



This Service Information bulletin supersedes SI B00 03 06 **dated April 2015.**

**NEW** designates changes to this revision

## SUBJECT

**TeileClearing (Specialized Technical Support)**

## MODEL

All vehicles under:

New Vehicle Limited Warranty

Certified Pre-Owned (CPO) Program

Demonstrator Extension – New Vehicle/SAV Limited Warranty

Extended Vehicle Protection Programs

Federal and California Emission Control Warranty

## INFORMATION

TeileClearing (TC) is Specialized Technical Support staffed by TC Specialists who have been specifically trained by BMW and partner suppliers of selected BMW parts. The TC function focuses on identifying and resolving product problems, and identifying and reporting test plan errors and omissions. The TC process requires that a prior authorization be obtained before replacing any TC parts under warranty. This authorization is obtained by the submission of a “TC case” in PuMA.

Parts currently requiring TC authorization are shown below:

|              |                                                                      |
|--------------|----------------------------------------------------------------------|
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| Appendix A3  | Automatic Transmissions                                              |
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|              |                                                              |
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Effective Monday, April 6, 2015, TeileClearing requirements have been removed for the Window Regular Motors.

The latest information on affected TC parts can also be found in the following locations:

- By viewing the latest monthly DCS Message (“PuMA Submission for Authorized Part Replacement”)
- In PuMA (click “TC” and “Actions”)

#### **TEILECLEARING BENEFITS**

The TeileClearing process provides these benefits:

- In-depth part and system diagnosis to address the customer’s complaint
- Clear instructions on the appropriate repair, including part replacement authorization where appropriate
- Immediate sharing of information with responsible engineers to address quality issues and expedite the defect eradication process
- Long-term improvement of product quality and diagnostic test plans that will improve CSI and the ability of a technician to fix it right the first time.

#### **PROCEDURE**

TC normal working hours:

8:00 AM – 8:00 PM Eastern Time, Monday to Friday, except BMW NA holidays

Before creating a PuMA TC case:

- Confirm that the part identified as defective appears on the TC list.
- 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, but are not limited to: Service Information bulletins, DCS messages, Service Roundtable, Training Manuals, Wiring Diagram System (WDS), Repair Instructions and Functional Descriptions (FUB). It is the center’s responsibility to be familiar with all published technical information.
- All 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/Team Leader must be consulted.
- The vehicle must be in the shop.
- Transmit FASTA data so that the TC specialists can see that all relevant test modules have been completed. DO NOT perform quick delete or delete any fault memory before transmitting FASTA data.

Create and submit a TC case describing in as much detail as possible the customer complaint and all diagnosis steps and measurements that resulted in the “faulty part” diagnosis.

A TeileClearing specialist will respond either confirming the need for part replacement or requesting additional tests or information.

**For repairs outside normal working hours (except complete Engine, Automatic Transmission or Mechatronic repairs), a repair may go ahead without prior authorization. However, a TC case must be submitted for approval retrospectively in order to get the warranty claim paid.**

See the flowchart (Appendix B) for the complete TC process.

See the attachment for details on creating a “TC Case” in PuMA.

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

#### WARRANTY INFORMATION

**Claims submitted without prior PuMA TC case approval will not be eligible for payment by BMW NA.**

The PuMA TC case number must be specified in the comment section.

A TeileClearing case is **NOT** a “claim payment authorization” for in and out out-of-warranty repairs or work time.

An Administrative Payment claimable for each valid TC Case approved by a TC specialist; please refer to Service Information [B01 01 07](#).

|                        |          |
|------------------------|----------|
| <b>NEW</b> Appendix A1 | May 2015 |
|------------------------|----------|

#### TEILECLEARING FOR ENGINE COMPONENTS

|   | Model       | Series   |
|---|-------------|----------|
| 1 | Coupe       | E82      |
| 1 | Convertible | E88      |
| 2 | Coupe       | F22      |
| 2 | Convertible | F23      |
| 3 | Sedan       | E90, F30 |
| 3 | Coupe       | E92      |
| 3 | Convertible | E93      |
| 3 | GT          | F34      |
| 3 | Sport Wagon | E91, F31 |
| 3 | M3 Sedan    | F80      |
| 4 | Coupe       | F32      |
| 4 | Convertible | F33      |
| 4 | Gran Coupe  | F36      |
| 4 | M4 Coupe    | F82      |

|    |                |          |
|----|----------------|----------|
| 4  | M4 Convertible | F83      |
| 5  | Sedan          | E60, F10 |
| 5  | GT             | F07      |
| 5  | Sport Wagon    | E61      |
| 6  | Coupe          | F13      |
| 6  | Convertible    | F12      |
| 6  | Grand Coupe    | F06      |
| 7  | Sedan          | F01, F02 |
| X1 | SAV            | E84      |
| X3 | SAV            | F25      |
| X4 | SAV            | F26      |
| X5 | SAV            | E70, F15 |
| X6 | SAV            | E71, F16 |
| Z4 | Roadster       | E89      |
| i8 | Sport Coupe    | I12      |

**Note:**

ActiveHybrid vehicles **do not require TC authorization.**

**The following are the required component(s):**

- Camshaft adjustment unit (VANOS inlet and outlet) – except 6-cylinder engines, N51, N52, N52K, N54 and N55 engines; the S55 engine still needs TC authorization
- Complete engine/short engine – except N51, N52, N52K and N54 engines
- Cylinder head – except N51, N52, N52K and N54 engines
- Turbocharger – except N51, N52, N52K and N54 engines

Effective Monday, April 6, 2015, TeileClearing requirements have been added for the F23.

|                        |          |
|------------------------|----------|
| <b>NEW</b> Appendix A2 | May 2015 |
|------------------------|----------|

**TEILECLEARING FOR DIGITAL MOTOR ELECTRONICS (DME) AND DIGITAL DIESEL ELECTRONICS (DDE)**

|   | Model       | Series   |
|---|-------------|----------|
| 1 | Coupe       | E82      |
| 1 | Convertible | E88      |
| 2 | Coupe       | F22      |
| 2 | Convertible | F23      |
| 3 | Sedan       | E90, F30 |
| 3 | Coupe       | E92      |

|    |                |          |
|----|----------------|----------|
| 3  | Convertible    | E93      |
| 3  | GT             | F34      |
| 3  | Sport Wagon    | E91, F31 |
| 3  | M3 Sedan       | F80      |
| 4  | Coupe          | F32      |
| 4  | Convertible    | F33      |
| 4  | Gran Coupe     | F36      |
| 4  | M4 Coupe       | F82      |
| 4  | M4 Convertible | F83      |
| 5  | Sedan          | E60, F10 |
| 5  | GT             | F07      |
| 5  | Sport Wagon    | E61      |
| 6  | Coupe          | F13      |
| 6  | Convertible    | F12      |
| 6  | Grand Coupe    | F06      |
| 7  | Sedan          | F01, F02 |
| X1 | SAV            | E84      |
| X3 | SAV            | F25      |
| X4 | SAV            | F26      |
| X5 | SAV            | E70, F15 |
| X6 | SAV            | E71, F16 |
| Z4 | Roadster       | E89      |
| i8 | Sport Coupe    | I12      |

**Note:**

ActiveHybrid vehicles **do not require TC authorization.**

**The following are the required component(s):**

- Digital Motor Electronics (DME)
- Digital Diesel Electronics (DDE)

Effective Monday, April 6, 2015, TeileClearing requirements have been added for the F23.

|                        |          |
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| <b>NEW</b> Appendix A3 | May 2015 |
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**TEILECLEARING FOR AUTOMATIC TRANSMISSIONS**

|   | Model | Series |
|---|-------|--------|
| 1 | Coupe | E82    |

|    |                |                    |
|----|----------------|--------------------|
| 1  | Convertible    | E88                |
| 2  | Coupe          | F22                |
| 2  | Convertible    | F23                |
| 3  | Sedan          | E90, F30           |
| 3  | Coupe          | E92                |
| 3  | Convertible    | E93                |
| 3  | GT             | F34                |
| 3  | Sport Wagon    | E91, F31           |
| 3  | ActiveHybrid 3 | F30H               |
| 4  | Coupe          | F32                |
| 4  | Convertible    | F33                |
| 4  | Gran Coupe     | F36                |
| 5  | Sedan          | E60, F10           |
| 5  | GT             | F07                |
| 5  | Sport Wagon    | E61                |
| 5  | ActiveHybrid 5 | F10H               |
| 6  | Coupe          | E63, F13           |
| 6  | Convertible    | E64, F12           |
| 6  | Grand Coupe    | F06                |
| 7  | Sedan          | E65, E66, F01, F02 |
| 7  | ActiveHybrid 7 | F02H, F04          |
| X1 | SAV            | E84                |
| X3 | SAV            | F25                |
| X4 | SAV            | F26                |
| X5 | SAV            | E70, F15           |
| X6 | SAV            | E71, F16           |
| Z4 | Roadster       | E85, E89           |
| Z4 | Coupe          | E86                |
| i8 | Sport Coupe    | I12                |

**The following are the required component(s):**

- 6-speed automatic transmission manufactured by AISIN
- 5-speed automatic transmission manufactured by GM (5L40E)
- 6-speed automatic transmission manufactured by either GM (6L45R) or ZF (6HP19/TU, 6HP26/TU)

- 8-speed automatic transmission manufactured by ZF(8HP45, 8HP70, 8HP90)
- GM VB-TEHCM Module
- ZF Mechatronic Module
- ZF 8 speed Oil Pan

Effective Monday, April 6, 2015, TeileClearing requirements have been added for the F23.

**All diagnostic and troubleshooting steps should be performed per [B24 23 07](#) (6-speed Automatic Transmission Diagnostic and Troubleshooting Hints) and [B24 02 13](#) (8-Speed ZF Automatic Transmission Diagnosis and Troubleshooting Hints); this information must be included in the “TC case.”**

**IMPORTANT: “TC cases” will NOT be processed and will be rejected as “unjustified” if the basic diagnostic troubleshooting procedures and related information required by [B24 23 07](#) and [B24 02 13](#) are not performed and submitted.**

Refer to [SI B24 05 12](#) for ZF Technical Support via PuMA cases.

|                        |          |
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| <b>NEW</b> Appendix A4 | May 2015 |
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#### TEILECLEARING FOR DCT (DOUBLE-CLUTCH) TRANSMISSION

|    | Model          | Series                                                            |
|----|----------------|-------------------------------------------------------------------|
| 1  | Coupe          | E82 (135i, 135is) equipped with option 2TC                        |
| 1  | Convertible    | E88 (135i, 135is) equipped with option 2TC                        |
| 3  | Coupe          | E92 (335is) equipped with option 2TC (Double-clutch transmission) |
| 3  | Convertible    | E93 (335is) equipped with option 2TC (Double-clutch transmission) |
| 3  | M3 Sedan       | E90 equipped with option 2MK                                      |
| 3  | M3 Coupe       | E92 equipped with option 2MK                                      |
| 3  | M3 Convertible | E93 equipped with option 2MK                                      |
| 3  | M3 Sedan       | F80 equipped with option 2MK                                      |
| 4  | M4 Coupe       | F82 equipped with option 2MK                                      |
| 4  | M4 Convertible | F83 equipped with option 2MK                                      |
| 5  | M5 Sedan       | F10 equipped with option 2MK                                      |
| 6  | M6 Coupe       | F13 equipped with option 2MK                                      |
| 6  | M6 Convertible | F12 equipped with option 2MK                                      |
| 6  | M6 Gran Coupe  | F06 equipped with option 2MK                                      |
| Z4 | Roadster       | E89 (Z4 sDrive35i, Z4 sDrive35is) equipped with option 2TC        |

**The following are the required component(s):**

- GETRAG Double-clutch Transmission (DCT)

- GETRAG Mechatronics
- GETRAG Double-clutch

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| <b>NEW</b> Appendix A5 | May 2015 |
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#### TEILECLEARING FOR THE SELECTIVE CATALYTIC REDUCTION 2 (SCR 2) SYSTEM

|    | Model       | Series     |
|----|-------------|------------|
| 3  | Sedan       | F30 Diesel |
| 3  | Sport Wagon | F31 Diesel |
| 5  | Sedan       | F10 Diesel |
| X3 | SAV         | F25 diesel |
| X5 | SAV         | F15 Diesel |
| 7  | Sedan       | F02 diesel |

**The following are the required component(s):**

Selective Catalytic Reduction 2 (SCR2) Components

- Active Tank
- Passive Tank
- Control Unit
- Filling System Active
- Filling System Passive
- Metering Line
- Metering Unit
- Transfer Line
- Delivery Module (Pump)
- Transfer Pump
- NOx Sensors (upstream and downstream)
- O2 Sensor (upstream and downstream) for Diesel Particulate Filter (DPF)
- Differential Pressure Sensor
- Diesel Particulate Filter (DPF)
- Particulate Matter (PM) Sensor\*
- SCR Catalytic Converter
- Exhaust cooler
- EGR Valve

**\*Note:** The PM sensor has been redesigned and was phased into production beginning 7/2014. A TeileClearing PuMA case is **only required for vehicles where the new redesigned sensor has failed**. Refer to [SI B13 02 14](#).

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| <b>NEW</b> Appendix A6 | May 2015 |
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#### TEILECLEARING FOR BODY DOMAIN CONTROLLER (BDC)

|    | Model       | Series |
|----|-------------|--------|
| X5 | SAV         | F15    |
| X6 | SAV         | F16    |
| i3 | EV          | I01    |
| i8 | Sport Coupe | I12    |

The following are the required component(s):

- Body Domain Controller (BDC)

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| <b>NEW</b> Appendix A7 | May 2015 |
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#### TEILECLEARING FOR FULL LED HEADLIGHTS

|    | Model          | Series            |
|----|----------------|-------------------|
| 4  | Coupe          | F32               |
| 4  | Convertible    | F33               |
| 4  | Gran Coupe     | F36               |
| 4  | M4 Coupe       | F82               |
| 4  | M4 Convertible | F83               |
| X4 | SAV            | F26               |
| i3 | EV             | I01 (BEV and REx) |
| i8 | Sport Coupe    | I12               |

Vehicles with option code 552 (Adaptive LED Headlights)

The following are the required component(s):

LED headlight components

- Full LED headlight
- LED main light module (except F32 and F33)
- Direction indicator module
- Cornering light module
- LED fan
- Driver module headlight
- Repair kit LED module

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| <b>NEW</b> Appendix A8 | May 2015 |
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**TEILECLEARING FOR THE NEW NAVIGATION SYSTEM PROFESSIONAL: HEADUNIT HIGH (HU-H)**

|    | Model       | Series            |
|----|-------------|-------------------|
| 2  | Coupe       | F22               |
| 5  | Sedan       | F10               |
| X3 | SAV         | F25               |
| X4 | SAV         | F26               |
| X5 | SAV         | F15               |
| X6 | SAV         | F16               |
| i3 | EV          | I01 (BEV and REx) |
| i8 | Sport Coupe | I12               |

Production date information for replacements that require TC approval:

F10, F15, F16, F25 and F26 produced from 07/2014 and later.

**The following are the required component(s):**

- Headunit High (HU-H)

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| <b>NEW</b> Appendix A9 | May 2015 |
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**TEILECLEARING FOR THE HEADUNIT BASIC VERSION (HU-B)**

|    | Model          | Series            |
|----|----------------|-------------------|
| i3 | EV             | I01 (BEV and REx) |
| 2  | Coupe          | F22               |
| 3  | Sedan          | F30               |
| 3  | ActiveHybrid 3 | F30H              |
| 3  | Sport Wagon    | F31               |
| 3  | GT             | F34               |
| 4  | Coupe          | F32               |
| 4  | Convertible    | F33               |
| 4  | Gran Coupe     | F36               |
| X3 | SAV            | F25               |
| X4 | SAV            | F26               |

Production date information for replacements that require TC approval:

F25 and F26 produced from 04/2014 and later.

F22, F30, F30H, F31, F32, F33, and F34 produced from 07/2014 and later.

**The following are the required component(s):**

- Headunit Basic Version (HU-B) 6.5” display – Navigation Business (option 606 – I01 only).
- Headunit Basic Version (HU-B) 6.5” display – Media.

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| <b>NEW</b> Appendix A10 | May 2015 |
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**TEILECLEARING FOR THE GEN2 HYBRID COMPONENTS**

|   | Model          | Series |
|---|----------------|--------|
| 3 | ActiveHybrid 3 | F30H   |
| 5 | ActiveHybrid 5 | F10H   |
| 7 | ActiveHybrid 7 | F02H   |

**The following are the required component(s):**

- High-voltage Battery
- Electric Motor Electronics (EME)
- Electric Motor (eMachine/hybrid drive)

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| <b>NEW</b> Appendix A11 | May 2015 |
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**TEILECLEARING FOR THE BMW I POWERTRAIN COMPONENTS**

|    | Model       | Series            |
|----|-------------|-------------------|
| i3 | EV          | I01 (BEV and Rex) |
| i8 | Sport Coupe | I12               |

**The following are the required component(s) for the i3:**

- Electric motor
- EME (Electric Motor Electronics)
- REx - REME
- REx - RDME
- REx - Starter motor generator
- SME (Storage Management Electronic)
- Vent unit high-voltage battery
- Cover for high-voltage battery
- Housing for high-voltage battery
- Cooler for high-voltage battery
- Cell monitoring circuit high-voltage battery
- Module connector high-voltage battery
- Safety box high-voltage battery

- Connector housing high-voltage battery
- Cell module high-voltage battery

**The following are the required component(s) for the i8:**

- Crankshaft starter generator
- Electric motor
- EME (Electric Motor Electronics)
- AISIN 6-speed Automatic Transmission
- 2 speed Electric Transmission
- SME (Storage Management Electronic)
- Vent unit for high-voltage battery
- Cover for high-voltage battery
- Housing for high-voltage battery
- Cooler for high-voltage battery
- Cell monitoring circuit for high-voltage battery
- Module connector for high-voltage battery
- Safety box for high-voltage battery
- Connector housing for high-voltage battery
- Cell module for high-voltage battery

|                         |          |
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| <b>NEW</b> Appendix A12 | May 2015 |
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#### TEILECLEARING FOR THE BMW I FUEL/CHARGING SYSTEM COMPONENTS

|    | Model | Series            |
|----|-------|-------------------|
| i3 | EV    | I01 (BEV and REx) |

**The following are the required component(s):**

- Charging socket door assembly
- Carbon canister assembly
- Ejector
- Trim, charging socket cover
- Charging socket door assembly cover
- Light unit, charging socket cover
- Actuator drive, charging socket cover
- REx – Actuator, fuel door
- REx – Fuel filler door assembly

- REx – Fuel filler door assembly cover
- REx – Filler pipe
- REx – Delivery unit (pump module)
- REx – Atmosphere isolation valve
- REx – Fuel tank
- KLE, control unit charging electronics

|                            |          |
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| <b>NEW</b> Appendix<br>A13 | May 2015 |
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#### TEILECLEARING FOR THE BMW I LED REAR LIGHTS

|    | Model       | Series            |
|----|-------------|-------------------|
| i3 | EV          | I01 (BEV and REx) |
| i8 | Sport Coupe | I12               |

The following are the required component(s):

- Tailgate light
- PCB for tailgate lights
- Tail lights

|                            |          |
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| <b>NEW</b> Appendix<br>A14 | May 2015 |
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#### TEILECLEARING FOR THE BMW I ELECTRIC A/C COMPRESSOR

|    | Model       | Series            |
|----|-------------|-------------------|
| i3 | EV          | I01 (BEV and REx) |
| i8 | Sport Coupe | I12               |

The following are the required component(s):

- Electric A/C Compressor

|                            |          |
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| <b>NEW</b> Appendix<br>A15 | May 2015 |
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#### TEILECLEARING FOR THE HOT-FILM AIR MASS METER (HFM)

|    | Model       | Series     |
|----|-------------|------------|
| 3  | Sedan       | F30 diesel |
| 3  | Sport Wagon | F31 diesel |
| 5  | Sedan       | F10 diesel |
| X3 | SAV         | F25 diesel |
| X5 | SAV         | F15 diesel |

|   |       |            |
|---|-------|------------|
| 7 | Sedan | F02 diesel |
|---|-------|------------|

**The following are the required component(s):**

- Hot-film Air Mass Meter (HFM)

|                         |          |
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| <b>NEW</b> Appendix A16 | May 2015 |
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#### TEILECLEARING FOR THE LITHIUM-ION STARTER BATTERY

|   | Model          | Series |
|---|----------------|--------|
| 3 | M3 Sedan       | F80    |
| 4 | M4 Coupe       | F82    |
| 4 | M4 Convertible | F83    |

**The following are the required component(s):**

- Lithium-ion Starter Battery

|                         |          |
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| <b>NEW</b> Appendix A17 | May 2015 |
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#### TEILECLEARING FOR THE E46 DRIVER'S FRONT AIRBAG MODULE (SERVICE ACTION 14V-348 ONLY)

|   | Model     | Series |
|---|-----------|--------|
| 3 | 2004-2006 | E46    |

This Special Technical Service Action 14V-348 involves specific Model Year 2004-2006 E46 (3 Series) vehicles identified by DCSnet only. Follow the instructions in SI [B65 14 14](#).

**The following are the required component(s):**

- Driver's Front Airbag Module

|                         |          |
|-------------------------|----------|
| <b>NEW</b> Appendix A18 | May 2015 |
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#### TEILECLEARING FOR N63 TIMING CHAIN (B11 16 14)

|    | Model          | Series   |
|----|----------------|----------|
| 5  | Sedan          | F10      |
| 5  | GT             | F07      |
| 6  | Coupe          | F13      |
| 6  | Convertible    | F12      |
| 7  | Sedan          | F01, F02 |
| 7  | ActiveHybrid 7 | F04      |
| X5 | SAV            | E70      |
| X6 | SAV            | E71      |
| X6 | SAV Hybrid     | E72      |

**Note:**

Follow the instructions in [SI B11 16 14](#).

**The following are the required component(s):**

- Timing Chain

|                         |          |
|-------------------------|----------|
| <b>NEW</b> Appendix A19 | May 2015 |
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#### TEILECLEARING FOR TRANSMISSION OIL COOLER/ HEAT EXCHANGER

|    | Model       | Series |
|----|-------------|--------|
| 2  | Coupe       | F22    |
| 2  | Convertible | F23    |
| 3  | Sedan       | F30    |
| 3  | Sport Wagon | F31    |
| 3  | GT          | F34    |
| 4  | Coupe       | F32    |
| 4  | Convertible | F33    |
| 4  | Gran Coupe  | E36    |
| X3 | SAV         | F25    |
| X4 | SAV         | E26    |

**Note:**

N20, N26, N52T and N55 engines

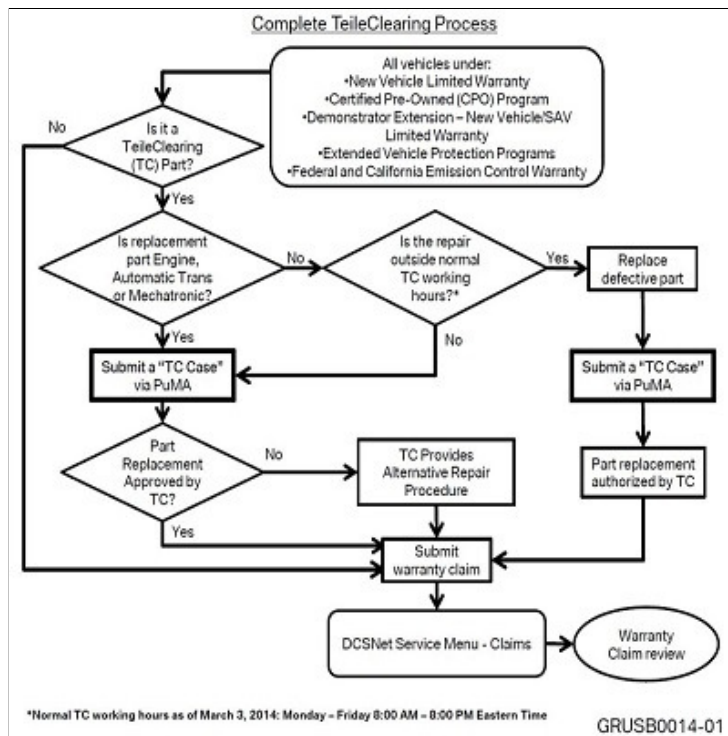
**The following are the required component(s):**

- Transmission Oil Cooler/ Heat Exchanger

Effective Monday, April 6, 2015, TeileClearing requirements have been added for the F23.

#### APPENDIX B

|                       |          |
|-----------------------|----------|
| <b>NEW</b> Appendix B | May 2015 |
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#### ATTACHMENTS

View PDF attachment [B000306 Details on Creating a TC Case in PuMA.](#)

View PDF attachment [B000306 BW 2015 05 BMW TC List.](#)

View PDF attachment [B000306 COLOR 2015 05 BMW TC List.](#)

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