



SI B01 20 18
Warranties

June 2018
Technical Service

2018 MODEL YEAR G01 (X3) VEHICLES WERE SHIPPED WITH 2019 MODEL YEAR WARRANTY/MAINTENANCE INFORMATION BOOKLETS IN ERROR

MODEL

G01 (X3 xDrive30i) MY 2018 Produced from 3/28/2018 to 4/17/2018	G01 (X3 M40i) MY 2018 Produced from 3/28/2018 to 4/17/2018		
---	--	--	--

SITUATION

Approximately "1,911" 2018 model year G01 (X3) vehicles were shipped from plant 10 (Spartanburg SC) with 2019 model year G01 (X3) New Vehicle Limited Warranty and Maintenance information booklets in error.

CAUSE

Due to a pick error, some 2018 MY X3 vehicles were incorrectly supplied with the 2019 MY New Vehicle Limited Warranty and Maintenance information booklets.

AFFECTED VEHICLES

This action applies to:

- G01 (X3 xDrive30i) MY 2018 produced from 3/28/2018 to 4/17/2018; and
- G01 (X3 M40i) MY 2018 produced from 3/28/2018 to 4/17/2018.

That are:

- A. In your center's vehicle inventory; or are
- B. In service at your center; or have been
- C. Retailed.

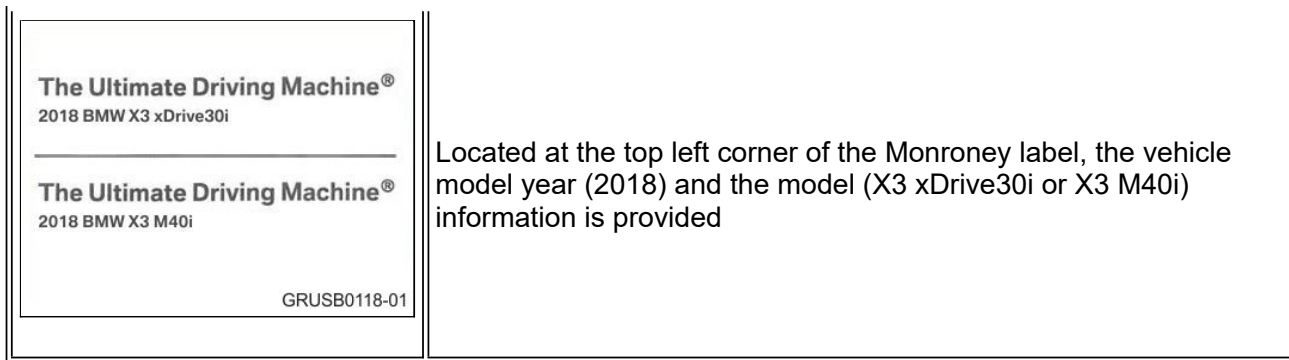
MY 2018 G01 (X3 xDrive30i and X3 M40i) vehicles produced on or after 4/18/2018 to the end of production (EoP) will arrive at your center from BMW NA with the correct 2018 Model Year New Vehicle Limited Warranty and Maintenance information booklets.

The MY 2019 X3 vehicles **do not** require any action at this time.

While the MY 2018 New Vehicle Limited Warranty booklet also includes the X1, X2, X4, X5 and X6, these vehicles are **not affected** by this action

Vehicle Monroney label - 2018 Model Year X3 Identifiers

--	--



Vehicle Identification Number (VIN)

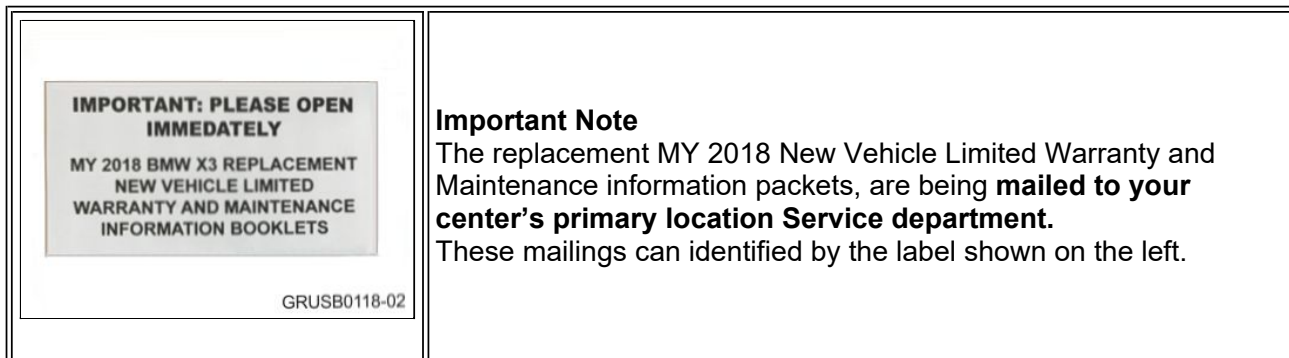
Located at the bottom left corner of the Monroney label, is the full 17-Character VIN:

5UXTR9C56JLD67601	X3 xDrive30i	The letter "J" in the VIN's 10th position is the code for model year 2018
5UXTS3C58J0Y98900	X3 M40i	The letter "J" in the VIN's 10th position is the code for model year 2018

CORRECTION

BMW is mailing replacement MY 2018 New Vehicle Limited Warranty and Maintenance information packets and the corresponding VIN information to those centers that have affected vehicles in their inventory or are in-service at the center.

Upon the arrival of the replacement MY 2018 New Vehicle Limited Warranty and Maintenance information packets, please immediately swap out the incorrect packets with the correct packets, complete.



PROCEDURE

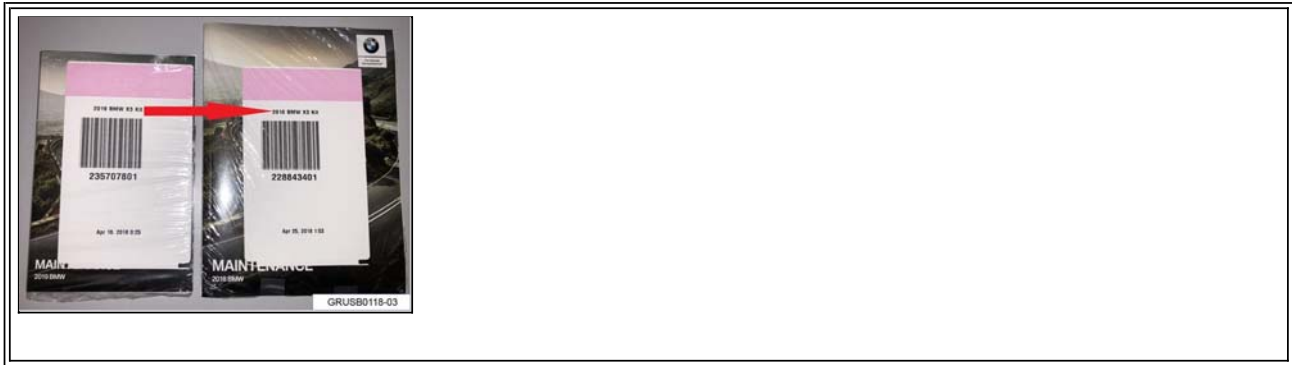
"Before" Delivery of an Affected Vehicle

Based on your scheduled new MY 2018 X3 vehicle deliveries and remaining inventory of affected vehicles:

1. Remove and repurpose (reference material)/discard/recycle the incorrect 2019 MY New Vehicle Limited Warranty and Maintenance information packet(s) (**New re-sized packet # 235707801**).
2. Replace it with the supplied by mail correct 2018 MY New Vehicle Limited Warranty and Maintenance information booklet packet(s) (**Original size # 228843401**).
3. Please submit for the labor portion (no parts), as outlined in the Warranty Information section below.

For center traded vehicles, please ensure that you send or receive these vehicles with the 2018 MY New

Vehicle Limited Warranty and Maintenance information packet.



Gap-Issues

Please remove and replace the information packets for all in inventory/in service at your center vehicles by June 15, 2018.

Then, report the completion (VINs) by June 20, 2018 to the Warranty department through IDS by selecting "Coverage, Policy and Coding"

With this IDS ticket, from the vehicles (VINs) BMW showed as in-stock at your center, please indicate which VINs have since been:

- Sold and require a direct mailing from BMW (Provide customer's name and address); or
- Center traded (What center was it traded to); or if there is
- Some other issue that prevented completion.

Note: Please be sure to include the VIN, Customer name and address, if applicable, and explain the status issue with the vehicle.

"After" Vehicle Delivery to the Customer

BMW will mail the correct 2018 MY New Vehicle Limited Warranty and Maintenance information packets directly to those customers that have already taken delivery of an affected X3 vehicle.

WARRANTY INFORMATION

Labor reimbursement for performing this action on in-stock/in service at the center vehicles will be via normal claim entry utilizing the following information:

Defect Code:	9999010200	Incorrect Part Installed from Factory
Labor Operation:	Labor Allowance:	Description:
71 99 000	3 FRU	Work time to replace the incorrect 2019 MY New Vehicle Limited Warranty and Maintenance information packet with the correct 2018 MY information packet

Note: Regardless if other procedures or repairs are being performed on an affected vehicle, claim the three (3) FRU with no parts.

The information packet does not have a price.

Claim comments:

Replace the incorrect 2019 MY New Vehicle Limited Warranty and Maintenance information packet and with the correct 2018 MY information packet

We thank you in advance for your cooperation and assistance with performing this New Vehicle Limited Warranty and Maintenance information packet "swap-out" task.

[Copyright ©2018 BMW of North America, Inc.]