



SIB 11 03 17

2020-12-08

N20 AND N26 ENGINE TIMING CHAIN AND OIL PUMP DRIVE CHAIN: LIMITED WARRANTY EXTENSION

This Service Information Bulletin (Revision 6) replaces SI B11 03 17 **dated January 2019**.

What's New (Specific text highlighted):

- Eligible vehicles statement
- Procedure information added to address wastegate actuator and turbocharger removal.
- Parts Bulk Materials
- Warranty

Model

E84 (X1 sDrive28i) with N20 engine produced from 6/2012 to 2/2015	E84 (X1 xDrive28i) with N20 engine produced from 6/2012 to 2/2015	E89 (Z4 sDrive28 Roadster) with N20 engine produced from 6/2011 to 2/2015	F10 (528i Sedan) with N20 engine produced from 8/2011 to 2/2015
F10 (528i xDrive Sedan) with N20 engine produced from 8/2011 to 2/2015	F22 (228i Coupe) with N20 engine produced from 7/2013 to 2/2015	F22 (228i Coupe) with N26 engine produced from 10/2014 to 2/2015	F22 (228i xDrive Coupe) with N20 engine produced from 6/2014 to 2/2015
F22 (xDrive Coupe) with N26 engine produced from 10/2014 to 2/2015	F23 (228i Convertible) with N20 engine produced from 10/2014 to 2/2015	F23 (228i xDrive Convertible) with N20 engine produced 11/2014 2/2015	F25 (X3 sDrive28i) with N20 engine produced from 3/2014 to 2/2015
F25 (X3 xDrive 28i) with N20 engine produced from 3/2012 to 2/2015	F26 (X4 xDrive 28i) with N20 engine produced from 3/2014 to 2/2015	F30 (320i Sedan) with N20 engine produced from 2/2013 to 2/2015	F30 (320i xDrive Sedan) with N20 engine produced from 2/2013 to 2/2015
F30 (328i Sedan) with N20 engine produced from 6/2011 to 2/2015	F30 (328i xDrive Sedan) with N20 engine produced from 6/2012 to 2/2015	F30 (328i Sedan) with N26 engine produced from 2/2012 to 2/2015	F30 (328i xDrive Sedan) with N26 engine produced from 6/2012 to 2/2015
F31 (328i xDrive Sports Wagon) with N20 engine produced from 12/2012 to 2/2015	F32 (428i Coupe) with N20 engine produced from 6/2013 to 2/2015	F32 (428i xDrive Coupe) with N20 engine produced from 3/2013 to 2/2015	F32 (428i Coupe) with N26 engine produced from 7/2013 to 2/2015
F32 (428i xDrive Coupe) with N26 engine produced from 7/2013 to 2/2015	F33 (428i Convertible) with N20 engine produced from 10/2013 to 2/2015	F33 (428i xDrive Convertible) with N20 engine produced from 2/2014 to 2/2015	F33 (428i Convertible) with N26 engine produced from 11/2013 to 2/2015
F33 (428i xDrive Convertible) with N26 engine produced from 2/2014 to 2/2015	F34 (328i xDrive Gran Turismo) with N20 engine produced from 6/2013 to 2/2015	F34 (328i xDrive Gran Turismo) with N26 engine produced from 6/2014 to 2/2015	F36 (428i Gran Coupe) with N20 engine produced from 2/2014 to 2/2015
F36 (428i xDrive Gran Coupe) with N20 engine produced from 3/2014 to 2/2015	F36 (428i Gran Coupe) with N26 engine produced from 4/2014 to 2/2015	F36 (428i xDrive Gran Coupe) with N26 engine produced from 4/2014 to 2/2015	

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

To determine vehicle eligibility and that this coverage applies, always perform a VIN-specific DCSnet Warranty Inquiry first; please refer to the "Eligible Vehicles" section of this bulletin for further details.

Situation

Please see attachment B110317.pdf for full details.

Supporting Materials

[picture_as_pdf B110317_Timing and Oil Drive Chain \(7_70\) Sample Cust Letter.pdf](#)

[picture_as_pdf B110317.pdf](#)

This **“Important Limited Warranty Information”** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **WBANB535X01234567**.

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's:

- **“Timing Chain and Oil Pump Drive Chain”**

On the above-referenced vehicle to:

- **7 years/70,000 miles as determined by your vehicle's original in-service date.**

This “component-specific” limited warranty extensions apply 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 repairs to these components are 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(s).

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

Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement

BMW of North America, LLC

Month YYYY

VIN WBANB535X01234567

Under these extended limited warranties, 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 these component-specific limited warranty extensions.

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 2017 N20, N26 Engine Timing Chain and Oil Pump Drive Chain 7Y70M

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 2017 N20, N26 Engine Timing Chain and Oil Pump Drive Chain 7Y70M

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.

B-ELWR 2017 N20, N26 Engine Timing Chain and Oil Pump Drive Chain 7Y70M

N20, N26 Engine Timing Chain and Oil Pump Drive Chain: Limited Warranty Extension to 7 Years/70,000 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(s) that are 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?

Service Information Bulletin

Engine

December 8, 2020

B11 03 17

N20, N26 ENGINE TIMING CHAIN AND OIL PUMP DRIVE CHAIN: LIMITED WARRANTY EXTENSION

This Service Information Bulletin (Revision 6) replaces SI B11 03 17 **dated January 2019**.

What's New (Specific text highlighted):

- Eligible vehicles statement
- Procedure information added to address wastegate actuator and turbocharger removal.
- Parts Bulk Materials
- Warranty

MODEL

E84 (X1 sDrive28i) with N20 engine produced from 6/2012 to 2/2015	E84 (X1 xDrive28i) with N20 engine produced 6/2012 to 2/2015	E89 (Z4 sDrive28 Roadster) with N20 engine produced from 6/2011 to 2/2015	F10 (528i Sedan) with N20 engine produced from 8/2011 to 2/2015
F10 (528i xDrive Sedan) with N20 engine produced from 8/2011 to 2/2015	F22 (228i Coupe) with N20 engine produced from 7/2013 to 2/2015	F22 (228i Coupe) with N26 engine produced from 10/2014 to 2/2015	F22 (228i xDrive Coupe) with N20 engine produced from 6/2014 to 2/2015
F22 (xDrive Coupe) with N26 engine produced from 10/2014 to 2/2015	F23 (228i Convertible) with N20 engine produced from 10/2014 to 2/2015	F23 (228i xDrive Convertible) with N20 engine produced 11/2014 2/2015	F25 (X3 sDrive28i) with N20 engine produced from 3/2014 to 2/2015
F25 (X3 xDrive 28i) with N20 engine produced from 3/2012 to 2/2015	F26 (X4 xDrive 28i) with N20 engine produced from 3/2014 to 2/2015	F30 (320i Sedan) with N20 engine produced from 2/2013 to 2/2015	F30 (320i xDrive Sedan) with N20 engine produced from 2/2013 to 2/2015
F30 (328i Sedan) with N20 engine produced from 6/2011 to 2/2015	F30 (328i xDrive Sedan) with N20 engine produced from 6/2012 to 2/2015	F30 (328i Sedan) with N26 engine produced from 2/2012 to 2/2015	F30 (328i xDrive Sedan) with N26 engine produced from 6/2012 to 2/2015
F31 (328i xDrive Sports Wagon) with N20 engine produced from 12/2012 to 2/2015	F32 (428i Coupe) with N20 engine produced from 6/2013 to 2/2015	F32 (428i xDrive Coupe) with N20 engine produced from 3/2013 to 2/2015	F32 (428i Coupe) with N26 engine produced from 7/2013 to 2/2015
F32 (428i xDrive Coupe) with N26 engine produced from 7/2013 to 2/2015	F33 (428i Convertible) with N20 engine produced from 10/2013 to 2/2015	F33 (428i xDrive Convertible) with N20 engine produced from 2/2014 to 2/2015	F33 (428i Convertible) with N26 engine produced from 11/2013 to 2/2015
F33 (428i xDrive Convertible) with N26 engine produced from 2/2014 to 2/2015	F34 (328i xDrive Gran Turismo) with N20 engine produced from 6/2013 to 2/2015	F34 (328i xDrive Gran Turismo) with N26 engine produced from 6/2014 to 2/2015	F36 (428i Gran Coupe) with N20 engine produced from 2/2014 to 2/2015

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

To determine vehicle eligibility and that this coverage applies, always perform a VIN-specific DCSnet Warranty Inquiry first; please refer to the Eligible Vehicles section of this bulletin for further details.

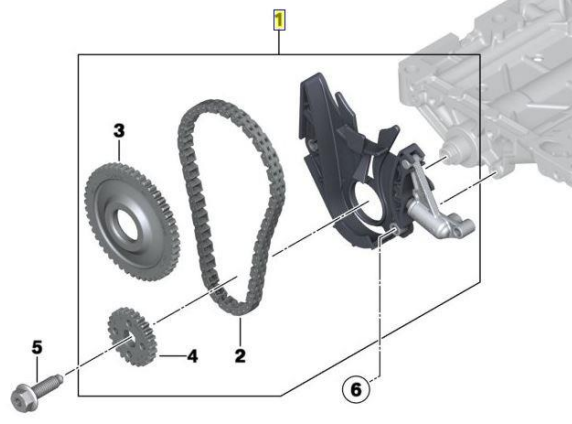
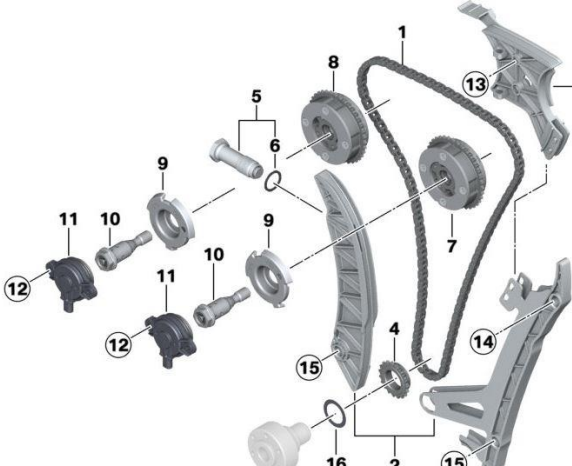
INFORMATION

For the above-referenced vehicles, BMW of North America, LLC (BMW NA) is extending the limited warranty for the **engine timing chain and the oil pump drive chain** to:

- **7 years/70,000 miles as determined by the vehicle's original in-service date**

This component-specific limited warranty extension applies to:

- Defects in materials or workmanship; and is also
- 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.

	<p>For the eligible BMW vehicles, the limited warranty extension applies to the:</p> <p>Drive chain for oil pump (2)</p> <p>In conjunction and when necessary, the parts listed below may only be claimed when their replacement is required to properly perform a covered repair of the drive chain for oil pump:</p> <p>Oil Pump Chain Module (1)</p> <p>Item #1 Chain Drive includes the gears, chain and tensioning device.</p> <p>The bolts are reusable as per the applicable repair instructions.</p> <p>And:</p>
	<p>For the eligible BMW vehicles, the limited warranty extension applies to the:</p> <p>Timing chain (1)</p> <p>In conjunction and when necessary, the parts listed below may only be claimed when their replacement is required to properly perform a covered repair of the timing chain</p> <p>Chain tensioner and guide rail (2)</p> <p>Slide rail (3)</p> <p>Sprocket (4)</p> <p>Chain tensioner with seal (5)</p>

Note: This bulletin is a notice of a component-specific 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 a problem with the timing chain and/or drive chain for oil pump.

Customer Notification Letter

This is **NOT** a Recall. However since this is a Warranty Extension, BMW NA will be sending customer notification letters.

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:

For this vehicle, the timing chain and drive chain for the oil pump limited warranty for defects in materials or workmanship has been extended to 7 years/70,000 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. Please see SI B11 03 17 (DC 11 41 90 69 00).

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.

The model year production start (SoP) and end date (EoP) for a specific model variant within a Series will vary, please do not use a vehicle’s production date as the sole deterrent for this coverage.

If you have Extended Limited Warranty (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.

SITUATION

Whining noise from the lower engine area near the engine oil pump that increases frequency when increasing the engine RPM.

CAUSE

Wear on the engine oil pump chain drive and timing chain sprockets.

CORRECTION

Replace the engine oil pump drive chain module, timing chain, timing chain tensioner, slide rail, tensioning rail and guide rail.

PROCEDURE

1. Verify the noise is present and compare to the noise found on the TIS Website using the following path:
2. Select “Service Reference” from the top menu bar.
3. Select “Service Videos.”
4. Select “General Search.”
5. Select “[11] Engine” and “Submit.”

Select “V11 01 17 February 2017 – “N20/N26 High Pitched Engine Noise from Lower Engine Area”

6. If the engine noise is the same as the sound file on the TIS website then replace the following components as per Repair Instruction 11 41 010 “Removing and installing/replacing chain module for oil pump (N20, N26)”.

And

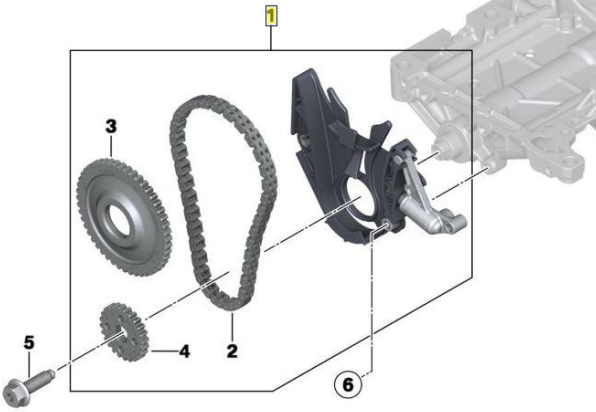
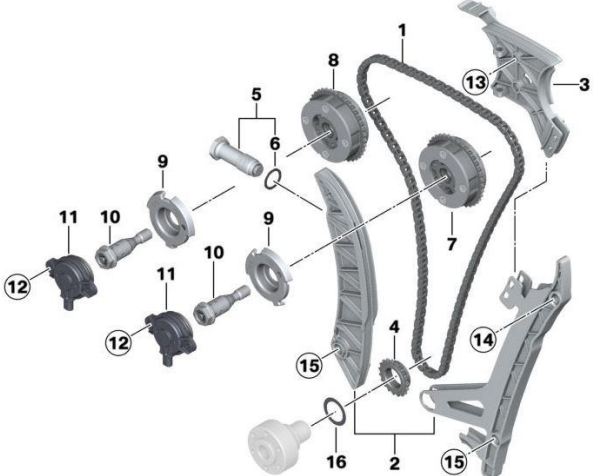
Replace the timing chain module as per Repair Instruction 11 31 051 "Replacing timing chain (N20, N26)".

Note: Repair Instruction 11 31 090 "Installing and removing or replacing chain tensioner piston" (linked to Repair Instruction 11 31 051) specifically states to release the screws for the wastegate actuator and to raise up the unit slightly to gain access to the chain tensioner.

This instruction will avoid wastegate actuator and turbocharger removal. Do not remove the entire wastegate actuator and or the turbocharger for any reason while replacing the engine oil pump drive chain module, timing chain, timing chain tensioner, slide rail, tensioning rail and guide rail.

Change engine oil and filter.

7. Perform a wheel alignment. The labor for the wheel alignment is included in labor operations 00 62 282 and 00 62 987 (Wheel alignment check with KDS ride-height measurement without load and adjusting as necessary)

	<p><u>Oil Pump Chain Module Overview</u></p> <p>Replace item #1 in the illustration.</p> <p>Item #1 Chain Drive includes the gears, chain and tensioning device.</p> <p>The bolts are reusable as per the applicable repair instructions.</p>
	<p><u>Timing Chain Module Overview</u></p> <p>Replace the following components in the illustration.</p> <ul style="list-style-type: none">#1 – Timing chain#2 – Chain tensioner and guide rail#3 – Slide rail#4 – Sprocket#5 – Chain tensioner with seal

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.

Refer to the ETK and the applicable repair instructions for one-time use fasteners and/or component information regarding additional or replacement screws, gaskets, and seals that need to be installed and claimed.

Part Number	Description	Quantity
11 41 7 605 366	Chain Drive	1
11 31 8 648 732	Timing chain	1
11 31 7 592 877	Chain tensioner and guide rail	1
11 31 7 603 944	Sprocket	1
11 31 7 592 850	Slide rail	1
11 31 8 685 091	Chain tensioner with gasket ring	1
11 21 7 614 270	Collar screw	1
Refer to EPC	Engine oil filter kit	1
11 23 7 600 595	Washer – Manual transmission vehicles only – Enter the vin number into ETK to determine the requirement.	1

Bulk Materials - Sublet

Part Number (PN)	Billing PN (10ths)	Description	Quantity
83 21 2 365 950	N/A	Engine oil (0W-30 - 6 x 1 Liter case)	Up to 6 liters
Or			
83 21 2 405 849	83 21 2 455 135	Engine oil (0W-30 – 209-liter drum)	Up to 5.3 liters
Or			
83 21 2 449 994	83 21 2 450 384	Engine oil (0W-30 – Tank Delivery-Liters	Up to 5.3 liters
And:			
82 14 1 467 704	N/A	Antifreeze*	As needed

*Replacing drained quantity with a 50/50 antifreeze/water solution.

WARRANTY INFORMATION

The timing chain and drive chain for the oil pump limited warranty extension to 7 years/70,000 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 Vehicle Service Contract that applies to the vehicle.

Should these components fail again, they are 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 that apply.

Reimbursement for this Action will be via normal claim entry utilizing the applicable work package information below and the part numbers listed above that apply:

Defect Code:	1141906900	E84 E89 F1x F2x F3x N20 N26 Engine howling sounds (oil pump chain drive)
---------------------	-------------------	---------------------------------------------------------------------------------

The vehicle is already in the workshop

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 62 987	Replace the oil pump chain module and timing chain module (includes replacing the engine oil, the engine oil filter, a wheel alignment check with KDS ride-height measurement without load and adjusting as necessary) (Plus work – Vehicle already in the workshop)	Refer to AIR

Or:

The vehicle arrives at your center and this repair is needed (No other main work will be performed or claimed during this workshop visit)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 62 282	Replace the oil pump chain module and timing chain module (includes replacing the engine oil, the engine oil filter, a wheel alignment check with KDS ride-height measurement without load and adjusting as necessary) (Main work)	Refer to AIR

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

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

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: B11 03 17 WP 1), unless otherwise required by State law.

BMW Maintenance Program

If the vehicle has an active maintenance program and the Engine oil Service task shows Recommended or Due in the Service status field or it qualifies to be performed based on being Bundling Eligible (BE) procedure (See SI B01 06 13), then:

- Perform the Engine oil Service task; and
- Reset the CBS data.

Claim and submit the engine oil and filter “part numbers” under the:

- BMW Maintenance Program (Defect Code).

Claim the remaining repair-related items that are outlined in this Service Information bulletin under:

- Defect Code 11 41 90 69 00 with flat rate labor operation 00 62 987.

And:

Sublet – Bulk Materials (Claim comments required)

Sublet Code 4	See sublet reimbursement calculation below	Reimbursement for used quantities of required operating fluids, including engine oil only when it is not claimed under the BMW Maintenance Program (applicable BMW part numbers). Please do not use these part numbers for claim submission.
---------------	--------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Sublet reimbursement calculation for claiming the applicable repair-related bulk materials (BMW part numbers) is at the dealer net price amount for the quantities used plus your center's handling.

BMW Antifreeze/Coolant: Claim the corresponding sublet dollar amount for the quantity needed to replace what was drained with a 50/50 coolant/water solution.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section

Consequential Repair(s)

When additional, other work and/or parts are required as a **“direct result”** of the issue described in this bulletin, claim these items under the defect code listed above together the applicable labor operations listed in **AIR**.

Explain and itemize this consequential repair work on the repair order and in the claim comment section.

Overlapping Labor Procedure – Other Repairs

If invoicing the **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 **AIR** 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

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 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 2017 Timing Chain/Oil Pump Drive Chain 7Y70M**

Reimbursement Request Procedure

The online process is initiated by attaching/sending PDF files of the supporting documentation for the prior repair.

The website address, customer-pay reimbursement procedure information and what documentation must be supplied to support a prior repair are included in the customer letter.

Alternative methods to request reimbursement, either through the mail or by fax, are also provided.

A copy of the customer letter for the 7/70 Coverage is attached.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department or use the chat available in the Warranty Documentation Portal
Parts inquiries	Submit an IDS ticket to the Parts Department