



SIB 01 12 19

2019-12-10

FRONT GRILLE UPPER/LOWER ACTIVE AIR FLAPS: LTD WTY EXT TO
15 YEARS/150,000 MILES

MODEL

E-Series	MY	Model Description	Production Dates	Engine
G01	2018	X3 M40i	July 12, 2017 - August 1, 2018	B58M
G12	2018	750i Sedan	February 10, 2017 - February 26, 2018	N63R
G12	2018	750i xDrive Sedan	February 9, 2017 - February 26, 2018	N63R
G12	2018	ALPINA B7 xDrive	February 28, 2017 - February 22, 2018	N63R
G30	2018	540i Sedan	June 19, 2017 - June 25, 2018	B58M
G30	2018	540i xDrive Sedan	June 26, 2017 - June 25, 2018	B58M
G30	2018	M550i xDrive Sedan	June 11, 2017 - June 26, 2018	N63R

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 12 19 (DC 51 64 90 01 00). For this vehicle, the Radiator Grille Upper and Lower Active Air Flaps limited warranty for defects in materials or workmanship has been extended to 15 years/150,000 miles 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.

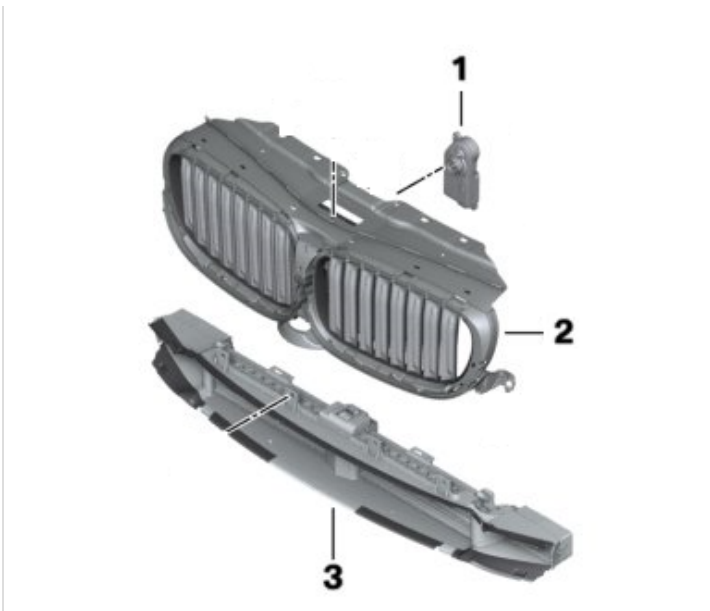
Refer to SIB 01 01 19 for 10 years/120,000 miles extended component-specific limited warranty coverage on applicable MY 2017 G12 and G30 vehicles and specific MY 2018 G30 vehicles.

INFORMATION

For the eligible vehicles, BMW of North America, LLC (BMW NA) is extending the limited warranty for the vehicle's **Radiator Grille Upper and Lower Active Air Flaps** to:

- **15 years/150,000 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.
- Air flap issues caused by debris/blockage from outside influences is not a defect in



materials or workmanship and is not claimable.

- During the extended limited warranty coverage period (Eligible vehicles that are beyond the 4 year/50,000 mileage New Vehicle Limited Warranty coverage), Active Air Flap cosmetic defect issues are not covered.



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 is sending VIN-specific customer notification letters.

SITUATION

A check engine light or check control message is present, and one or more of the following faults may be stored for the active air flaps behind the kidney grilles:

- 13820D- Active cooling-air-flap control (AKKS), above: Driver, malfunction
- 138204 - Active cooling-air-flap control (AKKS), below: Deviation at all ambient temperatures
- 138203 - Active cooling-air-flap control (AKKS), below: Deviation in warm ambient temperature
- 21B043 - Active cooling-air-flap control (AKKS), above: Blockade in all ambient temperature
- 138207 - Active cooling-air-flap control (AKKS), above: Blockade in warm ambient temperature
- 138206 - Active cooling-air-flap control (AKKS), below: Blockade in warm ambient temperature
- 21B042 - Active cooling-air-flap control (AKKS), below: Blockade in all ambient temperature

The potential component-related causes of these faults are a:

1. Mechanical issue with the linkage of the upper or lower active air flap; and/or an
2. Internal short circuit of the adjustment motor.

CORRECTION

Determine the vehicles current i-Level using ISTA, AIR or the vehicle key read information.

Is the vehicle I-Level S15A-16-07-5xx or higher?

- **Yes:** Replace **ONLY the active air flap that has a fault stored.** If faults are stored for both active air flaps, replace both active air flaps. Follow ISTA test plan recommendations.

- **No:** If one flap is found to be faulty, **replace BOTH the upper and lower active air flaps together.**

Also refer to SI B17 06 18 for additional information.

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 15 years/150,000 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) for defects in materials or workmanship.

Active cooling damper control-related fault codes/repairs that are caused by debris/blockage from outside influences is not a defect in materials or workmanship and is not claimable.

During the extended limited warranty coverage period (Eligible vehicles that are beyond the 4 year/50,000 mileage New Vehicle Limited Warranty coverage), Active Air Flap cosmetic defect issues are not covered.

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 labor operations provided below.

Defect Code:	5164900100	G12 N63 G30 B58 air flap control system
Labor Operation	Description	Labor Allowance

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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

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

And, if the:

Vehicle i-Level is lower than S15A-16-07-5xx (Replace Top and Bottom)

Labor Operation	Description	Labor Allowance
51 64 715	Replacing top and bottom air flap control (after vehicle diagnosis)	Refer to AIR

Or, if the:

Vehicle i-Level is S15A-16-07-5xx or Higher (Replace based on the faults stored)

Labor Operation	Description	Labor Allowance
51 64 700	Replacing top flap control (after vehicle diagnosis)	Refer to AIR
Or:		
51 64 705	Replacing bottom flap control (after vehicle diagnosis)	Refer to AIR
Or:		
51 64 715	Replacing top and bottom air flap control (after vehicle diagnosis)	Refer to AIR

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

Or, for:

G12 (ALPINA B7 Model only), based on the current Vehicle i-Level-related Repair Procedure

Labor Operation	Description	Labor Allowance
51 00 001	Work time for replacing top flap control (after vehicle diagnosis)	14 FRU
Or:		
51 00 001	Work time for replacing bottom flap control (after vehicle diagnosis)	11 FRU
Or:		
51 00 001	Work time for replacing top and bottom air flap control (after vehicle diagnosis)	15 FRU

Work time labor operation code 51 00 001 is not considered a Main labor operation. Also, since the work time FRU allowance to be claimed is specified, a separate punch time is not required. However, it still requires an explanation on the repair order and in the claim comments section.

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 2019 Radiator Grille Air Flaps 15Y150M 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 Radiator Grille Air Flaps 15Y150M
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.

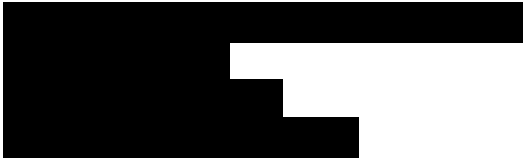
Supporting Materials

[picture_as_pdf B011219 Warranty_Customer Letter.pdf](#)



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

001193



December 2019

This **“Important Limited Warranty Information”** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **5UXT** [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:

- **Radiator Grill Air/Vent Flaps**

On the above-referenced vehicle to:

- **15 years/150,000 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

Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement

BMW of North America, LLC

December 2019

VIN 5UXT [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 Radiator Grill Air/Vent Flaps 15Y150M

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 Radiator Grill Air/Vent Flaps 15Y150M
P.O. Box 54067
Hurst, TX 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.

Radiator Grill Air/Vent Flaps: Limited Warranty Extension to 15 Years/150,000 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?