

SI B01 14 17
WarrantiesMarch 2019
Technical Service

N47T/N57T HIGH PRESSURE FUEL PUMP: LIMITED WARRANTY EXTENSION TO 10 YEARS/120,000 MILES

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

This Service Information bulletin supersedes SI B01 14 17 **dated August 2018**

What's New:

- 2016 model year F10 and F15 vehicles with the N57T engine added
- 2016 model year F25, F30 and F31 vehicles with the N47T engine added

MODEL

F02 (740Ld xDrive) (N57T Engine) Model Year 2015 produced 8/27/2013 to 5/8/2015	F10 (535d Sedan) (N57T Engine) Model Year 2014, 2015 and 2016 produced 7/8/2013 to 9/30/2016	F10 (535d xDrive Sedan) (N57T Engine) Model Year 2014, 2015 and 2016 produced 3/30/2013 to 9/21/2016	F15 (X5 xDrive35d) (N57T Engine) Model Year 2014, 2015 and 2016 produced 5/7/2013 to 7/29/2016
F25 (X3 xDrive28d) (N47T Engine) Model Year 2015 and 2016 produced 9/15/2013 to 3/31/2016	F30 (328d Sedan) (N47T Engine) Model Year 2014, 2015 and 2016 produced 6/24/2013 to 6/27/2016	F30 (328d xDrive Sedan) (N47T Engine) Model Year 2014, 2015 and 2016 produced 6/25/2013 to 6/27/2016	F31 (328d xDrive Sports Wagon) (N47T Engine) Model Year 2014, 2015 and 2016 produced 4/17/2013 to 6/27/2016



Note: The 2016 model year F10, F15, F25, F30 and F31 vehicles have been added to this

bulletin with the March 2019 update.

The "Model" information above is for informational purposes only, it is **not** the 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:



Please see [SI B01 14 17](#) (DC 13 51 90 03 00). For this vehicle, the engine high pressure fuel 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.



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.

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

INFORMATION

For the eligible vehicles, BMW of North America, LLC (“BMW NA”) is extending the limited warranty for the vehicle’s **engine high pressure fuel pump to:**

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

 <p style="font-size: small; margin-top: 5px;">GRUSB0117 - 16</p>	<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 sent VIN-specific customer notification letters in a phased release.

PARTS INFORMATION

Part Number	Description	Quantity
13 51 8 597 821	Exchange high-pressure pump (N57T)	1
13 53 8 596 875	PRESSURE HOSE ASSY (N57T)	1
13 53 8 596 876	PRESSURE HOSE ASSY (N57T)	1



Note: For other parts, 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 engine high pressure fuel pump fail again, these component 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

Defect Code:	1351900300	
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Engine Performance-Related and/or Malfunction Light/Message is displayed.

Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to AIR	Performing “vehicle test” (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to AIR	Performing “vehicle test” (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to AIR	Connect an approved battery charger/power supply (indicated in KSD 2 as Charging battery)
And, as necessary:		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module
And/or, as necessary:		
13 00 003	Work time (WT)	Check function of the digital diesel electronics (DDE)

And, if necessary:		
13 31 538	Refer to AIR	Checking fuel supply pressure
Or, if necessary:		
13 31 525	Refer to AIR	Checking fuel return pressure

And, for the:

UPDATE! F02, F10 and F15

Labor Operation:	Labor Allowance:	Description:
13 51 518	Refer to AIR	Replacing high pressure fuel pump (after vehicle diagnosis)

Or, for the:

F30 and F31

Labor Operation:	Labor Allowance:	Description:
13 51 520	Refer to AIR	Replacing high pressure fuel pump (after vehicle diagnosis)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006.

Work time labor operation codes 61 00 006 and 13 00 003 are not considered a Main labor operations; however, they do require an individual punch times and an explanations on the repair order and in the claim comments section.

Or, for:

Other Covered Replacements

F10 and F15

Labor Operation:	Labor Allowance:	Description:
13 51 004	Refer to AIR	Replacing high pressure fuel pump (Main work)
Or:		
13 51 515	Refer to AIR	Replacing high pressure fuel pump (Plus work)

Or:

F30 and F31

Labor Operation:	Labor Allowance:	Description:
13 51 017	Refer to AIR	Replacing high pressure fuel pump (Main work)

Or:		
13 51 517	Refer to AIR	Replacing high pressure fuel pump (Plus work)

UPDATE! Refer to AIR for the corresponding flat rate unit (FRU) allowances.

UPDATE! **Consequential Repair(s)**

When other or additional work and/or parts are required as a direct result of the issue being addressed in this bulletin, claim these items under the defect code listed above together the applicable labor operations listed in AIR

Explain and itemize the other or additional work these repair order and in claim comment section.

Overlapping Labor Procedure

If other repair work results in overlapping labor, you can replace the flat rate labor operation's stated AIR "FRU allowance" with a:

- "Reduced FRU value" to eliminate the overlapping labor.

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

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

Please identify and itemize those flat rate labor operations with "reduced FRU values" on the repair order and in the claim comment section.

UPDATE! **Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement**

For the "Models" listed above and under this extended limited warranty, 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.



UPDATE! Note: The 2016 model year F10, F15, F25, F30 and F31 vehicles have been added to this

bulletin with the March 2019 update.

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 N47T/N57T Engine High Pressure Fuel 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

Attention: B-ELWR 2017 N47T/N57T Engine High Pressure Fuel Pump 10Y120M

P.O. Box 561089

Center Dallas, TX 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.

ATTACHMENTS

View PDF attachment [B011417 N47T,N57T HDP Sample Cust Letter](#).

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Month YYYY

This **“Important Limited Warranty Information”** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **WBANB535X01234567**.

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 engine's:

- **High Pressure Fuel Pump**

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 extensions apply 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(s).

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

Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement

BMW of North America, LLC

Month YYYY

VIN WBANB535X01234567

Under these extended limited warranties, 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 these component-specific limited warranty extensions.

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 2017 N47T/N57T High Pressure Fuel Pump 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 2017 N47T/N57T High Pressure Fuel Pump 10Y120M
P.O. Box 561089
Dallas, TX 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.

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.

B-ELWR 2017 N47T/N57T High Pressure Fuel Pump 10Y120M

N47T/N57T High Pressure Fuel Pump: 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 component that is 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?