From: Broadcast Messaging System
To: DL-BMS_Message_Monitors
Subject: Customer Care Package Update
Date: Thursday, January 22, 2015 4:36:08 PM

Publish Date: January 22, 2015
From: Warranty
Expiration Date: February 05, 2015

DCSnet Message
Urgent

Subject: **Customer Care Package Update**

Kit Availability Drives the N63 Customer Care Package

BMW North America wants to provide you with an update to the current N63 Customer Care Package (CCP). We recognize that the rollout of the Customer Care Package has been less than adequate for you and your customers. In order to resolve issues and concerns please review the following points.

The N63 Customer Care Package is **NOT a Recall or a Normal Service Action**. It is a proactive package to update components on the N63 engine that will eliminate potential issues the customers may experience with their vehicle. **Please do not confuse this package with standard warranty repairs.**

N63 customers coming into dealerships have varying degrees of needs; based upon the current condition of the vehicle. There are customers with drivability issues, customers that come in for a routine maintenance service and customers that are called in by you as part of the proactive CCP. Please take note of the following:

1. **Drivability Issue (Priority 1)**: If CCP kits are available in your stock then prioritize these customers as part of the CCP. **If you do not have kits available then complete the repair under standard warranty, as in the past, using the pre-CCP part numbers (For example; use P/N 13 53 8 616 079 for injector repairs).** These customers will need to be called back as part of the CCP; at a time that is best for you and your customer.

Note: Timing Chain replacement and/or Vehicle Order changes requires a TeileClearing (TC) case.

Normal Repairs/Maintenance: If CCP kits are in stock at your dealership and there are not any vehicles at your dealership with drivability issues, you may complete the CCP. If you do not have kits available **do not hold** the vehicle while waiting on a kit; **complete all other** warranty or non-warranty related work and release the vehicle to the customer. The customer will need to be called back as part of the CCP; at a time that is best for you and your customer.

1. **CCP Customer Notification**: **Your in-stock kit availability is required to initiate the CCP.** This should only be done when you have complete kits in stock, AMP availability and workshop capacity.

Parts Logistics Update:

Six kits were initially distributed to each dealer. These kits were to be used as a buffer inventory to keep your stock supply at a proper level. We will be distributing an additional two kits to each dealer this week.

There is currently limited parts availability on certain CCP kit components. Parts Logistics is releasing several hundred kits daily and will increase the output as availability improves. We expect to have improved availability on all CCP kit components over the next six weeks.

Parts orders (With the exception of Timing Chains) will no longer require TeileClearing (TC), however it is critical that we monitor CCP kit component replenishment orders. In order to replenish your CCP kits send an email to N63CCP@bmwna.com with the following information:

VIN – **Noted in subject line**

Parts Requested and quantity needed for each

Dealer Name and Number

Dealer Contact Person and Phone Number

Dealer Ship to Address

Note: If you have a TC case already submitted, continue with that process until your parts are replenished. Do not send an e-mail to the N63CCP e-mail box if there is a pending TC case.

Orders will be entered as VOR; this is the most efficient and effective way to ensure your receipt of the parts.

Note: The Timing Chain and/or Vehicle Order Change will continue to require a TC case.

Please take note of the following points related to CCP kit processing:

Remove all CCP related parts from Automatic Processing.

- Do not order CCP parts via the normal processes; all orders will be cancelled. **This point is specific to part numbers associated with the CCP and not the pre-CCP part numbers used for a standard warranty repair.**

All parts from these repairs are subject to 100% return and inspection at the WPRC in order to ensure appropriate usage of parts. The returned parts which do not meet the correct replacement criteria (part number/part index), as described in the B11 06 14 Attachment Procedure, will be debited.

During the CCP repair process, send an email to the email address noted above to replenish the kit you have consumed. This will ensure that at the end of your repairs parts are ordered and the kit you have used will be replenished. Soon after the request is reviewed you should receive the parts to replenish your kit.

Best regards,

Jon Colbeth

Warranties, Department Head

Attachments: Frequently_Asked_Questions_(FAQ)[813df382].pdf
Frequently_Asked_Questions_(FAQ)[813df382].pdf

Recipients: BMW SAV (Light Trucks), All Offerings, All Regions, All Areas, Service, Waranty Administrator
BMW Passenger Cars, Service, All Regions, All Areas, Service, Waranty Administrator