



This Service Information bulletin and attachment supersedes SI B11 06 14 **dated January 2015.**

NEW designates changes to this revision

SUBJECT

N63 Engine: Customer Care Package

MODEL

NEW F01 and F02 (7 Series Sedan) produced from 9/2008 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.

NEW The N63CCP is NOT a mandatory Technical Campaign or Recall (per the authorities).

NEW It should only be completed based on **parts availability, workshop capacity, and the customer's schedule.**

NEW **Complete all other applicable open Campaigns per the DCS Warranty inquiry and the Key Reader.**

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

NEW When eligible, also perform the procedure described in [SI B61 30 14](#): 12-Volt Battery Replacement together with performing the N63 Customer Care Package.

NEW **After completing all the necessary repairs, the vehicle needs to be road tested for 30 minutes to assure the highest standard of performed repairs (Please see “Warranty Information” section below).**

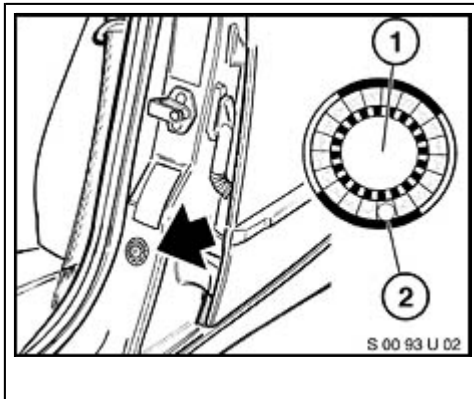
AFFECTED VEHICLES

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

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

The video procedure describing the Customer Care Package technical overview can be viewed on the TIS website, using the following path:

1. Select “Service Reference” from the top menu bar.
2. Select “Service Videos.”
3. Select “General Search.”
4. Select “[11] Engine” and “Submit.”

Select “V11 07 14 December 2014 – N63 Customer Care Package - Technical Overview.”

The video procedure describing the Care Package Program overview can be viewed via the TIS Website, using the following path:

1. Select “Service Reference” from the top menu bar.
2. Select “Service Videos.”
3. Select “General Search.”
4. Select “[11] Engine” and “Submit.”

Select “V11 08 14 December 2014 – N63 Customer Care Package - Program Overview.”

PARTS INFORMATION

NEW Only order the necessary parts, in the quantities needed, for customers’ vehicles that have confirmed failures. Such parts can only be ordered through BMW Part Consultant Group using the following email address:

NEW N63CCP@bmwna.com

NEW The email needs to contain the following information:

NEW VIN – **Noted in the subject line**

NEW Parts Requested table

NEW Dealer Name and Number

NEW Dealer Contact Person and Phone Number

NEW Ship to Address (main store or satellite).

The part numbers are blocked. Part numbers and quantities that are identified as in the email will constitute the Center’s Parts order for this vehicle.

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

NEW If the email details are not sufficient, you will receive a response describing the discrepancy.

NEW Only a limited number of parts kits will be released on a daily basis per Parts Logistics approval.

NEW All parts from these repairs are subject to 100% return and inspection at the WPRC to ensure appropriate usage of parts. Returned parts which do not meet the correct replacement criteria (part number/part index), as described in the procedure attachment, will be debited.

WARRANTY INFORMATION

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

Defect Code:	00 13 47 02 00
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Important: Until the release of the February 2015 KSD2, you must use the FRU allowances listed below in this bulletin to invoice the repair order. Due to a repair procedure change, the FRU allowances for these labor operations in the current KSD2 are no longer valid.

Appeals for FRU payment shortages will not be accepted.

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)	
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)
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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.

And:

NEW 30-Minute Road Test after Completing the N63 CCP Repair Procedures

NEW Defect Code:	NEW 85 80 02 80 NA	NEW N63 Customer Care Package Road Test Reimbursement

Labor Operation:	Labor Allowance:	Description:
11 99 000	5 FRU	Work time for the N63 CCP 30-minute road test after completing the repairs

Even though work time labor operation code 11 99 000 ends in “000”, it is not considered a Main labor operation. Also, since the “work time” FRU allowance to be claimed is specified, a separate punch time is not required.

Previous Customer-pay Repairs

NEW BMW of North America, LLC will provide reimbursement for “qualifying customer-pay repairs” that were performed on an eligible vehicle prior to the release of the N63 Engine Customer Care Package.

Qualifying customer pay repairs are the following:

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

Customer pay repairs, when they were performed, are subject to the applicable New Vehicle/SAV Limited Warranty’s exclusions and limitations, in addition to the vehicle and coverage eligibility requirements.

Repairs performed on ineligible vehicles or the diagnosis and repair of other unrelated issues do not qualify for reimbursement.

To request reimbursement for a “qualifying customer-pay repair” performed either by an authorized BMW center or independent repair shop, please have your customer submit a reimbursement request online at www.BMW-RP.com.

Reimbursement Procedure

To initiate the online process, the customer will be asked to attach PDF files of the required documentation; this is outlined in the attachment below.

Alternatively, they may mail or fax their request and documentation directly to the BMW Customer Reimbursement Center.

For more information, please refer to the PDF attachment: “B110614_Customer_CP_Reimbursement Procedure.”

Note: A copy of this attachment can be provided to the customer.

ATTACHMENTS

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

View PDF attachment [B110614 Customer-pay Repairs](#).

