



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

NEW designates changes to this revision

SUBJECT

N63 Engine: Customer Care Package

MODEL

NEW F01 (7 Series Sedan) produced from 9/2008 to 6/2012

NEW F02 (7 Series Sedan LWB) 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)

NEW **Note: Due to ongoing quality control monitoring, testing of the Bosch fuel system low-pressure sensor showed that replacement of the fuel system low-pressure sensor with Index 1 is no longer**

required in this customer care package. Refer to the attached procedure for the applicable replacement instructions regarding the fuel system low-pressure sensor.

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

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

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

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

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

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

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).

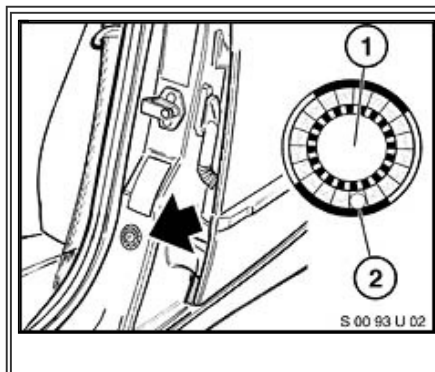
AFFECTED VEHICLES

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



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:

- A. Emboss your BMW center warranty number in the middle of the label (1);
- B. Punch out code number **721** (2), printed on the label; and
- C. Affix the label to the B-pillar as shown.

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.”

NEW PARTS INFORMATION

The part numbers in the parts tables below are no longer blocked. Do not send emails requesting the release of the parts identified in this document.

Only order the necessary parts, in the quantities needed, for customers’ vehicles that have confirmed failures or that failed the customer care package inspection.

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 | | As needed, up to 1 |

| | | |
|--|---|--|
| | Fuel feed line with low-pressure sensor | |
|--|---|--|

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.

Any damage that occurs to the vehicle and/or towing charges as a result of an improper repair will be the responsibility of the dealer.

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 | |
| | | |
| Labor Operation: | Labor Allowance: | Description: |
| 00 62 111 | Refer to KSD2 | Carry out basic scope |
| Or | | |
| 00 62 112 | Refer to KSD2 | Replace the basic scope and the fuel delivery line |
| Or: | | |
| 00 62 113 | Refer to KSD2 | Replace the basic scope and the vacuum pump |
| Or: | | |
| 00 62 114 | Refer to KSD2 | Replace the basic scope and the injectors |
| Or: | | |
| 00 62 115 | Refer to KSD2 | Replace the basic scope, fuel delivery line, and vacuum pump |
| Or: | | |
| 00 62 116 | Refer to KSD2 | Replace the basic scope, fuel delivery line, and injectors |
| Or: | | |
| 00 62 117 | Refer to KSD2 | Replace the basic scope, vacuum pump, and the injectors |
| Or: | | |
| | | |

| | | |
|-----------|---------------|---|
| 00 62 118 | Refer to KSD2 | Replace the basic scope, fuel delivery line, vacuum pump, and injectors |
|-----------|---------------|---|

The labor operation codes listed above are Main labor operations.

Refer to KSD2 for the corresponding flat rate unit (FRU) allowance.

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.

And:

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

| | | |
|---------------------|-----------------------|--|
| Defect Code: | 85 80 02 80 NA | 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.

Overlapping Labor – Other Repairs

If invoicing additional KSD2 flat rate labor operation codes for the other repair work results in overlapping labor being claimed, invoice work time labor operation 00 50 000 instead for the additional time (FRU) minus the overlap.

On the repair order and in the claim comment section, please identify the labor operations that labor operation code 00 50 000 replaces and itemize the claimed FRU amount.

Even though work time labor operation code 00 50 000 ends in “000,” it is not considered a Main labor operation. When work time labor operation 00 50 000 is being used for work that will be claimed under different defect codes, separate punch time(s) are required.

Previous Customer-pay Repairs

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.](#)

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