “qualifying customer-pay repair” that was performed on an “affected vehicle” **prior** to the release of this Recall Service Information bulletin, BMW of North America, LLC (“BMW NA”) will reimburse this previous repair.

### Customer-pay Invoice Review and Reimbursement Procedure

1. Review and verify that the previous customer-pay invoice (BMW center or independent repair shop) contains a repair that was performed to “address the issue” described in this “Recall” Service Information bulletin.
2. If this prior repair qualifies, reimburse the customer (labor and parts).
3. Submit for this customer-paid repair expense under Defect Code **85 99 00 12 NA**, as follows:
  - Sublet Code “3”
  - Dollar amount (with no markup)
  - Comment: Recall 17V-683: Positive Crankcase Ventilation (PCV) System Heater - Reimbursement for allowable expenses that relate to performing a prior qualifying customer-pay repair.
  - Itemize the sublet amount on the repair order and in the claim comments
4. Retain the “original” customer pay invoice in your files; this documentation may be requested by BMW during the claim review process).

**Note:** A previously reimbursed repair, a repair performed on a non-affected vehicle, and/or, the diagnosis and repair of other “unrelated issues” on an affected or non-affected vehicles does not qualify for reimbursement.

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.

|  |
|--|
| <p><b>The following supplemental alternate transportation measure is specific to this recall only, it does not supersede the existing Aftersales Mobility Program’s (AMP) policy, procedures and guidelines.</b></p> |
|--|

## SI B11 16 17: ALTERNATE TRANSPORTATION MEASURES (ATM)

For this recall, please use the following alternate transportation measures for those customers who have concerns about driving their affected BMW vehicle while they wait to have this safety-recall completed.

- **Enhanced Car Rental Procedure**

For those customers with eligible Affected Vehicles needing mid to long-term alternate transportation car rentals, please refer to the Enhanced Car Rental Procedure option attachment for important information about:

1. The rental car allowance; and the
2. Safety-Recalled BMW\_Vehicle Condition\_Assessment Form

- **AMP Vehicles**

Subject to availability and at the discretion of your center, provide the owner/operator of an Affected Vehicle in a comparable AMP Vehicle Loaner.

### **Owner/Operator Self-Storage Vehicle Agreement Form**

With the customer's agreement and consent, you may allow the customer to retain and self-store their affected vehicle until the parts and/or repair procedure become available for this safety-recall.

Please print out the attached **Owner/Operator Self-Storage Agreement Form** and fill in the recall and customer's information. Please have the customer read and sign this agreement.

### **Required Documentation**

A copy of the customer's completed and signed vehicle storage agreement form must be maintained in your center's Vehicle History File and if necessary, be provided to BMW NA upon request.

Please, also keep copies of all the corresponding safety recall parts and/or SIB-related information and documentation, vehicle's condition/assessment form and rental car invoices in the customer's Vehicle History File as applicable.

### **Customer Escalations**

If you have an escalated customer situation concerning this safety-recall, please send an e-mail to [recall.customerescalations@bmwna.com](mailto:recall.customerescalations@bmwna.com) for review.

Please include the customer's name, their 17-character Vehicle Identification Number (VIN) and a brief explanation of their Safety Recall-related issue.

### **Safety Recall Repair Completion**

As with any repair, once the corresponding safety recall-related parts and/or repair procedure become available from BMW NA, every effort must be made to immediately schedule service appointments at your center so this safety-recall repair can be performed on these vehicles.



**Note: The client will have five (5) days after the safety-related recall repair (completion) date**

**to pick up their vehicle.**

**After five days, any additional time he/she remains in the rental car vehicle will be at the owner's/operator's expense.**

## **ATM CLAIM SUBMISSION INFORMATION**

Reimbursement for this specific safety-recall related car rental expenses is via normal claim entry, as a separate line item, utilizing the following information:

|                     |                   |  |
|---------------------|-------------------|--|
| <b>Defect Code:</b> | <b>11009999RV</b> | <b>Rental Reimbursement – Safety-Recall Parts Supply/Repair Procedure Issues</b> |
|---------------------|-------------------|--|

And:

|                      |                |   |
|----------------------|----------------|---|
| <b>Sublet Code 3</b> | Sublet at cost | Reimbursement for an alternate transportation vehicle through one of our preferred third-party rental car providers |
|----------------------|----------------|---|

### Mid to Long-Term Car Rentals

**Due to the current part supply situation, BMW NA anticipates that some customers may require alternate transportation for thirty (30) days or more. As a result, you may have to submit more than one claim for rental car reimbursement, before your center has the parts necessary to fix an Affected Vehicle.**

For these cases, BMW NA recommends that your center submit a claim for the rental car reimbursement at 30-day or monthly intervals (invoice after each 30 day or month of rental car usage); explain the situation in the claim comments; and reference the email you sent by date.

Thank you for your continued cooperation and support.

Posted: Wednesday, February 21, 2018

## ATTACHMENTS

View PDF attachment [B111617 Dealer Script.](#)

View PDF attachment [B111617 Recall Notice.](#)

View PDF attachment [2017-BMW-MY2007-2011-Exx-Fxx-PCV-Valve-Heater-QA-\(30Oct2017\)-FINAL.](#)

View PDF attachment [B111617 Enhanced Car Rental Procedure.](#)

View PDF attachment [B111617 Safety-Recalled BMW Vehicle Condition Assessment Form.](#)

View PDF attachment [B111617 Vehicle Owner Operator Self-Storage Agreement.](#)

View PDF attachment [B111617 Procedure.](#)

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