

**SUBJECT****TeileClearing for the Tank Ventilation Valve (Purge Valve)****MODEL**

E82, E88 (1 Series)

E90, E91, E92, E93 (3 Series)

E60, E61, F07, F10 (5 Series)

E63, E64 (6 Series)

E65, E66, F01, F02 (7 Series)

E83, F25 (X3)

E70 (X5)

E71 (X6)

E85, E86, E89 (Z4)

**Note:** Only vehicles equipped with gasoline engines are affected by the “TeileClearing for the Tank Ventilation Valve (Purge Valve)” TC Action.

**SITUATION**

An Enhanced Technical Support (TeileClearing) process has been developed to help identify the root causes of customer complaints relating to the Tank Ventilation Valve (Purge Valve) and improve the diagnostic test plans. This process can also help expedite the defect eradication process, once the root cause has been determined.

**PROCEDURE**

A part replacement authorization must be obtained by submitting a “TC Case” in PuMA before any of the affected TC parts are replaced. It is important that the technician complete all the required diagnostics before submitting a PuMA case. The responsible TC Technical Specialist will review the submitted PuMA “TC Case” and ensure that all proper diagnostics have been performed.

A replacement authorization will be given in the “TC Case” if the TC Technical Specialist agrees that the affected part needs to be replaced.

It is not necessary to obtain a part replacement authorization on vehicles where the affected TeileClearing part is being replaced for a Service Action or Recall. Please write in the comment section of warranty claim: "Replaced per SIB64xxxx" (substitute xxxx with the SIB number).

Refer to [SI B00 03 07](#) (PuMA Enhancements for TeileClearing Process) for details on creating a “TC

Case” in PuMA. Please submit a “Case” in PuMA for regular technical support by the Technical Service Engineers (TSEs) when the affected TeileClearing part replacement authorization is not required, e.g., technical support with coding and programming that does not require TC part replacement. However, if the TC part fails to be coded or programmed and the next repair step requires a TC part replacement, then a “TC Case” should be submitted.

Please submit a “TC Case” in PuMA with the affected TC part typed first in the subject line, e.g., “**Tank Ventilation Valve** Failure”, “**Purge Valve** Failure”, etc.

**Before creating a “TC Case” in PuMA:**

- The technician assigned to the vehicle must have training directly related to the vehicle or system in question.
- All available resources must be reviewed. These include, and are not limited to: Service Information bulletins, DCS messages, Service Roundtable, Training Manuals, Repair Instructions, and Functional Descriptions (FUB). It is the center’s responsibility to be familiar with all published technical information.
- Required checks must be performed, e.g., diagnostic test plans, verifying circuit integrity, power and grounds, and reviewing the vehicle service history.
- The Shop Foreman and/or Team Leader must be consulted.
- The vehicle must be in the shop.
- In order to aid the Technical Specialists in diagnosis, the diagnostic tester must transmit the required FASTA data, indicating that all relevant test modules have been completed. **DO NOT** perform quick delete or delete any fault memory before transmitting FASTA data.

To contact our TeileClearing Management Team for any TC process inquiries or current TC case escalation, please send an email to [tc@bmwna.com](mailto:tc@bmwna.com).

**PARTS & WARRANTY INFORMATION**

Please refer to [SI B00 03 06](#) “TeileClearing (Enhanced Technical Support)”.

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