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2019-10-11

N47T/N57T DIESEL FUEL INJECTORS: LTD WTY EXTENSION TO 10 YEARS/120,000 MILES

MODEL

F02 (740Ld xDrive) (N57T Engine) Model Year 2015 produced from 2/13/2014 to 5/08/2015	F10 (535d Sedan) (N57T Engine) Model Year 2015 produced from 7/07/2014 to 6/26/2015	F10 (535d xDrive Sedan) (N57T Engine) Model Year 2015 produced from 7/08/2014 to 6/26/2015	F15 (X5 xDrive35d) (N57T Engine) Model Years 2016 and 2017 produced from 1/05/2016 to 9/02/2017
F30 (328d Sedan) (N47T Engine) Model Years 2015 and 2016 produced from 7/03/2014 to 6/27/2016	F30 (328d xDrive Sedan) (N47T Engine) Model Years 2015 and 2016 produced from 7/17/2014 to 6/27/2016	F31 (328d xDrive Sports Wagon) (N47T Engine) Model Years 2015 and 2016 produced from 7/03/2014 to 6/27/2016	

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

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:

Please see SI B01 09 19 (DC 13 53 90 06 00). For this vehicle, the Fuel Injector(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.

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 questions, please contact the Warranty department through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections prior to performing any repair.

INFORMATION

For the eligible vehicles, BMW of North America, LLC (BMW NA) is extending the limited warranty for the vehicles **Fuel Injector(s)** to:

- **10 years/120,000 miles as determined by the 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.



Note: This bulletin is a 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 is sending VIN-specific customer notification letters.

SITUATION

The vehicle may run rough or hesitate and one or more the following fault codes are stored in DDE fault memory:

N47T/N57T DIESEL FUEL INJECTORS

24BB00	zero-quantity adaptation injector cylinder 1: permitted filtered actuation duration correction too high
24BF00	zero-quantity adaptation injector cylinder 2: permitted filtered actuation duration correction too high
24BD00	zero-quantity adaptation injector cylinder 3: permitted filtered actuation duration correction too high
24C000	zero-quantity adaptation injector cylinder 4: permitted filtered actuation duration correction too high

And, additionally for the:

N57T DIESEL FUEL INJECTORS

24BC00	zero-quantity adaptation injector cylinder 5: permitted filtered actuation duration correction too high
24BE00	zero-quantity adaptation injector cylinder 6: permitted filtered actuation duration correction too high

CAUSE

One or more of the diesel engine's fuel injectors are faulty.

CORRECTION

Program and encode the vehicle control units if necessary and replace the faulty fuel injectors as instructed.

PROCEDURE

After performing a Vehicle Test, if any of the above-mentioned fault memory entries are stored, determine what is the vehicle's current i-level either by using AIR or the Key reader/ISPA NEXT application:

If the i-level is lower than:

- 17-03-500; then

Program the vehicle to the Target i-level of:

- 17-03-500 or higher

Always connect a BMW-approved battery charger/power supply (SI B04 23 10) when performing programming.

For information on programming and coding with ISTA, refer to CenterNet / TIS / Technical Documentation / Programming and Diagnostics / Programming Documentation.

Then perform the ISTA diagnostics related test plan to completion (Zero mass adaptation), and as currently required, submit a TeileClearing (TC) case for review the fuel injector NMK value findings

If instructed by TC, replace one or more of the fuel injectors as recommended, please note this TC fuel injector replacement-related information on the repair order and in the claim comments.

Additionally, any other repair that requires the replacement of the diesel engine fuel injectors due to a defect in material and workmanship is also covered under the extended time and mileage limits described in this bulletin.

PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

Part Number:	Description:	Quantity:
Refer to ETK/AIR	Fuel injector (N57T)	Up to 6
Or:		
Refer to ETK/AIR	Fuel injector (N47T)	Up to 4

- 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 this component fail again, it 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 the applicable labor operations provided below.

Defect Code:	1353900600	F02 F10 F15 F30 F31 N47 N57 (US) Injector
Labor Operation	Description	Labor Allowance
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Connect an approved battery charger/power supply (indicated in AIR as Charging battery)	Refer to AIR
And, as necessary:		
61 00 006	Performing vehicle diagnosis – test module	Work time (WT)
And:		
00 58 677	TeileClearing, lump-sum fee (TC review of the fuel injector NMK values)	1 FRU

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.

And, if needed, for:

All Applicable Models - Program and Encode the vehicle to 17-03-500 or higher

Labor Operation	Description	Labor Allowance
61 00 730	Programming/encoding control unit(s)	Refer to AIR

During the same workshop visit, if a vehicle also requires another Technical Campaign or repair that also includes programming and encoding the control units, the programming procedure may only be invoiced one time.

And/or as necessary for the:

N57T Six Cylinder Diesel: F02 (740Ld xDrive) and F10 (535d Sedan and 535d xDrive Sedan)

Labor Operation	Description	Labor Allowance
13 53 720	Replacing one injection system injector) (after vehicle diagnosis)	Refer to AIR
And, if applicable:		
13 53 591	Replacing each further fuel injector (Two total)	3 FRU
And, if applicable		
13 53 591	Replacing each further fuel injector (Three total)	3 FRU
And, if applicable:		
13 53 591	Replacing each further fuel injector (Four total)	3 FRU
And, if applicable:		
13 53 591	Replacing each further fuel injector (Five total)	3 FRU
Or, if applicable:		
13 53 719	Replacing all injectors of the injection system (Six total) (after vehicle diagnosis)	Refer to AIR

Or, for the:

N57T Six Cylinder Diesel: F15 (X5 xDrive35d)

Labor Operation	Description	Labor Allowance
13 53 857	Replacing one injector of the injection system, cylinder 1-4 (after vehicle diagnosis)	Refer to AIR
And, if applicable:		

13 53 591	Replacing each further fuel injector (Two total)	3 FRU
And, if applicable		
13 53 591	Replacing each further fuel injector (Three total)	3 FRU
And, if applicable		
13 53 591	Replacing each further fuel injector (Four total)	3 FRU

Or:

Labor Operation	Description	Labor Allowance
13 53 858	Replacing one injector of the injection system, cylinder 5-6 (after vehicle diagnosis)	Refer to AIR
And, if applicable:		
13 53 591	Replacing each further fuel injector (Two total)	3 FRU

Or:

Labor Operation	Description	Labor Allowance
13 53 857	Replacing one injector of the injection system, cylinder 1-4 (after vehicle diagnosis)	Refer to AIR
And:		
13 53 858	Replacing one injector of the injection system, cylinder 5-6 (after vehicle diagnosis)	Refer to AIR (Reduce this time allowance overlap by 4 FRU)
And, if applicable:		
13 53 591	Replacing each further fuel injector (Three total)	3 FRU
And, if applicable		
13 53 591	Replacing each further fuel injector (Four total)	3 FRU
And, if applicable:		
13 53 591	Replacing each further fuel injector (Five total)	3 FRU
And, if applicable		
13 53 719	Replacing all injectors of the injection system (Six total) (after vehicle diagnosis)	Refer to AIR

Or, for the:

N47T Four Cylinder Diesel: F30 (328d Sedan and 328d xDrive Sedan) and F31 (328d xDrive Sports Wagon)

Labor Operation	Description	Labor Allowance
13 53 582	Replacing one injector of the injection system (cylinders 1 or 2) (after vehicle diagnosis)	Refer to AIR

And, if applicable:		
13 53 591	Replacing each further fuel injector (Two total)	3 FRU

Or:

Labor Operation	Description	Labor Allowance
13 53 584	Replacing one injector of the injection system (cylinder 3 or 4) (after vehicle diagnosis)	Refer to AIR
And, if applicable:		
13 53 591	Replacing each further fuel injector (Two total)	3 FRU

Or:

Labor Operation	Description	Labor Allowance
13 53 582	Replacing one injector of the injection system (cylinders 1 or 2) (after vehicle diagnosis)	Refer to AIR
And:		
13 53 584	Replacing one injector of the injection system (cylinder 3 or 4) (after vehicle diagnosis)	Refer to AIR
And, if applicable:		
13 53 591	Replacing each further fuel injector (Three total)	3 FRU
Or, if applicable:		
13 53 719	Replacing all injectors of the injection system (Four total) (after vehicle diagnosis)	Refer to AIR

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

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 section

Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)

The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software i-level. If one or more control module failures occur during this programming procedure:

Please claim this consequential control module-related repair work under the defect code listed in this bulletin with the applicable AIR labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section.

For control module failures that occurred prior to performing this programming procedure:

When covered under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis with separate

punch times).

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 2019 N47T/N57T Fuel Injectors 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 2019 N47T/N57T Fuel Injectors 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.

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.

Supporting Materials

[picture_as_pdf B010919V1 Fuel Injectors Warranty Letter.pdf](#)



577 MAIN STREET
 STE. 210
 HUDSON, MA 01749
 DO NOT MAIL REPAIR ORDER TO THIS ADDRESS

000891



September 2019

This **“Important Limited Warranty Information”** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **5UXK** [REDACTED].

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:

- **Fuel Injectors**

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 a 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

Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement

BMW of North America, LLC

September 2019

VIN 5UXK [REDACTED]

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 2019 N47T/N57T Fuel Injectors 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 2019 N47T/N57T Fuel Injectors 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.

N47T/N57T Fuel Injectors: 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?