



SIB 01 19 18

2020-04-17

## N47/N57T NOX SENSORS BEFORE/AFTER THE SCR-LTD WTY EXT TO 10 YRS/120,000 MI

### What's New:

- Model Chart reformatted
- The 2015 MY F02, F10 and the 2014 and 2015 MY F15 with the N57T engine have been added
- The 2016 MY F25, F30 and F31 with the N47T engine have been added
- Reimbursement reference and mailing address updated

## MODEL

E-Series	MY	Model Description	Production Dates	Engine
F02	2015	740Ld xDrive Sedan	February 13, 2014 – May 8, 2015	N57T
F10	2014 and 2015	535d Sedan	July 8, 2013 – June 26, 2015	N57T
F10	2014 and 2015	535d xDrive Sedan	March 20, 2013 – June 26, 2015	N57T
F15	2014 and 2015	X5 xDrive35d	November 15, 2013 – November 23, 2015	N57T
F25	2015 and 2016	X3 xDrive28d	October 2, 2013 – March 31, 2016	N47T
F30	2014, 2015 and 2016	328d Sedan	June 24, 2013 – June 27, 2016	N47T
F30	2014, 2015 and 2016	328d xDrive Sedan	June 25, 2013 – June 27, 2016	N47T
F31	2014, 2015 and 2016	328d xDrive Sports Wagon	June 22, 2013 – June 27, 2016	N47T

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

**The 2015 MY F02, F10 and the 2014 and 2015 MY F15 with the N57T engine and the 2016 MY F25, F30 and F31 with the N47T engine have been added to this bulletin update dated April 2020.**

## 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:

**SI B01 19 18 (DC 11 78 90 04 00): For this vehicle, the Nitrogen Oxide Sensor(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.**

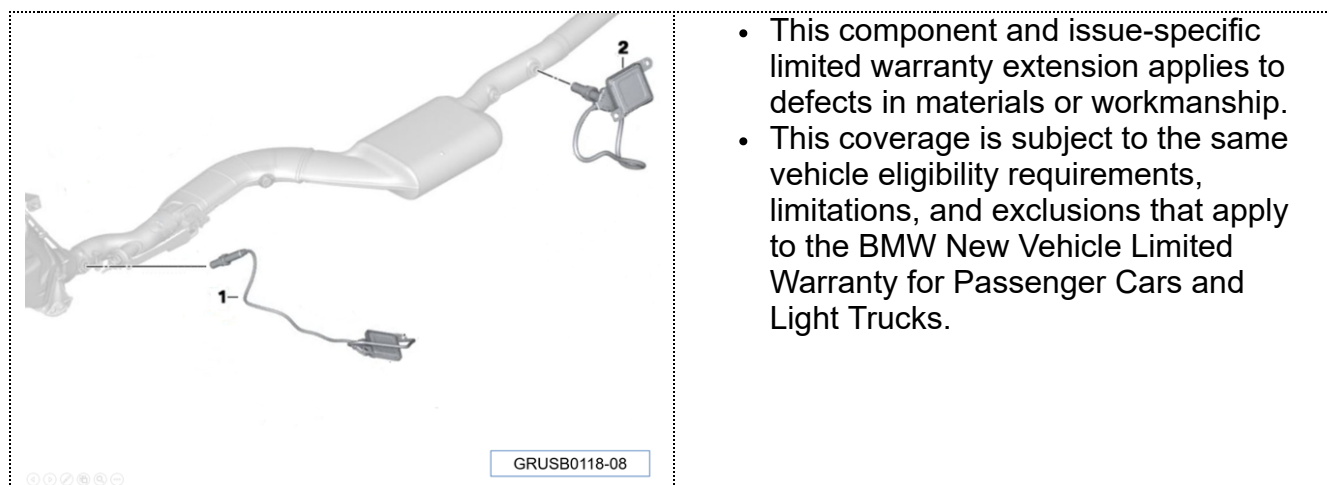
**Note:** Before performing a repair and submitting a claim, first confirm that the vehicle has the above Notice of Limited Warranty Extension in the DCSnet Warranty Inquiry Vehicle Comments section.

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 vehicle's **Nitrogen Oxide (NOx) Sensor(s)** to:

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



**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**

Malfunction indicator lamp (MIL) on.

The following fault memory entries may be saved:

- 26F500 – DeNOx system, efficiency: Efficiency too low in area
- 26F600 – DeNOx system, efficiency: Efficiency too low in area 2
- 2AC600 – DeNOx system, efficiency: Efficiency too low in area 3
- 2B6200 – Nitrogen oxide sensor upstream from DeNOx catalytic converter, plausibility: Sensor self-diagnosis of sensitivity
- 2B6300 – Nitrogen oxide sensor downstream from DeNOx catalytic converter, plausibility: Sensor self-diagnosis of sensitivity
- 280D00 – Nitrogen oxide sensor upstream from DeNOx catalytic converter, nitrogen oxide signal: NOx-Signal invalid for too long
- 280F00 – NOx-Sensor downstream DeNOx-catalytic converter, signal NOx: Nitrogen oxide signal invalid for too long

All fault memories may cause the malfunction indicator lamp to light up.

### **CORRECTION**

For the listed diesel engine Model vehicles that are experiencing the Situation noted above, perform diagnosis using the latest version of ISTA Next (ISTA 4.11.2x or a more recent version).

If the above-mentioned fault memory entries are stored, perform the corresponding test plan.

Based on the result of the diagnosis/test plan, as required:

- Replace either the front, rear or both nitrogen oxide (NOx) sensors; then
- Clear the fault code memory and reassess the vehicle.

Additionally, any other repairs to address stored NOx sensor-related faults that requires the replacement of the failed NOx sensor(s) are also covered under the terms of this component's extended time and mileage coverage that is described in this bulletin.

## **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 and issue-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) for defects in materials or workmanship.

**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 for the issue described in this bulletin, 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.

<b>Defect Code:</b>	<b>1178900400</b>	<b>F10 F25 F30 F31 N47 N57 US version nitrogen oxide sensor</b>
---------------------	-------------------	---

### **Replacing the "upstream" nitrogen oxide sensor of SCR catalytic converter**

Labor Operation	Description	Labor Allowance
00 66 062	Replace nitrogen oxide sensor ahead of SCR catalytic converter (includes connecting an approved battery charger/power supply, performing a vehicle test and the corresponding test module) (Main work)	Refer to AIR
Or:		
00 66 603	Replace nitrogen oxide sensor ahead of SCR catalytic converter (includes connecting an approved battery charger/power supply, performing a vehicle test and the corresponding test module) (Plus work)	Refer to AIR

If you are using a Main labor code for another repair, use the Plus code labor operation 00 66 603 instead of 00 66 603.

Or:

#### Replacing the “downstream” nitrogen oxide sensor of SCR catalytic converter

Labor Operation	Description	Labor Allowance
00 66 063	Replace nitrogen oxide sensor downstream of SCR catalytic converter (includes connecting an approved battery charger/power supply, performing a vehicle test and the corresponding test module) (Main work)	Refer to AIR
Or:		
00 66 604	Replace nitrogen oxide sensor downstream of SCR catalytic converter (includes connecting an approved battery charger/power supply, performing a vehicle test and the corresponding test module) (Plus work)	Refer to AIR

If you are using a Main labor code for another repair, use the Plus code labor operation 00 66 604 instead of 00 66 063.

Or:

#### Replacing both the “upstream and downstream” nitrogen oxide sensors of the SCR catalytic converter

Labor Operation	Description	Labor Allowance
00 66 064	Replace the nitrogen oxide sensors upstream and downstream of the SCR catalytic converter (includes connecting an approved battery charger/power supply, performing a vehicle test and the corresponding test module) (Main work)	Refer to AIR
Or:		
00 66 605	Replace the nitrogen oxide sensors upstream and downstream of the SCR catalytic converter (includes connecting an approved battery charger/power supply, performing a vehicle test and the corresponding test module) (Plus work)	Refer to AIR

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

## **Overlapping Labor Procedure – Other Repairs**

If invoicing the KSD2/AIR flat rate labor operation codes for other repair work results in overlapping labor, for those flat rate labor operations that are affected, you are able to:

- Replace the stated KSD2 “FRU allowance” with a “reduced FRU value” to eliminate the overlapping labor.

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

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

On the repair order and in the claim comment section, please identify and itemize those labor operations being claimed with a “reduced FRU value.”

## **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.

**The 2015 MY F02, F10 and the 2014 and 2015 MY F15 with the N57T engine and the 2016 MY F25, F30 and F31 with the N47T engine have been added to this bulletin update dated April 2020.**

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](http://www.BMW-RP.com) under the following reference:

- **B-ELWR 2020 N47T/N57T Nitrogen Oxide Sensors (NOx) 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 2020 N47T/N57T Nitrogen Oxide Sensors (NOx) 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](mailto:Customerrelations@bmwusa.com) or via telephone at 1-800-831-1117.

Supporting Materials

[picture\\_as\\_pdf B011918V2\\_Customer Letter.pdf](#)



47911 HALYARD DRIVE  
STE. 200  
PLYMOUTH, MI 48170  
DO NOT MAIL REPAIR ORDERS TO THIS ADDRESS



12250BMW005K710931



April 2020

This **“Important Limited Warranty Information”** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **WBA8** [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:

- **Nitrogen Oxide Sensor(s) (NOx)**

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 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 N47T/N57T Nitrogen Oxide Sensors (NOx) 10Y120M

**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**

April 2020

**VIN WBA8** [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](http://www.BMW-RP.com) under the following reference:

#### **Covered Component Code**

B-ELWR 2020 N47T/N57T Nitrogen Oxide Sensors (NOx) 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 2020 N47T/N57T Nitrogen Oxide Sensors (NOx) 10Y120M  
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](mailto: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 Nitrogen Oxide Sensors (NOx): 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?