



SIB 11 14 19

2019-11-21

## DELIVERY STOP: REPLACE ENGINE OIL

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

This Service Information Bulletin (Revision 3) replaces SI B11 14 19 **dated November 2019**.

### What's New:

- This repair applies to Affected Vehicles with 1,200 miles or less on the odometer
- The Procedure and Warranty Information section has been updated with new and revised information

### MODEL

E Series	Model Description	Production Date (Note: production end dates <u>are not final yet</u> )	Affected engine type
G30	5 Series Sedan	June 13 2019 - October 30, 2019	N63B
G12	7 Series Sedan	March 1, 2019 – October 30, 2019	N63B
G14	8 Series Convertible	November 7, 2018 - October 30, 2019	N63B
G15	8 Series Coupe	October 1, 2018 – October 29, 2019	N63B
G16	8 Series Gran Coupe	July 1, 2019 - October 30, 2019	N63B
G05	X5 Sports Activity Vehicle	August 1, 2018 – November 2, 2019	N63M
G06	X6 Sports Activity Coupe	August 1, 2019 - November 2, 2019	N63B
G07	X7 Sports Activity Vehicle	December 1, 2018 - November 2, 2019	N63M

### AFFECTED VEHICLES

Vehicles which require this Delivery Stop Recall Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

### SITUATION

BMW of North America, LLC has issued a Delivery Stop (effective November 4, 2019) on certain Model Year 2019 and 2020 BMW vehicles that were produced between July 20, 2018 and November 2, 2019.

There is a possibility of contamination in the engine.

### CORRECTION

To avoid the risk of engine damage, the engine oil and engine oil filter will need to be replaced.

### PROCEDURE

#### **Vehicles with 1,200 miles or less on the odometer**

Replace the engine oil (claimed in sublet) and engine oil filter per Repair Instruction 00 00 252 BMW engine oil service **without supplementary service and generally without resetting the CBS data**

**Note:** Flat rate labor operation 00 00 252 is for reference only. Do not use it for the claim entry here.

**For vehicles with either a Recommended, Due or Bundling Eligible Engine Oil Service Task, please refer to the Warranty Information section below for additional information.**

**Vehicles with 1,201 miles or more on the odometer**

No repair is necessary.

**PARTS INFORMATION**

Part Number (PN)	Billing PN	Description	Quantity
11 42 7 583 220	N/A	Set oil-filter element	1

And:

**Bulk Material in Sublet (Please do not claim the following part numbers)**

Part Number (PN)	Billing PN (1/10)	Description	Quantity
83 21 2 365 950	N/A	Engine oil (0W-30 - 6 x 1 Liter case)	10.5 liters
Or			
83 21 2 405 849	83 21 2 455 135	Engine oil (0W-30 – 209 liter drum)	10.5 liters
Or			
83 21 2 449 994	83 21 2 450 384	Engine oil (0W-30 – Tank Delivery- Liters)	10.5 liters

**WARRANTY INFORMATION**

**Effective immediately:** Reimbursement for this Service Action will be via normal claim entry utilizing the following information, and when applicable, together with the specified engine oil filter part number above and the engine oil in sublet:

<b>Defect Code:</b>	<b>0011440500</b>	<b>G0x G1x G3x N63T3 Carry out engine oil change</b>
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**Completion before the first vehicle delivery or a delivered vehicle is already in the workshop with 1,200 miles or less on the odometer**

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 68 759	Change engine oil and engine oil filter	3 FRU

Or, it's a:

**Delivered vehicle already in the workshop with 1,201 miles or more on the odometer**

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 3	00 68 786	Vehicle above the mileage limit, vehicle already delivered ( <b>No repair is necessary</b> )	1 FRU

Or:

**The vehicle arrives at your center with 1,200 miles or less on the odometer and this action shows open (No other Main work will be performed/claimed during this workshop visit)**

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 68 182	Change engine oil and engine oil filter	5 FRU

Or:

The vehicle arrives at your center **with 1,201 miles or more** on the odometer and this action shows open (No other Main work will be performed/claimed during this workshop visit)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 4	00 68 207	Vehicle above the mileage limit, vehicle already delivered <b>(No repair is necessary)</b>	1 FRU

### Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B11 14 19 WP 1), unless otherwise required by State law.

And:

### Sublet – Bulk Materials (RO and Claim Comments Required)

<b>Sublet Code 4</b>	Up to \$155.00	Reimbursement for the supported amount of repair-related bulk material (BMW engine oil, do not use the BMW part number for claim submission)
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Sublet reimbursement calculation for claiming the applicable repair-related bulk material (the applicable BMW engine oil part number) is at the dealer net price amount for the quantities used and supported plus your center's handling.

Enter the BMW engine oil material cost in sublet and itemize the amount on the repair order and in claim comment section.

Or, for:

### Vehicles with Recommended, Due or Bundling Eligible Engine Oil Service Tasks

When this action shows open on an affected vehicle which has **1,200 miles or less** on the odometer and the Engine Oil service task shows Recommended or Due in the Service status field or Bundling eligible in ISPA Next, then:

- **Change the engine oil and filter** as described above.
- **Perform a CBS data reset.**
- Create a RO line item to claim the engine oil change, engine oil filter and oil in sublet as outlined in this Service Information Bulletin as follows.

<b>Defect Code:</b>	<b>0011440500</b>	<b>G0x G1x G3x N63T3 Carry out engine oil change</b>	
Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 68 759	Change engine oil and engine oil filter	3 FRU

Create an additional RO line item to perform and claim the maintenance task Standard Scope (labor operation) based on which one of the following applies:

### CBS Engine Oil Service Task: New BMW Vehicles in Inventory/in Stock (No in-service date)

If the vehicle is eligible to have in-stock engine oil service performed as outlined in SI B01 10 15, then, in conjunction with performing and claiming the engine oil change as noted above, claim:

<b>Defect Code:</b>	<b>85990501DI</b>	<b>Standard Scope</b>
<b>Labor Operation</b>	<b>Description (Main work)</b>	<b>Labor Allowance</b>
00 00 105	Service – standard scope	Refer to AIR

The vendor code is the letters D and I.

Or, under the:

### **BMW Maintenance Program**

If the vehicle has an “active” maintenance program, then, in conjunction with performing and claiming the engine oil service change as noted above, claim:

<b>Defect Code:</b>	<b>85990501MP</b>	<b>Standard Scope</b>
<b>Labor Operation</b>	<b>Description (Main work)</b>	<b>Labor Allowance</b>
00 00 105	Service – standard scope	Refer to AIR