



BRAKE SYSTEM'S ELECTRIC VACUUM PUMP: LIMITED WARRANTY EXTENSION TO 10 YEARS/120,000 MILES

MODEL

F02H (ActiveHybrid 7) (N55 Engine) Model Year 2013 produced 8/21/2012 to 3/27/2013* only	F10H (535i ActiveHybrid) (N55 Engine) Model Years 2012 and 2013 produced 5/18/2012 to 3/28/2013* only	F30H (ActiveHybrid 3) (N55 Engine) Model Year 2013 produced 7/16/2012 to 3/28/2013* only	
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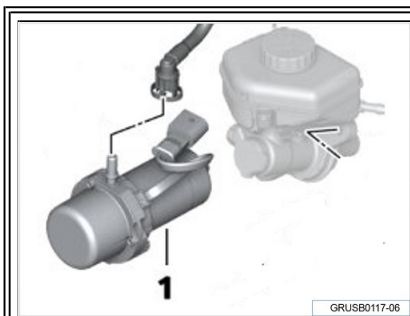
Note: The "Model" information above is for informational purposes only, it is not the only deciding factor.

To determine vehicle eligibility and to confirm this "conditional" coverage applies, always perform a VIN-specific DCSnet Warranty Inquiry first; please refer to the "Eligible Vehicles" section of this bulletin for further details.

INFORMATION

For the eligible vehicles, BMW of North America, LLC ("BMW NA") is extending the limited warranty for the **brake system's electric vacuum pump to:**

- 10 years/120,000 miles as determined by the vehicle's original in-service date



- Item #1: This "component-specific" limited warranty extension applies to defects in materials or workmanship.
- This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.



Note*: This limited warranty extension only applies to the vehicles listed above that were

produced up to and including 3/27/2013 or 3/28/2013 as applicable only. Full model year 2013 production concluded in June, 2013.

The introduction and installation of an improved vacuum pump began with vehicles produced on or after 3/28/2013 or 3/29/2013 as applicable.

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

There is no immediate repair required unless the BMW vehicle is currently experiencing this problem.

Customer Notification Letter – VIN and Component-specific Warranty Extension

Even though this is NOT a Recall, BMW NA sent VIN-specific customer notification letters.

ELIGIBLE VEHICLES

To assist you in identifying those vehicles that have this “component-specific” extended limited warranty coverage, the DCSnet Warranty Vehicle Inquiry has been updated with the VIN and Component-specific “Vehicle Comment” shown below:

For this vehicle, the brake system electric vacuum pump limited warranty for defects in materials or workmanship has been extended to 10 year/120,000 mile as determined from the original in-service date. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks. Please see SI B01 07 17 (DC 34 33 90 01 00).



Note: Before performing a repair and submitting a claim, first confirm that the vehicle has the above

“Notice of Limited Warranty Extension” in the DCSnet Warranty Inquiry “Vehicle Comments” section.

The “model year” production start (SOP) and end date (EOP) for a specific “model variant” within a “Series” will vary, please do not use a vehicle’s production date as the sole deterrent for this coverage.

If you have related eligibility and/or coverage questions, please send an e-mail with the VIN(s) and your questions to the appropriate regional “questions” e-mail address prior to performing any repairs.

PARTS INFORMATION



Note: Please refer to the Electronic Parts Catalog (ETK/EPC), using the customer’s VIN to

locate the applicable replacement part numbers.

- Only order this part in the **quantities needed to address** customers’ vehicles that have confirmed failures
- “Also refer to ETK/EPC and the repair instructions for onetime-use fasteners/screws and other information regarding repair-related gaskets, seals, fluid and/or lubricants that also need to be replaced/used and claimed.

WARRANTY INFORMATION

The brake system’s electric vacuum pump component-specific limited warranty extension to 10 years/120,000 miles applies to “eligible US-specification BMW vehicles” that are registered, operated and have their covered repair performed by an authorized BMW center in the United States (including Puerto Rico).

This coverage supersedes the coverage that is provided under the BMW Certified Pre-Owned Program or any BMW Group Vehicle Service Contract that applies to the vehicle.

The existing limited warranty coverage for the whole vehicle and other components has not changed.

Should this electric vacuum pump fail again, this component is covered by the remaining portion of the extended limited warranty coverage period.

Non-Qualifying Repairs

Non-US specification vehicles, ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues are not covered under the terms of this limited warranty extension.

Qualifying Repairs - Claim Submission

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

Component Replacement(s) related to an Illuminated Malfunction Light and/or Stored Fault(s)

Defect Code:	3433900100	Brake System Electric Vacuum Pump - Limited Warranty Extension
Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to KSD2	Connect an approved battery charger/power supply(indicated in KSD2 as "Charging battery")
And, as necessary:		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module
And:		
34 33 710	Refer to KSD2	Replacing electric vacuum pump

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead.

Work time labor operation code 61 00 006 is not considered a Main labor operation; however, it does require an individual punch time and an explanation on the repair order and in the claim comments.

Or:

Component Replacement not related to a Malfunction Light and/or Stored Fault(s)

Defect Code:	3433900100	Brake System Electric Vacuum Pump - Limited Warranty Extension
Labor Operation:	Labor Allowance:	Description:

34 33 210	Refer to KSD2	Replacing electric vacuum pump (Main work)
Or:		
34 33 710	Refer to KSD2	Replacing electric vacuum pump (Plus work)

If you are using a Main labor code for another repair, use the Plus code labor operation 34 33 710 instead.

And, as necessary:

Sublet – Bulk Materials

Sublet Code 4	See sublet reimbursement calculation below	Reimbursement for the repair-related bulk materials (BMW part number(s), please do not use the part numbers for claim submission)
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Sublet reimbursement calculation for claiming the “used quantities” of repair-related bulk materials (BMW part numbers) is at dealer net plus your center’s handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

Overlapping Labor Procedure

If invoicing the KSD2 flat rate labor operation codes for other repair work results in overlapping labor, for those flat rate labor operations that are affected, you can now:

- Replace the stated KSD2 “FRU allowance” with a “reduced FRU value” to eliminate the overlapping labor.

For help in identifying the overlapping labor, please refer to the AIR FRU Plausibility Check (Overlapping Labor Tool) that is located in the AIR Client.

Eligible other repair work being claimed under a different defect code will require separate punch times.

On the repair order and in the claim comment section, please identify and itemize those labor operations being claimed with a “reduced FRU value.”

Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement

Under this extended limited warranty, 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 this component-specific limited warranty extension.

Customer-pay repairs are subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Repairs that do not Qualify for Reimbursement

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues. This exclusion also applies to repairs that were performed using (including those repairs that result from using) non-genuine BMW parts and/or used BMW passenger car or light truck parts.

Requesting Reimbursement for a Previous Repair that Qualifies

For a customer to request reimbursement for a “qualifying customer-pay repair” performed either by an authorized BMW center or independent repair shop located in the United States (including Puerto Rico), please

have him/her submit his/her reimbursement request “online” at www.BMW-RP.com under the following reference:

- B-ELWR 2017 Brake System Vacuum Pump 10Y120M

Reimbursement Request Procedure

The online process is initiated by attaching/sending “PDF files” of the supporting documentation for the “prior repair.”

The website and attached sample customer letter provides information as to “what” documentation is needed to be supplied to support a prior repair.

The letter also includes alternative methods to request reimbursement, either through the mail or by fax as described below:

BMW Customer Reimbursement Center

Attention: B-ELWR 2017 Brake System Electric Vacuum Pump 10Y120M

P.O. Box 561089

Dallas, Texas 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.

BMW Owner/Operator Inquiries and Assistance

For all other questions, please contact the 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.

Friday, June 16, 2017

ATTACHMENTS

View PDF attachment [B010717 Customer Letter Vacuum Pump Draft.](#)

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