



**PERFORM THE PROCEDURE OUTLINED IN THIS SERVICE INFORMATION ON ALL AFFECTED VEHICLES BEFORE CUSTOMER DELIVERY OR THE NEXT TIME THEY ARE IN THE SHOP FOR MAINTENANCE OR REPAIRS.**

#### **SUBJECT**

**N63 Engine: Customer Care Package**

#### **MODEL**

F01 and F02 (7 Series Sedan) produced from 3/2009 to 6/2012

F04 (Active Hybrid 7) produced from 4/2010 to 6/2012

F07 (Gran Turismo) produced from 9/2009 to 6/2012

F10 (5 Series Sedan) produced from 3/2010 to 7/2013

F12 (6 Series Convertible) produced from 3/2011 to 7/2012

F13 (6 Series Coupe) produced from 7/2011 to 7/2012

E70 (X5) produced from 3/2010 to 6/2013

E71 (X6) produced from 7/2008 to 6/2014

E72 (ActiveHybrid X6) produced from 9/2009 to 9/2011

#### **INFORMATION**

This bulletin outlines the Customer Care Package program that has been designed exclusively for BMW vehicles with the N63 engine.

Vehicles with the N63 high performance engine are engineered with EfficientDynamics that provides fuel economy without compromising on its “class leading” power and performance.

To ensure these engines keep delivering the ultimate performance, we have designed this Care Package that includes a 6 point check, and if necessary, the replacement of one or more of the following powertrain components:

- Hot-Film Air Mass Sensors
- PIEZO High Pressure Fuel Injectors
- Engine Vacuum Pump
- Fuel System Low Pressure Sensor/Feed Line
- Fresh Air Intake Turbo Seals
- Crankcase Ventilation Lines (Hoses)

This engine care package also includes a multi-point inspection of the vehicle, including tire pressures, fluid levels, safety and convenience features.

**The procedure described in this bulletin should be completed in conjunction with performing [SI B11 16 14](#), N63 Engine: Check the Timing Chain.**

Perform all recommended, due or qualifying “time-based” maintenance service tasks as directed by the Key Reader/ISPA Light application.

Note: The procedure in [SI B11 16 14](#) includes an engine oil and filter change.

When applicable, also perform the procedure described in [SI B61 30 14](#), 12-Volt Battery Replacement under the BMW Maintenance Program together with performing the N63 Customer Care Package.

**After completing all necessary repairs, vehicle needs to be test driven for up to 30 minutes to assure the highest standard of performed repairs.**

#### AFFECTED VEHICLES

This Customer Care Package program applies to E70, E71, E72, F01, F02, F04, F07, F10, F12, and F13 vehicles with the N63 engines corresponding to the production dates listed above.

First check if a Service Action label with a code number **721** is already attached to the A-pillar. If a code number **721** has already been punched out, the Campaign has already been performed and no further action is necessary.

Eligible vehicles will show the following Customer Care Package-related Campaign Code:

**00 13 47 02 00**

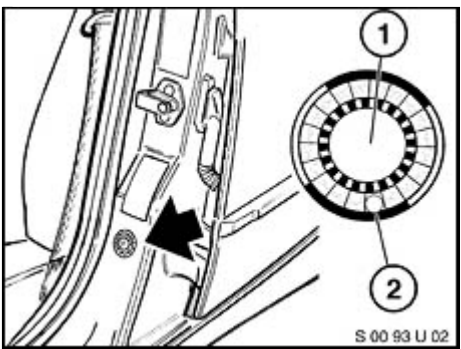
#### ELIGIBLE VEHICLES

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

N63 Engine: Customer Care Package. B11 06 14. Defect code: 00 13 47 02 00. Please review the Repair History (Claims)” sections first, before performing any repairs. If this has been performed and claimed already, no further action is necessary.

This message will also display in the Key Reader/ISPA Light application’s “Information on” tab.

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

|  |   |
|--|---|
|  | <p>This Service Action has been assigned code number <b>721</b>. After the vehicle has been checked and/or corrected, obtain a label (SD 92-464) and:</p> <ol style="list-style-type: none"> <li>A. Emboss your BMW center warranty number in the middle of the label (1);</li> <li>B. Punch out code number <b>721</b> (2), printed on the label; and</li> <li>C. Affix the label to the B-pillar as shown.</li> </ol> |
|--|---|

If the vehicle already has a label from a previous Service Action/Recall Campaign, affix the new label next to the old one. Do not affix one label on top of another one, because a number from an underlying label could appear in the punched-out hole of the new label.

#### PROCEDURE

Refer to the attachment for N63 Engine Care Package Evaluation and Repair Procedures.

#### PARTS INFORMATION

Note: Only order the necessary parts, in the quantities needed, for customers’ vehicles that have confirmed failures. Such parts can only be ordered through TeileClearing, as the part numbers are blocked. Parts identified as

needed in the TeileClearing case will be forwarded to the Parts Department and will constitute the Center's Parts order for this vehicle.

An initial set of parts was "pushed out" to each Center on or about December 29th. Please use the parts from this initial set, and replenish it by submitting TeileClearing cases for the parts required for every VIN.

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

The following parts list is required for every affected vehicle.

| Part Number     | Description              | Quantity |
|-----------------|--------------------------|----------|
| 13 62 8 645 877 | Hot-film air mass sensor | 2        |
| 13 71 8 646 450 | Gasket (Intake air duct) | 2        |
| 17 51 7 585 577 | Clamp                    | 2        |
| 11 15 8 645 237 | Connecting line bank 1   | 1        |
| 11 15 8 645 238 | Vent pipe bank 1         | 1        |
| 11 15 8 645 239 | Connecting line bank 2   | 1        |
| 11 15 8 645 240 | Vent pipe bank 2         | 1        |

Use the following parts list, as needed, based on the evaluation results. These parts are optional and not necessary for every affected vehicle.

|                 |  |                   |
|-----------------|--|-------------------|
| 11 66 8 649 747 | Vacuum pump  | As needed up to 1 |
| 13 53 8 648 937 | Piezo injector (this part number is index 11 or greater) | As needed up to 8 |
| 13 53 8 651 060 | Decoupling element                                       | As needed up to 8 |
| 13 53 8 649 966 | Fuel feed line with low pressure sensor                  | As needed up to 1 |

#### WARRANTY INFORMATION

Reimbursement for this Customer Care Package program will be via normal claim entry utilizing the following information:

|                     |                       |
|---------------------|-----------------------|
| <b>Defect Code:</b> | <b>00 13 47 02 00</b> |
|---------------------|-----------------------|

#### E7x, F0x and F1x with N63

| Labor Operation: | Labor Allowance:                 | Description:          |
|------------------|----------------------------------|-----------------------|
| 00 62 111        | 35 FRU (F12, F13)                | Carry out basic scope |
|                  | 36 FRU (F01, F02, F04, F07, F10) |                       |
|                  | 38 FRU (E70, E71)                |                       |
|                  | 60 FRU (E72)                     |                       |

|           |   |   |
|-----------|---|---|
|           |   |   |
| 00 62 112 | 38 FRU (F01, F02, F07, F10, F12, F13)                               | Replace the basic scope and the fuel delivery line          |
|           | 39 FRU (F04)  |   |
|           | 41 FRU (E70, E71)   |   |
|           | 63 FRU (E72)  |   |
|           |   |   |
| 00 62 113 | 64 FRU (F12, F13)   | Replace the basic scope and the vacuum pump                 |
|           | 65 FRU (F01, F02, F07, F10)   |   |
|           | 69 FRU (E70, E71)   |   |
|           | 72 FRU (F04)  |   |
|           | 104 FRU (E72)   |   |
|           |   |   |
| 00 62 114 | 82 FRU (E70, E71);  | Replace the basic scope and the injectors                   |
|           | 85 FRU (F01, F02, F07, F12, F13)                                    |   |
|           | 86 FRU (F10)  |   |
|           | 91 FRU (F01 Xdrive, F02 Xdrive, F07 Xdrive, F10 Xdrive, F13 Xdrive) |   |
|           | 92 FRU (F12 Xdrive)   |   |
|           | 117 FRU (F04)   |   |
|           | 121 FRU (E72)   |   |
|           |   |   |
| 00 62 115 | 67 FRU (F01, F02, F07, F10, F12, F13)                               | Replace the basic scope, fuel delivery line and vacuum pump |
|           | 72 FRU (E70, E71)   |   |
|           | 75 FRU (F04)  |   |
|           | 108 FRU (E72)   |   |

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|           |   |  |
| 00 62 116 | 84 FRU (E70, E71)   | Replace the basic scope, fuel delivery line and injectors              |
|           | 88 FRU (F01, F02, F07, F10, F12, F13)                               |  |
|           | 93 FRU (F01 Xdrive, F02 Xdrive, F07 Xdrive, F10 Xdrive, F13 Xdrive) |  |
|           | 95 FRU (F12 Xdrive)   |  |
|           | 119 FRU (F04)   |  |
|           | 120 FRU (E72)   |  |
|           |   |  |
| 00 62 117 | 112 FRU (E70, E71, F01, F02, F07, F10, F12, F13)                    | Replace the basic scope, vacuum pump and the injectors                 |
|           | 117 FRU (F01 Xdrive, F02 Xdrive, F07 Xdrive, F13 Xdrive)            |  |
|           | 118 FRU (F10 Xdrive)  |  |
|           | 119 FRU (F12 Xdrive)  |  |
|           | 153 FRU (F04)   |  |
|           | 166 FRU (E72)   |  |
|           |   |  |
| 00 62 118 | 114 FRU (E70, E71, F01, F02, F07, F12, F13), 115 FRU (F10)          | Replace the basic scope, fuel delivery line, vacuum pump and injectors |
|           | 119 FRU (F13 Xdrive)  |  |
|           | 120 FRU (F01 Xdrive, F02 Xdrive, F07 Xdrive, F10 Xdrive)            |  |
|           | 121 FRU (F12 Xdrive)  |  |
|           | 155 FRU (F04)   |  |
|           | 166 FRU (E72)   |  |

The labor operation codes listed above are Main labor operations.

And:

When other additional work and/or parts are required as a direct result of these issues, including the applicable labor operations listed in KSD2, claim these items under the defect code listed above.

And:

**Sublet – Bulk Materials**

|               |  |  |
|---------------|--|--|
| Sublet Code 4 | See sublet reimbursement calculation below | Reimbursement for used quantities of required operating fluids (applicable BMW part numbers. Do not use these part numbers for claim submission) |
|---------------|--|--|

Sublet calculation: Reimbursement for used quantities of required operating fluids (applicable BMW part numbers) at dealer net plus handling.

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

Attachments:

B110614\_Customer\_Care\_Procedure

B110614\_Previous\_Customer-pay\_Repairs

**ATTACHMENTS**

View PDF attachment [B110614 Customer Care Procedure.](#)

View PDF attachment [B110614 Customer CP Reimbursement Procedure.](#)

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