



SI B01 09 14
Warranties

September 2014
Warranties

SB-10056703-9690

This Service Information bulletin supersedes SI B01 09 14 **dated August 2014.**

Please read this Service Information bulletin in its entirety, the content has been completely updated.

NEW designates changes to this revision

SUBJECT

Front Passenger Air Bag Seat Occupancy Sensor (OC3) Mat: Limited Warranty Extension to 15 years Without Mileage Limitation

MODEL

E60 (5 Series Sedan – excluding M5)

E61 (5 Series Sports Wagon)

NEW Model Year 2006 and 2007

NEW With option 456 (Comfort seat)

NEW E85 (Z4 Roadster)

NEW E90 (3 Series Sedan)

NEW E91 (3 Series Sports Wagon)

NEW Model Year 2006 and 2007

NEW With the Standard (mechanical) seat or with option 459 (Electrically adjustable seat)

INFORMATION

BMW of North America, LLC (“BMW NA”) is extending the limited warranty for the Supplemental Restraint System’s (SRS) front passenger air bag seat occupancy sensor (OC3) mat on certain model BMW vehicles to:

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

This “component-specific” limited warranty extension applies to defects in materials and workmanship.

This bulletin is notice of a “limited warranty extension.” This is NOT a notice of a Recall or Service Action.

No immediate repair is required **unless** the BMW vehicle is currently experiencing this problem.

This extended limited warranty coverage does not apply to vehicles affected by the following Recall Campaign:

SI B65 06 14	Recall 13V-564: E90, E91 Front Passenger Air Bag Seat Occupancy Sensor Mat
SI B65 07 14	Recall 13V-564: E60, E61, E65, E66 Front Passenger Air Bag Seat Occupancy Sensor Mat
SI B65 08 14	Recall Campaign 13V-564: Replace Front Passenger Air Bag Seat

	Occupancy Sensor (E60, E61, E65, E66)
SI B65 09 14	Recall 13V-564: E65,E66 Front Passenger Air Bag Seat Occupancy Sensor Mat (E65, E66)
SI B65 10 14	Recall 13V-564: Front Passenger Air Bag Seat Occupancy Sensor Mat for Sport Seat (E60, E61, E65, E66)
SI B65 11 14	Recall 13V-564: E53 Repair Front Passenger Air Bag Seat Occupancy Sensor Mat

The extended limited warranty coverage also **does not** apply to:

- Vehicles with other seat options, and
- E60 (M5) vehicles

Note: Please refer to [SI B65 75 06](#) for the limited warranty extension information that applies to previous models.

Customer Notification Letter – VIN and Component-specific Warranty Extension

Even though this is **NOT** a Recall, BMW NA sent VIN-specific customer notification letters the week of August 11, 2014. A sample letter is attached.

Eligible BMW Vehicles

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

BMW NA has extended the limited warranty for the Supplemental Restraint System’s (SRS) front passenger air bag seat occupancy sensor (OC3) mat on this vehicle to 15 years without mileage limitation as determined from the original in-service date. Please see SI B01 09 14.

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

PARTS INFORMATION

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

Note: Only order the necessary parts, in the quantities needed, for customers’ vehicles that have confirmed failures.

Also refer to EPC and the Repair Instructions for one-time use fasteners and/or component information.

WARRANTY INFORMATION

The Supplemental Restraint System’s (SRS) front passenger air bag seat occupancy sensor (OC3) mat limited warranty extension to 15 years without mileage limitation applies to “eligible BMW vehicles” that are registered and operated in all 50 states (including Puerto Rico).

This component-specific extended limited warranty coverage is transferable.

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

NEW Should the front passenger air bag seat occupancy sensor (OC3) mat fail again, the seat occupancy sensor mat is covered by the remaining portion of the extended limited warranty coverage period.

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

Defect Code:	65 77 90 13 00
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E60 and E61 with seat option 456

Labor Operation:	Labor Allowance:	Description:
00 58 025	Refer to KSD2	Checking fault codes (includes connecting an approved battery charger/power supply and performing a vehicle test), replacing the OC3 sensor mat and encode control units – the vehicle is already at the specified “Target” integration level or higher
Or:		
00 58 026	Refer to KSD2	Checking fault codes (includes connecting an approved battery charger/power supply and performing a vehicle test), replacing the OC3 sensor mat and program and code control units
Or:		
00 58 027	Refer to KSD2	Checking fault codes (includes connecting an approved battery charger/power supply and performing a vehicle test), replacing the OC3 sensor mat and program and code control units including programming the CAS

Labor operation codes 00 58 025, 00 58 026 and 00 58 027 are Main labor operations.

If you are using a Main labor code for another repair, use the corresponding Plus code labor operation 00 58 537, 00 58 538 or 00 58 539 instead.

NEW E85 with Standard (mechanical) seat

NEW 00 57 220	Refer to KSD2	NEW Interrogate fault memory using diagnosis system (Vehicle test) and replacing the sensor mat (OC3 mat)
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NEW Labor operation code 00 57 220 is Main labor operation.

NEW If you are using a Main labor code for another repair, use the corresponding Plus code labor operation 00 57 991 instead.

E85 with seat option 459

00 57 221	Refer to KSD2	Checking fault codes (includes connecting an approved battery charger/power supply and performing a vehicle test) replacing the OC3 sensor mat
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Labor operation code 00 57 221 is Main labor operation.

If you are using a Main labor code for another repair, use the corresponding Plus code labor operation 00 57 992 instead.

E90 and E91 with Standard (mechanical) seat

Labor Operation:	Labor Allowance:	Description:
00 58 013	Refer to KSD2	Checking fault codes (includes connecting an approved battery charger/power supply and performing a vehicle test), replacing the OC3 sensor mat and encode control units – the vehicle is already at the specified “Target” integration level or higher
Or:		
00 58 014	Refer to KSD2	Checking fault codes (includes connecting an approved battery charger/power supply and performing a vehicle test), replacing the OC3 sensor mat and program and code control units
Or:		
00 58 015	Refer to KSD2	Checking fault codes (includes connecting an approved battery charger/power supply and performing a vehicle test), replacing the OC3 sensor mat and program and code control units including programming the CAS

Labor operation codes 00 58 013, 00 58 014 and 00 58 015 are Main labor operations.

If you are using a Main labor code for another repair, use the corresponding Plus code labor operation 00 58 525, 00 58 526 or 00 58 527 instead.

E90 and E91 with seat option 459

Labor Operation:	Labor Allowance:	Description:
00 58 016	Refer to KSD2	Checking fault codes (includes connecting an approved battery charger/power supply and performing a vehicle test), replacing the OC3 sensor mat and encode control units – the vehicle is already at the specified “Target” integration level or higher

Or:		
00 58 017	Refer to KSD2	Checking fault codes (includes connecting an approved battery charger/power supply and performing a vehicle test), replacing the OC3 sensor mat and program and code control units
Or:		
00 58 018	Refer to KSD2	Checking fault codes (includes connecting an approved battery charger/power supply and performing a vehicle test), replacing the OC3 sensor mat and program and code control units including programming the CAS

Labor operation codes 00 58 016, 00 58 017 and 00 58 018 are Main labor operations.

If you are using a Main labor code for another repair, use the corresponding Plus code labor operation 00 58 528, 00 58 529 or 00 58 530 instead.

Refer to KSD2 for the corresponding flat rate unit (FRU) allowance. Enter the Chassis Number, which consists of the last 7 digits of the Vehicle Identification Number (VIN). Click on the “Search” button, and then enter the applicable flat rate labor operation in the FR code field.

E60, E61, E90 and E91

If a vehicle control module or component was working properly and/or had no related faults stored prior to vehicle programming and it fails to program correctly and/or requires initialization, this additional work must be claimed with separate labor operations under the defect code listed above, refer to KSD2.

Repairs to address control modules and/or components with pre-existing conditions are not eligible to be claimed under the defect code listed in this bulletin.

Previous Customer-pay Repair Reimbursement – Limited Warranty Extension

As provided and outlined in the “Customer Notification” letter, under this extended limited warranty, BMW of North America, LLC will provide reimbursement for eligible customer-pay repairs that were performed prior to the release of the customer notification.

For a customer to request reimbursement for an eligible previously paid repair performed by either an authorized BMW center or independent repair shop, please have him/her submit his/her reimbursement request online at www.BMW-RP.com

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

Note: The above procedure **only applies** to the prior customer-pay reimbursement requests on vehicles that are eligible for the extended limited warranty coverage.

ATTACHMENTS

View PDF attachment [B010914 OC3 Sample Customer Letter](#).

BMW



1-111-TJNUM_1234567-111-2-333-444-555-666

Customer Name 1
Customer Name 2
Address 1
Address 2
City State ZIP



August 2014

This **“Important Limited Warranty Information”** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **WBANB535X0** [REDACTED]

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 **Supplemental Restraint System’s (SRS) front passenger air bag seat occupancy sensor (OC3) mat** on the above referenced vehicle to:

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

This “component-specific” limited warranty extension applies to defects in materials and workmanship and is transferable to any subsequent purchaser of your BMW vehicle.

This is notice of a “limited warranty extension” only. This is not a notice of a Recall or Service Action.

If a repair is required during the extended limited warranty coverage period, eligible work performed by an authorized BMW center in the United States (including Puerto Rico) will be completed free of charge.

In the event your vehicle’s Supplemental Restraint System/Air Bag malfunction indicator is illuminated, please contact your nearest authorized BMW center in the U.S or Puerto Rico to schedule an appointment for inspection, diagnosis and repair.

Your authorized BMW center will review the scope of repair covered by the limited warranty extension. Diagnosing and repairing other unrelated issues is not covered under this warranty extension.

The integrity of our products is essential to BMW’s success and our customers’ trust. We are determined to exceed your expectations and hope this warranty extension further enhances your ownership experience.

Sincerely,

BMW of North America, LLC

Company

BMW of North America, LLC

BMW Group Company

Mailing Address

PO Box 1227
Westwood, NJ
07675-1227

Telephone

(800) 831-1117

E-mail

Customerrelations@
bmwusa.com

Website

bmwusa.com

Previous Customer-pay Repair Reimbursement – Limited Warranty Extension

BMW of North America, LLC



August 2014

VIN WBANB535X0 [REDACTED]

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

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

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 2014 OC3 Mat
P.O. Box 561089
Dallas, TX 75356

Fax number: 877-434-2992

Please allow 4-6 weeks for processing your request.

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

For all other questions, please contact BMW's Customer Relations and Services via email at Customerrelations@bmwusa.com or via telephone at 1-800-831-1117.

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

Previous Customer-pay Repair Reimbursement – Documentation Checklist

BMW of North America, LLC



Reimbursement is available to the BMW Owner/Lessee who incurred the expense.

When submitting a reimbursement for a previous repair, please provide **legible copies** of the following documentation and include your VIN, name, address and your preferred contact telephone number(s):

Repair Order (RO) or Invoice

This document should include the following information:

- ☐ Customer name and address
- ☐ Vehicle Identification Number ("VIN")
- ☐ The date of repair
- ☐ The mileage when the repair was performed
- ☐ Itemized breakdown of the labor charges for all repairs* including diagnosis
- ☐ Itemized breakdown of the parts, including any miscellaneous items, billed for all repairs*

*For repair orders containing multiple repair line items, only the specific line item expenses that relate to the component that is covered by this extended limited warranty will be considered for reimbursement.

Proof of Payment

Please provide a copy of at least **one** of the following items as valid proof of payment:

- ☐ Repair order (RO)/invoice stamped and dated as "PAID"
- ☐ Copy of a cancelled check
- ☐ Copy of a signed credit/debit card receipt
- ☐ Copy of a credit/debit card statement

Determining a repair's eligibility 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?