



SI B01 19 18
Warranties

December 2018
Technical Service

N47T/N57T NITROGEN OXIDE SENSOR (NOX) BEFORE AND AFTER THE SCR: LIMITED WARRANTY EXTENSION TO 10 YEARS/120,000 MILEAGE

MODEL

F10 (535d Sedan) (N57T Engine) Model Year 2014 produced 7/8/2013 to 6/27/2014	F10 (535d xDrive Sedan) (N57T Engine) Model Year 2014 produced 3/20/2013 to 6/27/2014	F25 (X3 xDrive28d) (N57T Engine) Model Year 2015 produced 10/2/2013 to 3/31/15	F30 (328d Sedan) (N47T Engine) Model Years 2014 and 2015 produced 6/24/2013 to 6/22/2015
F30 (328d xDrive Sedan) (N47T Engine) Model Year 2014 and 2015 produced 6/25/2013 to 6/19/2015	F31 (328d xDrive Sports Wagon) (N47T Engine) Model Year 2014 and 2015 produced 6/22/2013 to 6/30/2015		



Note: The “Model” information above is for informational purposes only, it is **not** the only deciding factor.

ELIGIBLE VEHICLES

To determine a vehicle’s eligibility and to confirm this coverage applies, always perform a VIN-specific DCSnet Warranty Inquiry first.

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:

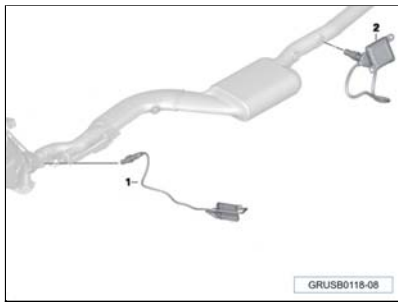
SI B 01 19 18 (DC 11 78 90 04 00): For this vehicle, the nitrogen oxide sensor(s) limited warranty for defects in materials or workmanship has been extended to 10 year/120,000 mile as determined from the original in-service date. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks

If you have ELW eligibility and/or coverage questions, please contact the Warranty department through IDS by selecting “Coverage, Policy and Coding” **prior** to performing any repair

INFORMATION

For the eligible vehicles, BMW of North America, LLC (“BMW NA”) is extending the limited warranty for the vehicle’s **NITROGEN OXIDE (NOX) SENSOR(S)** to:

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

	<ul style="list-style-type: none"> • 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.
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Note: 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

Even though this is NOT a Recall, BMW NA will be sending VIN-specific customer notification letters in a phased release.

SITUATION

The malfunction indicator lamp (MIL) lights up and the fault memory reads one more of the following fault codes:

- 26F500 - DeNOx system, efficiency: Efficiency too low in area
- 26F600 - DeNOx system, efficiency: Efficiency too low in area 2
- 2AC600 - DeNOx system, efficiency: Efficiency too low in area 3
- 2B6200 - nitrogen oxide sensor upstream from DeNOx catalytic converter, plausibility: Sensor self-diagnosis of sensitivity
- 2B6300 - nitrogen oxide sensor downstream from DeNOx catalytic converter, plausibility: Sensor self-diagnosis of sensitivity
- 280D00 - nitrogen oxide sensor upstream from DeNOx catalytic converter, nitrogen oxide signal: NOx-Signal invalid for too long
- 280F00 - NOx-Sensor downstream DeNOx-catalytic converter, signal NOx: Nitrogen oxide signal invalid for too long

PROCEDURE

For the listed diesel engine Model vehicles that are experiencing the Situation noted above, perform diagnosis using the latest version of ISTA Next (ISTA 4.11.2x or a more recent version).

If the above-mentioned fault memory entries are stored, perform the corresponding test plan.

Based on the result of the diagnosis/test plan, as required:

- Replace either the front, rear or both nitrogen oxide (NOx) sensors; then
- Clear the fault code memory and reassess the vehicle.

Additionally, any other repairs to address stored NOx sensor-related faults that requires the replacement the of failed NOx sensor(s) are also covered under the terms of this component's extended time and mileage coverage that is described in this bulletin.

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 these **parts in the quantities needed** to address customers' vehicles that have confirmed failures.
- **“Only in conjunction with” parts:** When applicable, if ETK/EPC item identifies additional part(s) that must also be replaced/installed “in-conjunction” with performing a covered repair, these “required” additional items are also covered under the terms of this extended limited warranty.
- 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

This 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).

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

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.

Should these components fail again, they are 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 for the corresponding work performed with the defect code and the applicable labor operation(s) provided below.

Defect Code:	1178900400	F10 F25 F30 F31 N47 N57 US version nitrogen oxide sensor
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Replacing the “upstream” nitrogen oxide sensor of SCR catalytic converter

Labor Operation:	Labor Allowance:	Description:
00 66 062	Refer to AIR/KSD2	Replace nitrogen oxide sensor ahead of SCR catalytic converter (includes connecting an approved battery charger/power supply, performing a vehicle test and the corresponding test module) (Main work)
Or:		
00 66 603	Refer to AIR/KSD2	Replace nitrogen oxide sensor ahead of SCR catalytic converter (includes connecting an approved battery charger/power, performing a vehicle test and the corresponding test module) (Plus work)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 66 603 instead of 00 66 602.

Or:

Replacing the “downstream” nitrogen oxide sensor of SCR catalytic converter

Labor Operation:	Labor Allowance:	Description:
00 66 063	Refer to AIR/KSD2	Replace nitrogen oxide sensor downstream of SCR catalytic converter (includes connecting an approved battery charger/power , performing a vehicle test and the corresponding test module) (Main work)
Or:		
00 66 604	Refer to AIR/KSD2	Replace nitrogen oxide sensor downstream of SCR catalytic converter (includes connecting an approved battery charger/power , performing a vehicle test and the corresponding test module) (Plus work)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 66 604 instead of 00 66 063.

Or:

Replacing both the “upstream and downstream” nitrogen oxide sensors of the SCR catalytic converter

Labor Operation:	Labor Allowance:	Description:
00 66 064	Refer to AIR/KSD2	Replace the nitrogen oxide sensors upstream and downstream of the SCR catalytic converter (includes connecting an approved battery charger/power supply, performing a vehicle test and the corresponding test module) (Main work)
Or:		

00 66 605	Refer to AIR/KSD2	Replace the nitrogen oxide sensors upstream and downstream of the SCR catalytic converter (includes connecting an approved battery charger/power supply, performing a vehicle test and the corresponding test module) (Plus work)
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Refer to AIR/KSD2 for the corresponding flat rate unit (FRU) allowances.

Overlapping Labor Procedure – Other Repairs

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

- 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 (“BMW NA”) 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 2018 Nitrogen Oxide Sensors (NOx) 10Y120M**

Reimbursement Request Procedure

The online process is initiated by attaching/sending “PDF files” of the supporting documentation for the “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 2018 Nitrogen Oxide Sensors (NOx) 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.

ATTACHMENTS

View PDF attachment [B011918 NOx Sensor Cust Letter](#).

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P.O. Box 619063
Dallas, TX 75261-9063
DO NOT MAIL REPAIR ORDER TO THIS ADDRESS



4-777-H349A-0000001-001-000-000-000-000



September 2018

This **“Important Limited Warranty Information”** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **AAAAAAAAAAAAAAAAAAAA**.

Dear BMW Owner/Lessee:

BMW is committed to delivering the ultimate in product satisfaction to our customers.

Towards that end, BMW is extending the limited warranty for the:

- **Nitrogen Oxide Sensors (NOx)**

On the above-referenced vehicle to:

- **10 years/120,000 miles as determined by your vehicle’s original in-service date.**

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.

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

If a repair to this component is required, please contact your nearest authorized BMW center in the United States or Puerto Rico to schedule an appointment. Your authorized BMW center will determine the vehicle’s eligibility and review the scope of repairs that are covered by this component-specific limited warranty extension.

After vehicle inspection and diagnosis, eligible repair work will be performed by the authorized BMW center in the United States (including Puerto Rico) free of charge.

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 are not covered by this limited warranty extension. This exclusion applies to repairs, including consequential, that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

The integrity of our products is essential to BMW’s success and our customers’ trust. We are determined to exceed your expectations and hope this warranty extension further enhances your ownership experience.

Sincerely,

BMW of North America, LLC

Company

BMW of North America, LLC
BMW Group Company

Mailing Address

PO Box 1227
Westwood, NJ
07675-1227

Telephone

(800) 831-1117

E-mail

Customerrelations@
bmwusa.com

Website

bmwusa.com

777-3000-0714

Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement
BMW of North America, LLC

September 2018

VIN AAAAAAAAAAAAAAAAAA

Under this extended limited warranty, BMW of North America, LLC (“BMW NA”) 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 applicable vehicle and coverage eligibility requirements, exclusions and limitations 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 applies to repairs, including consequential, that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

Requesting Reimbursement for a Previous Repair that Qualifies

If you previously had 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 submit your reimbursement request “online” at www.BMW-RP.com under the following reference:

Covered Component Code

B-ELWR 2018 N47T/57T Nitrogen Oxide Sensor(s) (NOx) 10Y120M

To initiate the online process, you will be asked to attach PDF files of the required documentation as outlined in the reimbursement checklist on the next page.

Alternative Method to Request Reimbursement

Alternatively, you may mail or fax your request and documentation to:

BMW Customer Reimbursement Center
Attention: B-ELWR 2018 N47T/57T Nitrogen Oxide Sensor (NOx)10Y120M
P.O. Box 54067
Hurst, Texas 76054
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.

For all other questions, please contact 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.

N47T/N57T Nitrogen Oxide Sensor (NOx) : Limited Warranty Extension to 10 Years/120,000 Miles Previous Customer-pay Repair Reimbursement – Documentation Checklist

BMW of North America, LLC

Reimbursement is available to the BMW Owner/Lessee who incurred the expense.

When submitting a reimbursement for a previous repair, please provide **legible copies** of the following documentation and include your VIN, name, address and your preferred contact telephone number(s):

Repair Order (RO) or Invoice

This document should include the following information:

- Customer name and address
- Vehicle Identification Number (“VIN”)
- The date of repair
- The mileage when the repair was performed
- Itemized breakdown of the labor charges for all repairs* including diagnosis
- Itemized breakdown of the parts, including any miscellaneous items, billed for all repairs*

*For repair orders containing multiple repair line items, only the specific line item expenses that relate to the components that are covered by this extended limited warranty will be considered for reimbursement.

Proof of Payment

Please provide a copy of at least **one** of the following items as valid proof of payment:

- Repair order (RO)/invoice stamped and dated as “PAID”
- Copy of a cancelled check
- Copy of a signed credit/debit card receipt
- Copy of a credit/debit card statement

Determining if an eligible vehicle’s repair qualifies for reimbursement:

Please use the following questions to review your repair order documentation prior to submitting a reimbursement request:

1. Why was the vehicle brought into the repair facility?
2. What was the repair facility's diagnosis?
3. What did the repair facility do to correct the concern and does it qualify?