



SIB 00 09 20

2020-05-28

DELIVERY STOP: REPLACE OWNER'S MANUAL

This Service Information Bulletin (Revision 1) replaces SI B00 09 20 **dated May 2020**.

What's New (Specific text highlighted):

- Complete bulletin content added

MODEL

E-Series	Model Description	Production Date
G20	3 Series Sedan (PHEV)	March 2, 2020 – March 18, 2020

SITUATION

BMW AG has issued a Delivery Stop (effective May 5, 2020) on a small number of Model Year 2021 BMW 3 Series Plug-in Hybrid Electric Vehicles (PHEV) that were produced between March 2, 2020 and March 18, 2020.

Do not deliver to a customer, a New, Certified Pre-Owned or Used vehicle subject to a Delivery Stop, until the vehicle is repaired. Do not use or sell replacement equipment/parts subject to a Delivery Stop.

CAUSE

The improper owner's manual (aka handbook) was included with the vehicle. Inaccurate weight information is listed.

CORRECTION

Replace the owner's manual.

PROCEDURE

Replace the owner's manual.

PARTS INFORMATION

Only use and invoice the part number listed below.

Performing a part number look-up in ETK (EPC) by VIN or model in place of using/invoicing the following part number may result with the wrong part number being invoiced and installed, this could delay the payment of claim.

Part Number	Description	Quantity
01 40 5 A29 D69	Owner's handbook	1

WARRANTY INFORMATION

Reimbursement for this Deliver Stop Action will be via normal claim entry utilizing the applicable work package information below and the part number listed above:

Defect Code:	0099110200
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Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 69 619	Replacing the operating instructions	1 FRU

Or:

The vehicle arrives at your center and this Action shows open (No other main work will be performed or claimed during this workshop visit)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 69 111	Replacing the operating instructions	1 FRU

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B00 09 20 WP 1), unless otherwise required by State law.