



SI B01 16 15
Warranties

December 2018
Warranties

AN ADD ENGINE OIL CHECK CONTROL MESSAGE DISPLAYS

New information provided by this revision is preceded by this symbol  .

This Service Information bulletin replaces SI B01 16 15 **dated July 2018**

What's New:

- Customer Invoice/Repair Order Documentation statement has been added.

MODEL

All

SITUATION

Prior to a “Due” engine oil service, a customer may contact your center or arrive at your workshop stating the vehicle is displaying a message to “add engine oil” to the crankcase.

To assist your center in helping these customers and increase their satisfaction, with repair order/claim dates on or after August 17, 2015, this bulletin provides a procedure for addressing this concern on eligible BMW vehicles.

PROCEDURE

When a vehicle arrives at your center, as described in the “Situation” above, please perform a key read to evaluate the vehicle’s current stored “Key Data” through the ISPA NEXT application.

If the “Engine oil” Service task:

- Shows “Recommended” in the Service status “field,” or it
- “Qualifies” to be performed based on the “60-day Bundling” procedure (See [SI B01 06 13](#)).

Perform the “Engine oil” Service task and “reset” the CBS data.

If the “Engine oil” Service task does not qualify to be performed:

- Top-up the engine oil in the crankcase.

For eligible BMW vehicles, submit for the quantity of engine oil needed as outlined below in the Warranty Information section.

PARTS INFORMATION

Part Number	Description	Quantity
As applicable*	BMW Engine Oil (1 liter)	As needed

*Please refer to [SI B11 01 15](#) and/or the BMW Chemical Program for information on the recommended engine oils.

Your center's standard BMW Maintenance program parts reimbursement rate applies.



Centers using Bulk Supply Engine Oil

Please refer to SI [B01 09 15](#) for claiming the one-tenth liter part numbers for claim submission (1 liter = 10 “one-tenths”).

Your center's standard BMW Maintenance program parts reimbursement rate applies.

WARRANTY INFORMATION

Covered under the terms of the BMW Maintenance Program when it is “active” on the vehicle.

Reimbursement for the procedure outlined above, parts only with no labor, will be via normal claim entry utilizing the following information:

Defect Code:	87110100MP	Topping Up Engine Oil
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Customer Invoice/Repair Order Documentation

A VIN-specific “Customer copy” of the repair order with a description of all work performed and a listing of the parts used/installed is to be **always provided** to the customer during vehicle repair completion/pickup.

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