



SIB 11 03 17

2021-09-14

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

This Service Information Bulletin (Revision 9) replaces SI B11 03 17 **dated August 2021**.

What's New (Specific text highlighted):

- Procedure update for TSARA case submission
- Procedure update for wheel alignment not needed
- Warranty section- Labor operation 0062987- wheel alignment not needed

MODEL

E-Series	MY	Model Description	Production Dates	Engine
E84	2013 to 2015	X1 sDrive28i	June 8, 2012 to February 28, 2015	N20
E84	2012 to 2015	X1 xDrive28i	September 13, 2011 to February 28, 2015	N20
E89	2012 to 2015	Z4 sDrive28i	September 1, 2011 to February 26, 2015	N20
F10	2012 to 2015	528i Sedan/xDrive Sedan	September 1, 2011 to February 28, 2015	N20
F22	2014 to 2015	228i Coupe	November 13, 2013 to February 27, 2015	N20
F22	2015	228i xDrive Coupe	June 16, 2014 to February 28, 2015	N20
F22	2015	228i Coupe/xDrive Coupe PZEV/SULEV	October 18, 2014 to February 27, 2015	N26
F23	2015	228i Convertible/xDrive Convertible	October 24, 2014 to February 28, 2015	N20
F25	2015	X3 sDrive28i	March 12, 2014 to February 28, 2015	N20
F25	2013 to 2015	X3 xDrive28i	February 15, 2012 to February 28, 2015	N20
F26	2015	X4 xDrive28i	March 6, 2014 to February 28, 2015	N20
F30	2012 to 2015	320i Sedan	June 1, 2012 to February 28, 2015	N20
F30	2013 to 2015	320i xDrive Sedan	February 26, 2013 to February 27, 2015	N20
F30	2012 to 2015	328i Sedan	October 19, 2011 to February 28, 2015	N20
F30	2013 to 2015	328i xDrive Sedan	June 27, 2012 to February 28, 2015	N20
F30	2012 to 2015	328i Sedan PZEV/SULEV	February 22, 2012 to February 28, 2015	N26
F30	2013 to 2015	328i xDrive Sedan PZEV/SULEV	June 27, 2012 to February 28, 2015	N26
F31	2014 to 2015	328i xDrive Sports Wagon	February 26, 2013 to February 25, 2015	N20
F32	2014 to 2015	428i Coupe/xDrive Coupe	June 27, 2013 to February 27, 2015	N20
F32	2014 to 2015	428i Coupe/xDrive Coupe PZEV/SULEV	June 22, 2013 to February 27, 2015	N26
F33	2014 to 2015	428i Convertible/xDrive Convertible	October 24, 2013 to February 28, 2015	N20
F33	2014 to 2015	428i Convertible/xDrive Convertible PZEV/SULEV	November 5, 2013 to February 28, 2015	N26
F34	2014 to 2015	328i xDrive Gran Turismo	June 12, 2013 to February 28, 2015	N20
F34	2015	328i xDrive Gran Turismo PZEV/SULEV	June 11, 2014 to February 28, 2015	N26

F36	2015	428i xDrive Gran Coupe	March 20, 2015 to February 28, 2015	N20
F36	2015	428i Grand Coupe/ xDrive Gran Coupe PZEV/SULEV	April 22, 2014 to February 28, 2015	N26

The Model information above is for informational purposes only; it is not the only deciding factor.

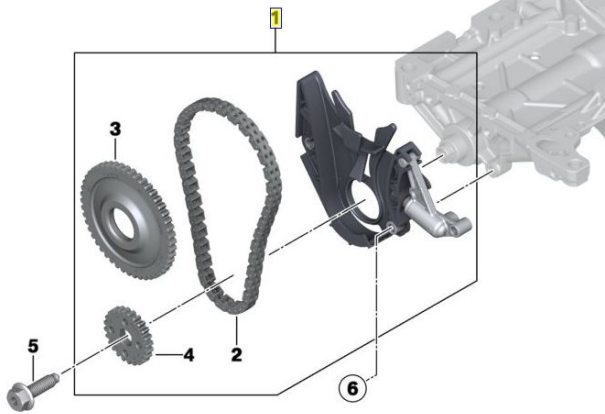
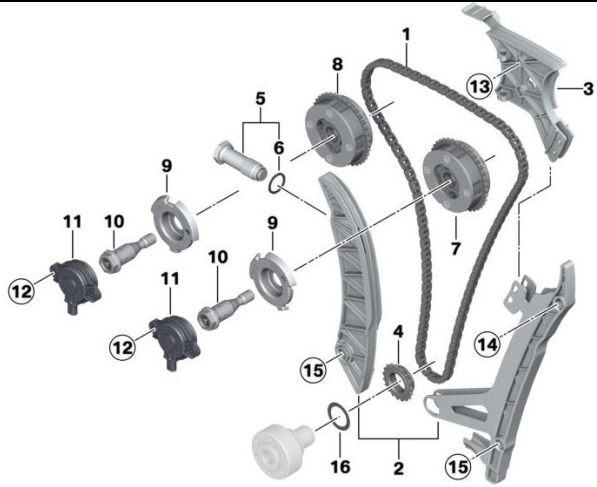
INFORMATION

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

	For the eligible BMW vehicles, the limited warranty extension applies to the: Drive chain for oil pump (2) 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: Oil Pump Chain Module (1) Item #1 Chain Drive includes the gears, chain and tensioning device. The bolts are reusable as per the applicable repair instructions. And:
	For the eligible BMW vehicles, the limited warranty extension applies to the: Timing chain (1) 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 Chain tensioner and guide rail (2) Slide rail (3) Sprocket (4) Chain tensioner with seal (5)

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 oil pump drive chain.

Customer Notification Letter

Even though this is NOT a Recall, BMW NA is sent VIN-specific 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:

SI B11 03 17: For this vehicle the timing chain and the oil pump drive chain modules (N20, N26 Engines) limited warranty for in 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. For eligible vehicles that are beyond this 7/70 coverage, please refer to [SI B11 02 21](#) for additional coverage that may also apply.

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.

Important Note:

This component-specific extended limited warranty is subject to the corresponding vehicle eligibility requirements, limitations, and exclusion criteria that apply to all repairs that will result with a claim submission to BMW.

Specifically, the coverage shall be null and void because the:

- Vehicle has been declared a total loss or sold for salvage purposes, the true mileage cannot be determined, the Vehicle Identification Number (VIN) has been altered and cannot be determined, and/or the
- Applicable covered vehicle components were previously replaced with used or salvaged automobile parts.

The BMW DCSnet Warranty Vehicle Inquiry (WVI) may not contain a corresponding Vehicle Comment that identifies that one or more of the above non-eligible vehicle situations apply. In these cases, please use any other resources that are available at your center to confirm the vehicle's eligibility (for example, CARFAX®).

Always verify the correct engine serial number is installed in the vehicle. Enter the VIN into AIR and compare the engine serial number to the engine serial number in AIR using "Vehicles Details".

If the engine serial number does not match-

- Create a TSARA TeileClearing Hotline case that includes or identifies the issues that could affect the vehicle's eligibility
- Wait for a response before proceeding
- Provide a picture of the engine serial number in the case

If it is determined the vehicle is non-eligible, or if you are uncertain of the vehicle's eligibility, or you do not have access to any other resources; please create a TSARA TeileClearing Hotline case that includes or identifies the issues that could affect the vehicle's eligibility and wait for a response before proceeding.

If you have vehicle repair eligibility, coverage and/or claim submission questions, please contact the Warranty department through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections prior to performing any repair.

SITUATION

There is a whining noise from the lower engine area near the engine oil pump that increases in frequency with increasing engine RPM.

CAUSE

The engine timing chain and/or oil pump drive chain drive may have excessive wear.

CORRECTION

If an applicable vehicle arrives with the Situation noted above, perform the diagnosis described in the Procedure section.

If recommended by the results of the test plan, replace the engine oil pump drive chain module, timing chain, timing chain tensioner, slide rail, tensioning rail, and guide rail.

PROCEDURE

First, perform a DCSnet Warranty Vehicle Inquiry and review the Repair History (Claims) section to see if, and when a prior diagnosis or diagnosis/repair procedure was already performed and claimed.

- DC 11 31 90 03 00/11 41 90 69 00 and how recent was it was performed and the frequency.

Depending on the results of this review, as applicable:

For frequently asked questions go to the TIS.Net Advanced Information, search for “N20 and N26 Timing Chain and Oil Pump Chain FAQ”

1. Checking the chain modules for wear.

Connect the vehicle to ISTA and perform a vehicle test.

Select “Vehicle management”

Select “Troubleshooting”

Select “Function structure”

Select “Powertrain”

Select “Engine electronics, quality control valve (MSV)”

Select “Valve gear”

Select “Start search”

From the list of available test plans, select “VANOS solenoid valve, exhaust” or “Exhaust Camshaft Sensor”

Select “Continue”

Select “VANOS Solenoid Valve”

Select “Display”

Select “Continue test module” and “Next”

Select “Timing chain test” and follow the steps to complete the test plan.

If the test plan asks, “Solenoid valves ok?” Select “Yes”.

Follow the test plan steps to check the timing chain.

Test plan will conclude with one of the following:

- If the test plan results indicate the timing chain is not stretched (“OK”), then go to step 2.

Or

- If the test plan results indicate “The timing chain can only be mechanically checked on this vehicle”, then go to step 2.

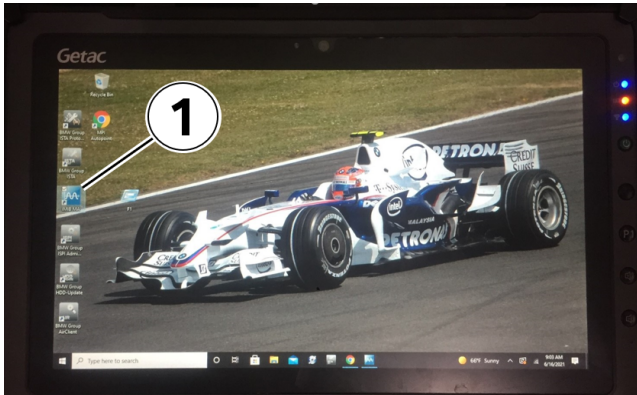
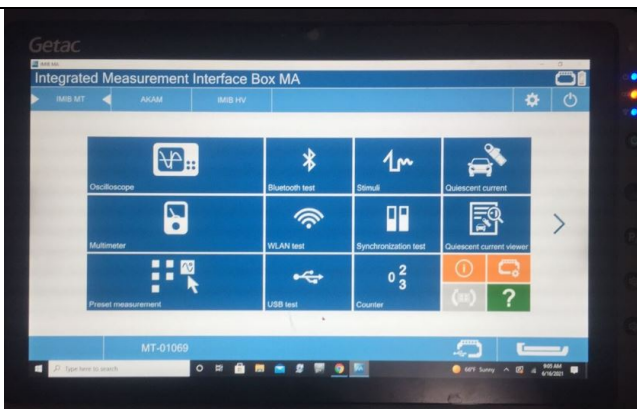
Or

If the test plan results indicate “Program the vehicle with the current I- Level.” Then go to step 2.

Do not program the vehicle or disassemble the engine.

Or

- If the test plan results indicate the timing chain is stretched (“not OK”), then go to step 6.

	2. Go to the IMIB Next screen and open the “IMIB MA” application (1).
	3. After the IMIB MA application opens then return to ISTA and continue diagnosis. The test plan “Evaluating the drive chain for the oil pump” will not operate if the IMIB MA application is not open yet.

4. Proceed to the “Evaluating the drive chain for the oil pump” test plan using the following path:

Select – “Service functions”

Select – “Powertrain”

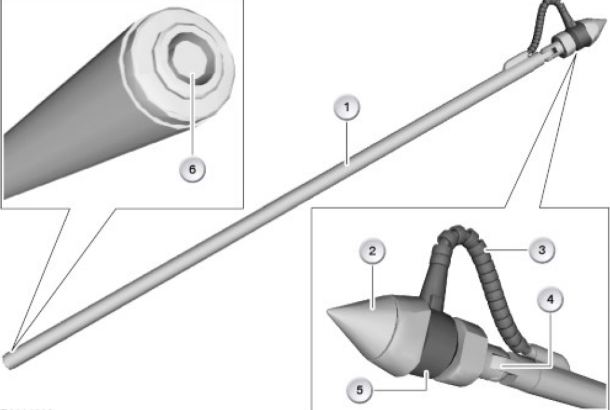
Select – “Engine electronics MEVD”

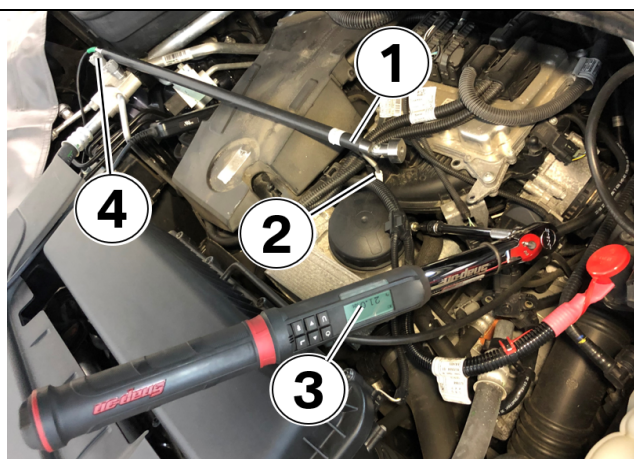
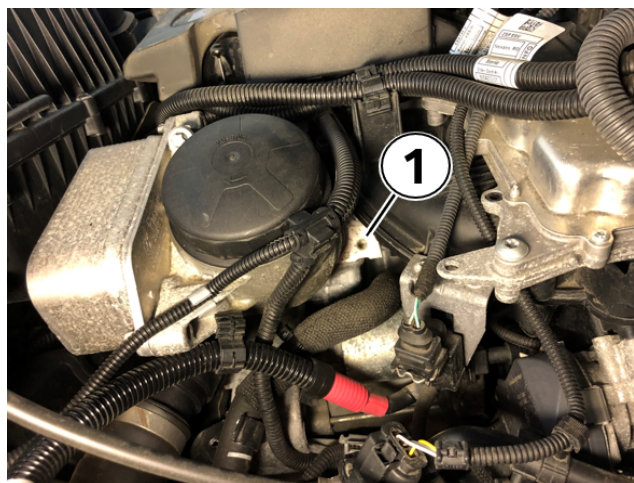
Select – “Evaluating the drive chain for the oil pump”

Follow the test plan steps. Thoroughly read the test plan directions to avoid repeating work.

Install the following special tools onto the engine:

	Measuring adapter special tool P/N 2405341 (1) Measuring adapter tip (2)
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	Sensor cable (3) Adjustable joint (4) Frequency sensor (5) 7-pin IMIB cable connection (6)
	Frequency sensor mounting bolt and spacer sleeve special tool P/N 5A1FAD0 Mounting bolt (1) Spacer sleeve (2) For additional information about this tool refer to SI 04 02 21.
	Tool set up and installation onto the engine: Remove the measuring adapter tip (4) Install the spacer sleeve and mounting bolt (3) through the frequency sensor (2).
	Remove the acoustic engine cover. Locate the empty M8 threaded hole (1) in the cylinder head adjacent to the oil filter housing.



Install the frequency sensor with mounting bolt into the M8 hole (1).

Route the wire between the oil filter housing and intake manifold (2) to avoid damage to the tool.

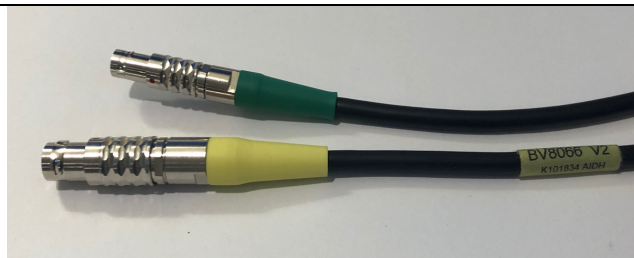
IMPORTANT!

Torque the mounting bolt to 21.5 Nm (3).

Connect the 7 pin AUX measuring cable to the end of the measuring adapter tool (4).

The 7 pin AUX measuring cables cable part number is 81 31 2 468 790.

See 7 pin AUX measuring cable overview below.



7 pin AUX measuring cable overview:

BMW Part Number - 81 31 2 468 790 – This 7 pin cable was sent with IMIB R2.

Cable end colors: Yellow and Green

Label Description on the Cable:

AVL SN 2297
BV8066 V2
K101834 AIDH

OR

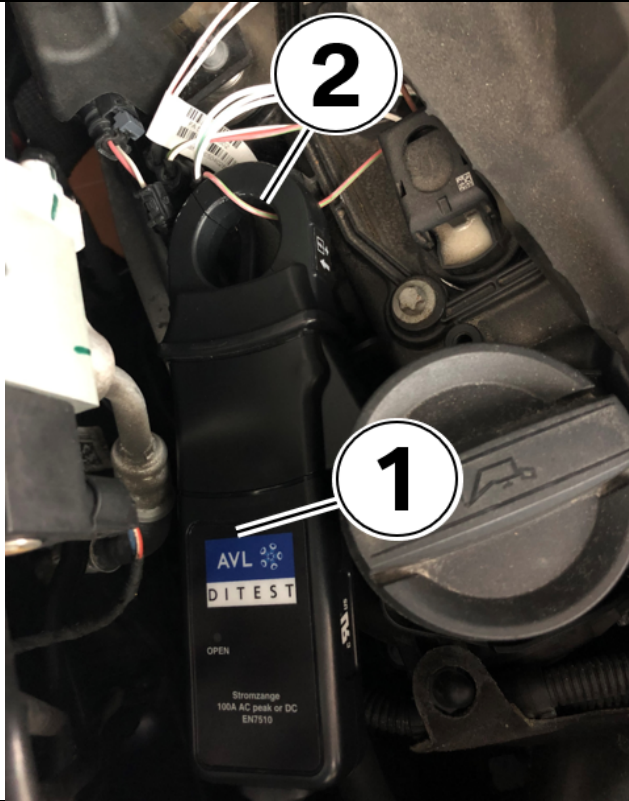


No BMW Part Number – This 7 pin cable was sent with IMIB.

Cable end colors: Yellow and Brown

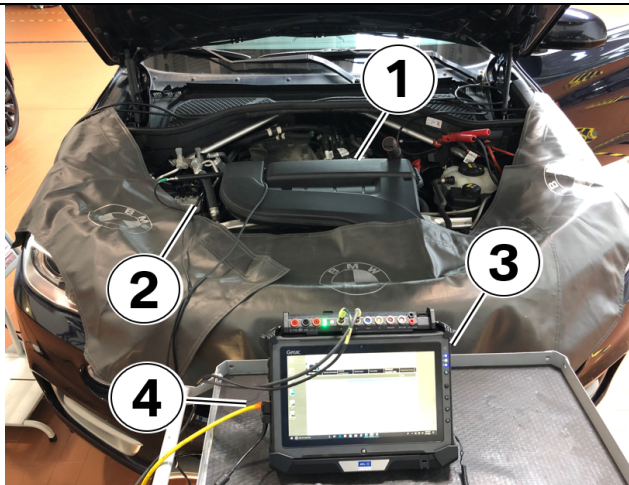
Label Description on the Cable:

SIEMENS AUX1
A5E01034069
ES 02 09/08



Connect the IMIB 100 AMP clamp (1) to the red/green wire of ignition coil #1 (2).

P/N 81 31 2 468 784
Or
P/N 81 31 2 344 255



IMIB and vehicle overview:

Frequency sensor installed (1).

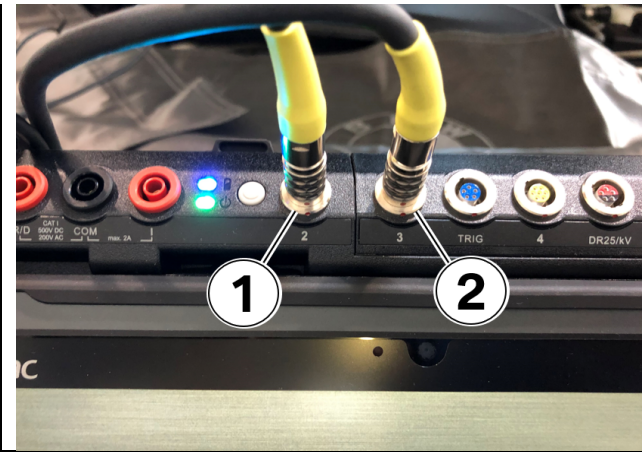
100 AMP clamp installed (2).

IMIB next with tablet placed on a table or cart in front of the vehicle (3).

IMIB Next connect to the network via LAN (4).

Connect the frequency sensor 7 pin AUX cable to port 2 on the IMIB next (1).

Connect the 100 AMP clamp 7 pin cable to port 3 on the IMIB next (2).

**Note:**

The test plan can be performed and measured from the IMIB Next with tablet at the same time, this will require less equipment connections.

Or

The test plan can be run from another tablet or lap top device.

The tablets or laptops should be connected via LAN to the network. Connecting via WIFI may lead to connectivity issues when using the test plan.

Read the procedure steps in the test plan very carefully. Following the sequence of the on-screen instructions will lead to the best efficiency.

Refer to the attached video for a general description of how the diagnosis will occur.

5. Test plan will conclude with the statement "The oil pump chain is OK" or "The oil pump chain is not OK".

If the test plan results indicate the oil pump chain is OK, then take no further action.

Or

If the test plan results indicate the oil pump chain is not OK, then go to step 6.

Or

If the results of the test plan are inconclusive or the engine is inoperable:

- Refer to the N20/N26 Timing/Oil Pump Drive Chain Diagnosis Checklist. This checklist will provide instructions to create and describe the vehicle situation in the case. Reviewing this checklist prior to creating and submitting the case will increase the case response efficiency. Always provide pictures or videos where possible to help describe the issue.

Do not fill out the checklist and attach it to the case. The details described in the checklist must be typed into the case description fields.

- Create a TSARA Hotline case with "N2X Chain Issues" in the subject line.
- Submit the TSARA Hotline case and wait for a response.

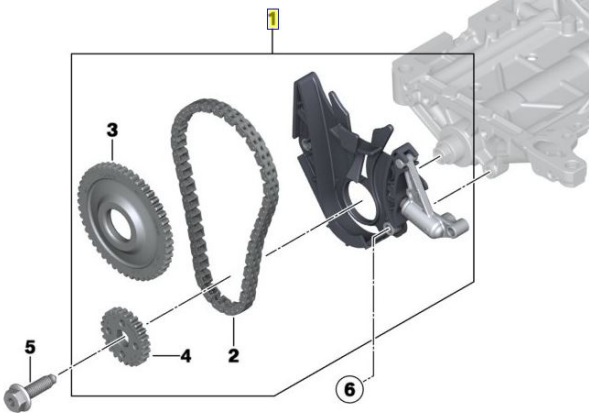
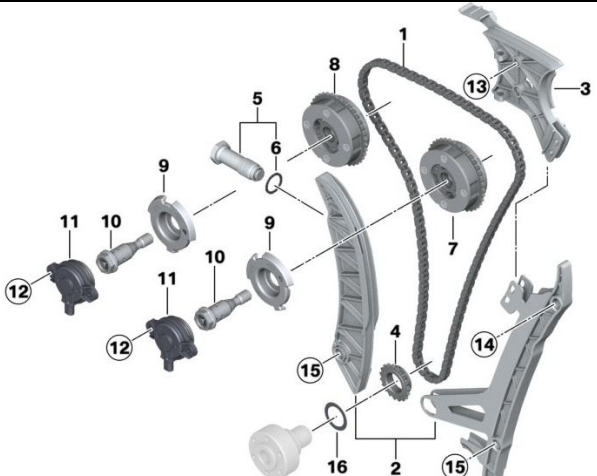
6. Replace the timing/oil pump chains module as per Premium Repair Instruction 11 31 054 “Replacing timing chain and chain module for oil pump N20, N26”.

Note: Step number 45 of Preliminary Works, “Installing and removing or replacing chain tensioner piston” (included in Repair Instruction 11 31 054), 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.

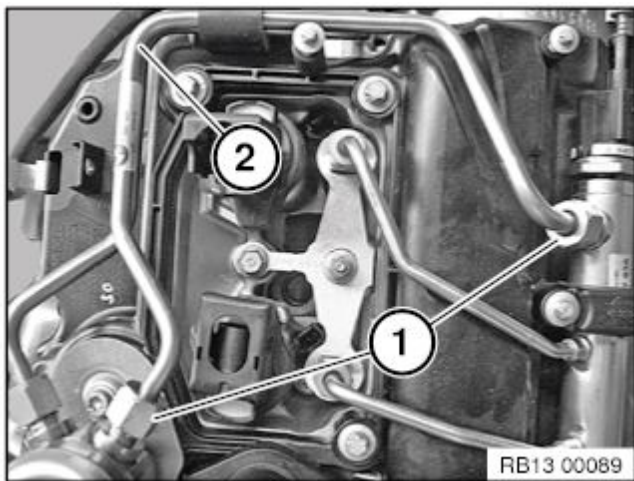
Checking and adjusting the wheel alignment is NOT needed when performing this repair procedure.

Change the engine oil and filter.

 An exploded view diagram of the oil pump chain module. It shows a large gear (3) at the top left, a smaller gear (4) below it, and a chain (2) connecting them. A tensioner assembly (6) is shown to the right. A bolt (5) is shown at the bottom left. A yellow label '1' points to the entire assembly.	<u>Oil Pump Chain Module Overview</u> Replace item #1 in the illustration. Item #1 Chain drive includes the gears, chain and tensioning device. The bolts are reusable as per the applicable repair instructions. These parts are found in the new parts kit P/N 11 31 5 A19 AA2. See Parts Information.
 An exploded view diagram of the timing chain module. It shows a timing chain (1) running between two sprockets (4 and 7). A tensioner and guide rail assembly (2) is at the bottom. A slide rail (3) is at the top right. Other components like a seal (5), bolts (6, 9, 10, 11), and washers (12) are shown. A bracket (13) and a guide rail (14) are also indicated.	<u>Timing Chain Module Overview</u> Replace the following components in the illustration. #1 – Timing chain #2 – Chain tensioner and guide rail #3 – Slide rail #4 – Sprocket #5 – Chain tensioner with seal These parts are found in the new parts kit P/N 11 31 5 A19 AA2. See Parts Information.

Important Repair Instruction Information:

	When the high-pressure line connections (1) are released then the line (2) <u>must</u> be replaced. This high-pressure line must be replaced and cannot be re-used.
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Refer to Repair Instruction 13 53 180 "Replace pressure line" for more details.

Refer to ETK using the VIN of the vehicle and the proper part number.

PARTS INFORMATION

Please refer to the weekly Parts Matrix for ordering information. P/N 11 31 5 A19 AA2 is kit part number consisting of many parts.

Part Number	Description	Quantity
11 31 5 A19 AA2	Set Timing Chain Kit	1
	The Kit includes (Do not order these parts separately): Chain drive for oil pump Timing chain Chain tensioner and timing chain guide rail Sprocket for crankshaft Timing chain slide rail Chain tensioner with gasket ring Collar screw Gasket set, cylinder head cover Seal flange for VVT motor Crankshaft Collar Screw Bearing bolts for the guide rails Oil pump collar screws Screw plugs with gasket rings	
Refer to EPC	Fuel feed line	1
Refer to EPC	Profile gasket oil sump	1
Refer to EPC	Engine oil filter kit	1
Refer to EPC	Washer – Manual transmission vehicles only – Enter the vin number into ETK to determine the requirement.	1 (if applicable)

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

Bulk Materials - Sublet

Part Number (PN)	Billing PN (10ths)	Description	Quantity
See SI B11 01 21	N/A	Engine oil (0W-30 - 6 x 1 Liter case)	Up to 6 liters
Or:			
See SI B11 01 21		Engine oil (0W-30 – 209-liter drum)	Up to 5.3 liters

Or:			
See SI B11 01 21	See SI B11 01 21	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 engine timing chain and oil pump drive chain module limited warranty extension to 7 years/70,000 miles (as determined by the vehicle's original in-service date) for defects in material and workmanship 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).

***Note:** For eligible vehicles that are beyond this 7/70 limited warranty coverage, please refer to [SI B11 02 21](#) for additional coverage that may also apply.

Vehicle Mileage and Years in Service		BMW's Contribution	Class Member's Contribution*
Up to the first 7 Years (84 mths)	Or 70,000 miles, whichever occurs first	100%	0%

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.

Claim this work with the Defect Code(s) and labor operations provided below that apply.

The existing limited warranty coverage for the whole vehicle and other components has not changed.

Should these components fail again, they are covered by the remaining portion of the extended limited warranty coverage period.

As stated in the Important Note in the Situation section above, this component-specific extended limited warranty is subject to the corresponding vehicle eligibility requirements, limitations, and exclusion criteria that apply to all repairs that will result with a claim submission to BMW.

The existing limited warranty coverage for the whole vehicle and other components has not changed.

Non-Qualifying Repairs

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.

Qualifying Repairs Claim Submissions

Reimbursement is via normal claim entry utilizing the applicable work package information below and when applicable, the part numbers listed above that apply:

Qualifying Repairs Claim Submissions (as determined by the vehicle's original in-service date)

Claim the applicable work with the Defect Code(s) and labor operations provided below that apply.

Diagnosis (Work Package # 1, 2, 3, 4, 5 or 6)

Defect Code:	1131900300	E84 E89 F1x F2x F3x N20 N26 Engine Timing Chain and Oil Pump Drive Chain Modules Diagnosis
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Only one Main labor operation can be claimed per workshop repair visit (one or more claim submissions, if applicable).

Plus work	The vehicle is already in the workshop for another repair.
Main work	The vehicle arrives at your center for the issue and repair work covered under the terms and conditions described in this bulletin (No other Main work will be performed/claimed during this workshop visit).

No Repair is Necessary: The vehicle is connected and diagnosed with the elongation test plan – Result Passed – Continue with diagnosis with frequency test – Result Passed

Work Pkg	Labor Operation	Description	Labor Allowance
# 1	00 70 994	Diagnosis Timing Chain and Diagnosis Oil Pump Chain (Results are OK, no parts replacement required) (Plus work – Vehicle already in the workshop)	8 FRU
Or:	---	---	---
# 2	00 70 432	Diagnosis Timing Chain and Diagnosis Oil Pump Chain (Results are OK, no parts replacement required) (Main work)	10 FRU

Claim Repair Comments (WP 1 or 2)

Only reference the SIB number, the work package (Pkg) number performed and the results in the RO technician notes and in the claim comments (For example: B11 03 17 WP 1 or WP 2, No repair is required), unless otherwise required by State law.

And, if the:

Results of the Test Plan are Inconclusive, or the Engine is Inoperable

Labor Operation	Description	Labor Allowance
00 58 677	Submit the TSARA Hotline case and wait for a response	Refer to AIR

Claim Repair Comments (TSARA Hotline Case-Related)

Reference the case and any work procedures that were performed per their instruction and the results.

Or, a:

Repair Procedure is Necessary based on one of the Diagnosis Procedures below

The vehicle is connected and diagnosed with the elongation test plan only – Result Failed (Perform repair under DC 11 41 90 69 00)

Work Pkg	Labor Operation	Description	Labor Allowance
# 3	00 70 995	Vehicle test, measuring timing chain for	5 FRU

		elongation test plan (Result is NOT OK for the timing chain, parts replacement required) (Plus work – Vehicle already in the workshop)	
Or:	---	---	---
# 4	00 70 433	Vehicle test, measuring timing chain for elongation test plan (Result is NOT OK for the timing chain, parts replacement required) (Main work)	7 FRU

Repair is Necessary: The vehicle is connected and diagnosed with the elongation test plan – Result Passed – Continue with diagnosis with frequency test – Result Failed (Perform repair under DC 11 41 90 69 00)

Work Pkg	Labor Operation	Description	Labor Allowance
# 5	00 70 994	Diagnosis Timing Chain and Diagnosis Oil Pump Chain (Result is NOT OK for the oil pump chain, parts replacement required) (Plus work – Vehicle already in the workshop)	8 FRU
Or:	---	---	--
# 6	00 70 432	Diagnosis Timing Chain and Diagnosis Oil Pump Chain (Result is NOT OK for the oil pump chain, parts replacement required) (Main work)	10 FRU

Claim Repair Comments (WP 3, 4, 5 or 6)

Only reference the SIB number, the work package (Pkg) number performed and the results in the RO technician notes and in the claim comments (For example: B11 03 17 WP 3, 4, 5 or 6, repair required), unless otherwise required by State law.

Repair is necessary and Performed

Qualifying Repairs - Claim Submission

Defect Code:	1141906900	E84 E89 F1x F2x F3x N20 N26 Engine Timing Chain And Oil Pump Drive Chain Modules Repair (7/70)
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With Work Package #3, 4, 5 or 6:

Labor Operation	Description (Associated work)	Labor Allowance
00 62 987	Replace the oil pump chain module and the timing chain module (includes changing the engine oil and filter) (checking and adjusting the wheel alignment is NOT needed) (Plus work – Vehicle already in the workshop)	Refer to AIR

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

And, as needed:

Sublet – Bulk Materials (RO and Claim Comments Required)

Sublet Code 4	See the sublet reimbursement calculations below	Reimbursement for the repair-related bulk materials (Do not use the BMW part numbers for claim submission)
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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) (RO and Claim Comments Required)

When additional work and/or parts are required as a direct result of addressing the issue and/or performing the repair outlined in this Service Information bulletin:

- Claim the corresponding items under the Defect Code for diagnosis (labor only) and/or the Defect Code for the repair as applicable.
- Explain the reason for this consequential repair work (the why and the what) on the repair order and in the claim comments section.

Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures, unless otherwise required by State law.

BMW Maintenance Program (In conjunction with a Timing/Oil Pump Drive Chain Repair)

If the vehicle has an active maintenance program and the Engine oil Service task shows Recommended, Due or Bundling Eligible (BE), then:

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

Create an additional RO line item to perform and claim the maintenance task Standard Scope (Main flat rate labor operation code 00 00 105 under DC 85 99 05 01 MP).

Claim and submit for only the engine oil and filter part numbers under the BMW Maintenance Program engine oil service Defect Code

Be sure to also perform and claim any other required connected maintenance service tasks.

Claim the timing/oil pump drive chain module diagnosis and repair-related work tasks using the Plus code operations.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department

Supporting Materials

[picture_as_pdf Timing_Oil_Pump_Drive_Chain_Diagnosis_Checklist.pdf](#)

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

Videos

[11 01 21](#)

N20/N26 TIMING/OIL PUMP DRIVE CHAIN DIAGNOSIS CHECKLIST FOR THE TSARA CASE SUBMISSION (9/10/2021)

VIN (last 7):	Date:
1. What is the customer complaint?	Provide a clear description in the TSARA case.
2. What is the engine serial number and does it match the AIR Vehicle Details?	Yes or No - Provide a picture of the serial number in the TSARA case.
3. Does the vehicle have a valid registration prior to 6/30/2021?	Yes or No - If no, refer to the SI B regarding eligibility and provide details why you think this car should be covered, provide pictures of the vehicle registration documents.
4. Does the engine start and run?	Yes or No - Explain the situation in the TSARA case.
5. If No , is the failure related to the timing chains?	Yes or No - Explain the situation in the TSARA case with as much detail as possible.
6. Are any of the engine oil services overdue?	Yes or No - If yes, provide specific information in the TSARA case, miles overdue, etc.
7. Does the vehicle have a BMW Original (genuine) Engine Oil Filter installed?	Yes or No - If no, provide pictures of the aftermarket filter, top, side and bottom of the aftermarket filter alongside a genuine BMW filter for scale.
8. Is the engine oil filter contaminated with debris? (metal, plastic, etc.)	Yes or No - If yes, provide a description and a picture in the TSARA case of what was found.
9. When looking inside the oil fill cap with a borescope, are the timing chain guides damaged?	Yes or No - If yes, provide a description and a picture in the TSARA case of what was found.

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?