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2020-02-04

N63T ENGINE FUEL INJECTORS: LIMITED WARRANTY EXTENSION TO 15 YEARS/150,000 MILES

MODEL

E-Series	MY	Model Description	Production Dates	Motor Type
F15	2016	X5 xDrive50i	July 29, 2015 – July 29, 2016	N63T
F16	2016	X6 xDrive50i	July 29, 2015 – June 22, 2016	N63T

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 one of the VIN and Component-specific Vehicle Comments listed below:

Please see SI B01 02 20 (DC 13 53 90 02 00): For this vehicle, the engine fuel injectors limited warranty for defects in materials or workmanship has been extended to 15 year/150,000 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 vehicle's **Engine Fuel Injector(s)** to:

- **15 years/150,000 miles as determined by the vehicle's original in-service date.**

 <p style="font-size: small; margin-top: 5px;">GRUSB0117 - 17</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 is sending VIN-specific customer notification letters.

SITUATION

Engine starts poorly (hard starting), rough idle and misfires.

The Service Engine Soon (MIL) lamp is on, with the following fault codes stored in the DME:

- Misfires

CAUSE

While there are various possible causes, a possible cause might be that one or more fuel injectors are leaking/defective.

CORRECTION

If misfire faults are stored DME, work through the corresponding test plans using the latest version of ISTA.

Replace the one or more faulty fuel injectors as instructed.

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 (N63T)	Up to 8

- 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).

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:	1353900200	F15 F16 N63T US version, 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)

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.

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

And, for:

Replacing Injector(s) on Cylinder Bank 1 (Cylinders 1 to 4)

Labor Operation	Description	Labor Allowance
00 65 556	Replace one injector in cylinder bank 1	Refer to AIR
And, if applicable:		
00 65 558	Replace one additional injector (Two total)	2 FRU
And, if applicable:		
00 65 558	Replace two additional injectors (Three total)	2 FRU
And, if applicable:		
00 65 558	Replace three additional injectors (Four total)	2 FRU

And/or:

Replacing Injector(s) on Cylinder Bank 2 (Cylinders 5 to 8)

Labor Operation	Description	Labor Allowance
00 65 557	Replace one injector in cylinder bank 2	Refer to AIR
And, if applicable:		
00 65 558	Replace one additional injector (Two total)	2 FRU
And, if applicable:		
00 65 558	Replace two additional injectors (Three total)	2 FRU
And, if applicable:		
00 65 558	Replace three additional injectors (Four total)	2 FRU

Or:

Replacing all Eight Injectors

Labor Operation	Description	Labor Allowance
00 65 559	Replace all injectors	Refer to AIR

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 2020 N63T Engine Fuel Injectors 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 2020 N63T Engine Fuel Injectors 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 B010220V1_Customer Letter.pdf](#)

BMW



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January 2020

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:

- **Engine Fuel Injectors**

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

B-ELWR 2020 N63T Engine Fuel Injectors 15Y150M

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
www.bmwusa.com

Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement

BMW of North America, LLC

January 2020

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 2020 N63T Engine Fuel Injectors 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 2020 N63T Engine Fuel Injectors 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.

N63T Engine Fuel Injectors: 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?