



SIB 01 01 19

2020-05-21

FRT GRILLE UPPER/LOWER AIR FLAPS: LTD WTY EXT TO 10 YRS/120,000 MILES

This Service Information bulletin supersedes SI B01 01 19 **dated June 2019**

What's New:

- Cross-references to repair procedure bulletins B51 12 19, B51 21 19 and B51 22 19 added
- Reimbursement mailing address updated

MODEL

E-Series	Model Description	Production Date	Engine
G12	750i Sedan Model Year 2017	June 14, 2016 to February 27, 2017	N63R
G12	750i xDrive Sedan Model Year 2017	June 14, 2016 to February 27, 2017	N63R
G12	ALPINA B7 xDrive Year 2017	June 14, 2016 to February 24, 2017	N63R
G30	540i Sedan Model Year 2017	July 8, 2016 to June 29, 2017	B58M
G30	540i xDrive Sedan Model Year 2017	September 8, 2016 to June 30, 2017	B58M
G30	530e iPerformance Sedan Model Year 2018	February 27, 2017 to June 26, 2018	XB1H
G30	530e xDrive iPerformance Sedan Model Year 2018	November 10, 2016 to June 26, 2018	XB1H

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

The **2018 Model Year** 530e iPerformance Sedans/530e xDrive iPerformance Sedans were added June 2019.

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 01 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 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.

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.

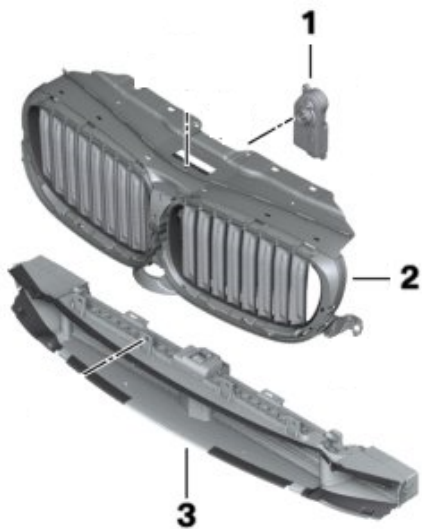
Note: For applicable MY 2018 G01, G12, G32 vehicles and specific other MY 2018 G30 model vehicles, an extended limited warranty coverage of 15 years/150,000 miles applies to the upper and lower active air flaps on these vehicles, please refer to [SI B01 12 19](#).

SITUATION

Component-Specific Limited Warranty Extension

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:

- **10 years/120,000 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.

- Air flap control (drive), active, upper
- Air flaps, upper (assembly)
- Air flaps, lower (assembly)

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 will be sending VIN-specific customer notification letters

CAUSE

A check engine light or check control message is present for the active air flaps behind the kidney grilles.

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.

One or more of the following faults may be stored for the active air flaps behind the kidney grilles, refer to the corresponding SIB(s) listed below to determine the repair procedure that applies:

Fault Codes	Service Information Bulletin	
138203	B51 12 19	
138204	B51 12 19	

138206	B51 12 19	
138207	B51 12 19	B51 21 19
138209	B51 12 19	
138220		B51 21 19
138222	B51 12 19	
138402		B51 21 19
13820D		B51 21 19
13820E		B51 21 19
13822B	B51 12 19	
21B042	B51 12 19	
21B043	B51 12 19	B51 21 19
279B00		B51 21 19

Or:

Upon visual inspection, the passenger side upper active air flaps are either stuck open or closed, and they will not move and there are no faults stored for the active air flaps.

Refer to [SI B51 22 19](#) for the corresponding repair instruction that may apply.

CORRECTION

Follow the instructions in the PROCEDURE section.

PROCEDURE

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

Depending the fault codes stored and/or issue, diagnose and repair the vehicle listed above as outlined in:

- [SI B51 12 19](#)
- [SI B51 21 19](#)
- [SI B51 22 19](#)

PARTS INFORMATION

SI B51 22 19

Part Number	Description	Quantity
51 12 9 850 687	Holder	1

Please refer to the Electronic Parts Catalog (ETK/EPC), using the customer's VIN to locate the applicable replacement part numbers.

SI B51 12 19 and SI B51 21 19

Part Number	Description	Quantity
Refer to ETK	Air flap control (drive), active, upper (see below)	1
Or:		
Refer to ETK	Air flaps, upper (assembly)	1
And/or:		
Refer to ETK	Air flaps, lower (assembly)	1

- **Important:** If the **Air flap control (drive), active, upper** is the issue and it **is available separately** (per ETK), then only replace the upper flap drive to correct this issue.
- 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 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

Note: For applicable MY 2018 G01, G12, G32 vehicles and specific other MY 2018 G30 model vehicles, an extended limited warranty coverage of 15 years/150,000 miles applies to the upper and lower active air flaps on these vehicles, please refer to [SI B01 12 19](#).

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 XH1B air flap control system
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[SI B51 22 19](#) as applicable (All models except ALPINA B7)

Labor Operation	Description	Labor Allowance
51 64 002	Removing and installing top air flap control (Drive) (Main work)	Refer to AIR
Or:		
51 64 502	Removing and installing top air flap control (Drive) (Plus work)	Refer to AIR
And:		
51 00 001	Work time to reinstall linkage pin	1 FRU

Or, for the:

G12 (ALPINA B7 Model only)

Labor Operation	Description	Labor Allowance
51 00 001	Work time for removing and installing top air flap control (Drive) (Main work) and replacing link.	16 FRU
Or:		
51 00 001	Work time for removing and installing top air flap control (Drive) (Main work) and replacing link.	15 FRU

Or, per:

SI B51 12 19 and SI B51 21 19 as applicable

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

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, additionally for the:

e-Vehicles

Labor Operation	Description	Labor Allowance
61 25 910	Recharging high-voltage battery unit (to high voltage charging socket)	Refer to AIR

And, as necessary:

Labor Operation	Description	Labor Allowance
61 00 006	Performing vehicle diagnosis – test module	Work time (WT)

Work time labor operation code 61 00 006 is not considered a Main labor operation; however, it does require an individual punch time and an explanation on the repair order and in the claim comments section.

And for:

All models except the ALPINA B7

Labor Operation	Description	Labor Allowance
51 64 700	Replacing top flap control (including the drive only, if available and applicable) (after vehicle diagnosis)	Refer to AIR
Or:		
	Replacing bottom flap control (after vehicle diagnosis)	

51 64 705		Refer to AIR
Or:		
51 64 715	Replacing top (including the drive only , if available and applicable) 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 the:

G12 (ALPINA B7 Model only)

Labor Operation	Description	Labor Allowance
51 00 001	Work time for replacing top flap control (including the drive only , if available and applicable) (after vehicle diagnosis)	15 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 (including the drive only , if available and applicable) 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.

Note: The **2018 Model Year** 530e iPerformance Sedans/530e xDrive iPerformance Sedans were added June 2019.

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 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 2019 Radiator Grille Air Flaps 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 or via telephone at 1-800-831-1117.

Supporting Materials

[picture_as_pdf B01 01 19 Cust Letter V2 Letter.pdf](#)



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

000731



July 2019

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

- **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

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

July 2019

VIN WBAJA9C50JB033466

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 FLAPS 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 2019 RADIATOR GRILL AIR FLAPS 10Y120M
P.O. Box 561089
Dallas, TX 75356
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 FLAPS: 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?