



SIB 11 03 17

2021-07-01

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

This Service Information Bulletin (Revision 7) replaces SI B11 03 17 **dated December 2020**.

What's New (Specific text highlighted):

- Model table reformatted
- All sections updated

MODEL

E-Series	MY	Model Description	Production Dates	Engine
E84	2013 to 2015	X1 sDrive28i	June 8, 2012 to June 30, 2015	N20
E84	2012 to 2015	X1 xDrive28i	March 8, 2011 to June 30, 2015	N20
E89	2012 to 2015	Z4 sDrive28i	August 30, 2011 to February 26, 2015	N20
F10	2012 to 2015	528i Sedan/xDrive Sedan	August 22, 2011 to June 29, 2015	N20
F22	2014 to 2015	228i Coupe	November 13, 2013 to June 29, 2015	N20
F22	2015	228i xDrive Coupe	June 16, 2014 to June 29, 2015	N20
F22	2015	228i Coupe/xDrive Coupe PZEV/SULEV	October 18, 2014 to June 29, 2015	N26
F23	2015	228i Convertible/xDrive Convertible	October 24, 2014 to June 29, 2015	N20
F25	2015	X3 sDrive28i	March 12, 2014 to March 31, 2015	N20
F25	2013 to 2015	X3 xDrive28i	February 15, 2012 to March 31, 2015	N20
F26	2015	X4 xDrive28i	March 6, 2014 to March 31, 2015	N20
F30	2012 to 2015	320i Sedan	June 18, 2012 to July 16, 2015	N20
F30	2013 to 2015	320i xDrive Sedan	February 28, 2013 to July 16, 2015	N20
F30	2012 to 2015	328i Sedan	October 19, 2011 to July 16, 2015	N20
F30	2012 to 2015	328i Sedan PZEV/SULEV	February 22, 2012 to July 26, 2015	N26
F30	2013 to 2015	328i xDrive Sedan	June 27, 2012 to July 16, 2015	N20
F30	2013 to 2015	328i xDrive Sedan PZEV/SULEV	June 27, 2012 to July 26, 2015	N26
F31	2014 to 2015	328i xDrive Sports Wagon	February 26, 2013 to July 29, 2015	N20
F32	2014 to 2015	428i Coupe/xDrive Coupe	June 27, 2013 to July 2, 2015	N20
F32	2014 to 2015	428i Coupe/xDrive Coupe PZEV/SULEV	June 22, 2013 to June 30, 2015	N26
F33	2014 to 2015	428i Convertible/xDrive Convertible	October 24, 2013 to June 29, 2015	N20
F33	2014 to 2015	428i Convertible/xDrive Convertible PZEV/SULEV	November 5, 2013 to June 29, 2015	N26
F34	2014 to 2015	328i xDrive Gran Turismo	June 12, 2013 to June 25, 2015	N20
F34	2015	328i xDrive Gran Turismo PZEV/SULEV	June 11, 2014 to June 30, 2015	N26
F36	2015	428i xDrive Gran Coupe	February 28, 2014 to June 23, 2015	N20

Note: 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.

<p>An exploded view diagram of the Oil Pump Chain Module. It shows a large gear (3), a chain (2), a smaller gear (4), a bolt (5), and a tensioning device (6). A yellow box labeled '1' highlights the entire assembly.</p>	<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>An exploded view diagram of the Timing Chain assembly. It shows a chain (1), two sprockets (4), a chain tensioner and guide rail (2), a slide rail (3), a chain tensioner with seal (5), and various bolts and washers (6-16).</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 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.

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), how recent was it was performed and the frequency.

Depending on the results of this review, as applicable:

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:

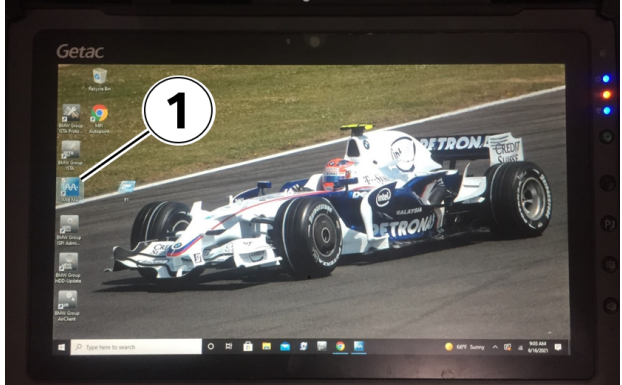
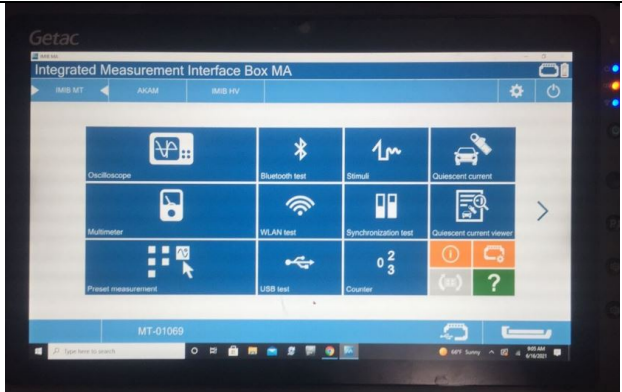
- If the test plan results indicate the timing chain is not stretched ("OK"), then go to step 2.

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 the timing chain is stretched (“not OK”), then go to step 6.

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

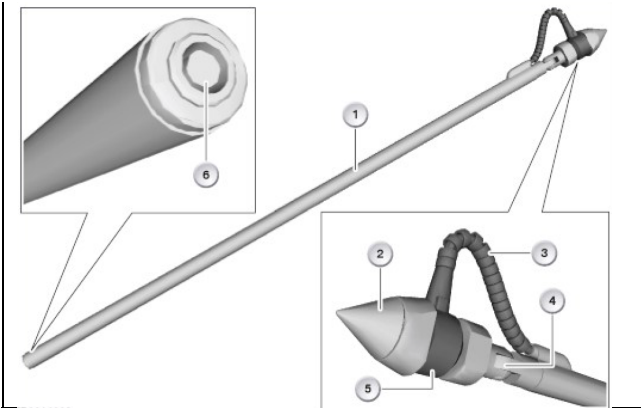
4. Proceed to the “Evaluating the drive chain for the oil pump” test plan using the following path:

- 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:

	<ul style="list-style-type: none"> Measuring adapter special tool P/N 2405341 (1) Measuring adapter tip (2) Sensor cable (3) Adjustable joint (4) Frequency sensor (5) 7-pin IMIB cable connection (6)
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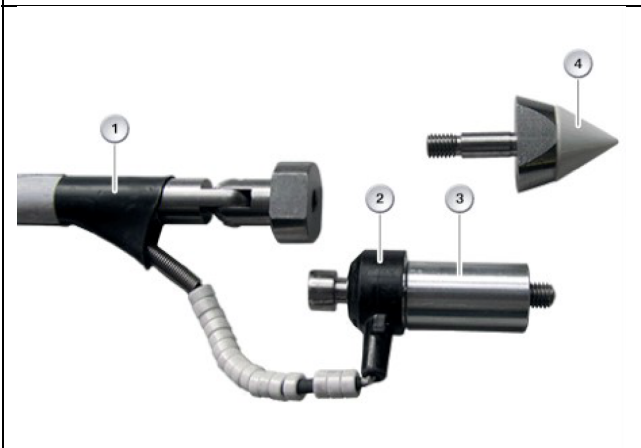


Frequency sensor mounting bolt and spacer sleeve special tool P/N 5A1FAD0

Mounting bolt (1)

Spacer sleeve (2)

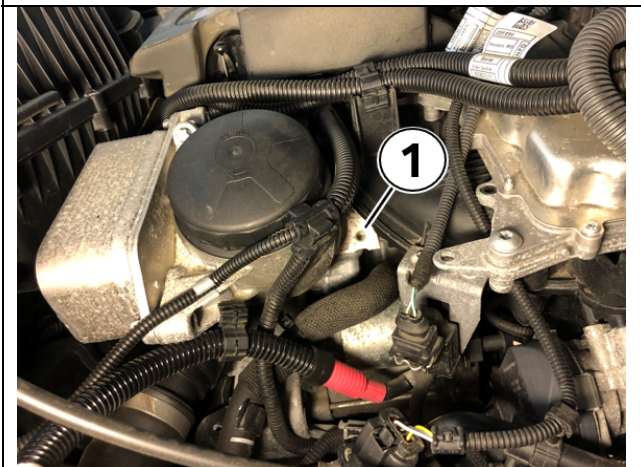
For additional information about this tool refer to [SI 04 02 21](#).



Tool set up and installation onto the engine:

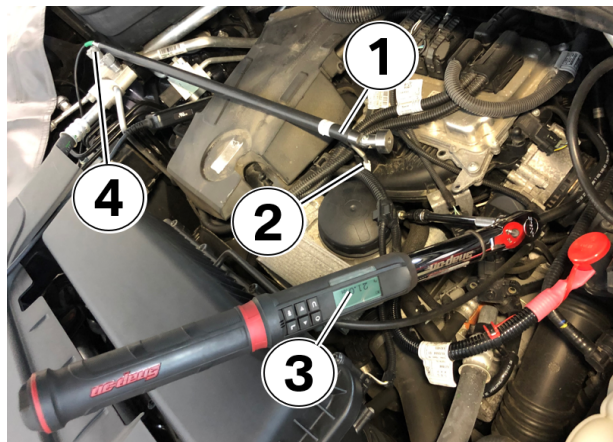
Remove the measuring adapter tip (4)

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).

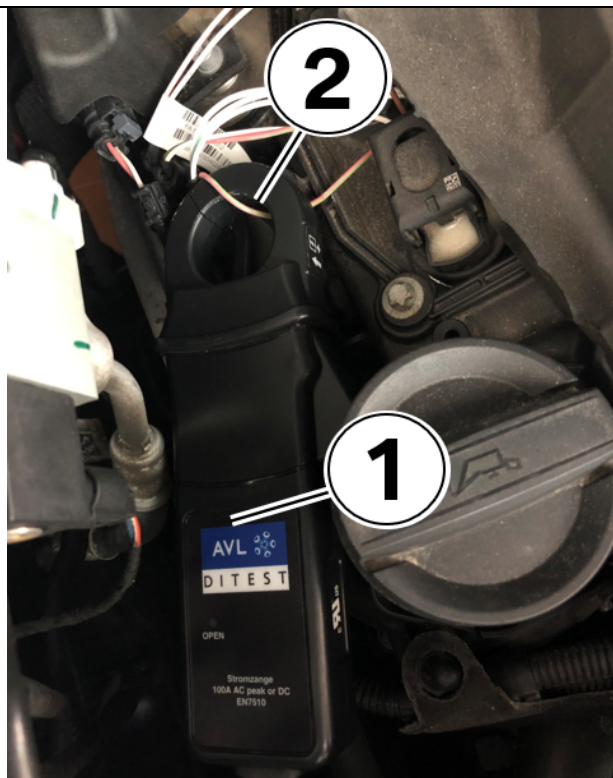
Route the wire between the oil filter housing and intake manifold (2) to avoid damage to the tool.

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.

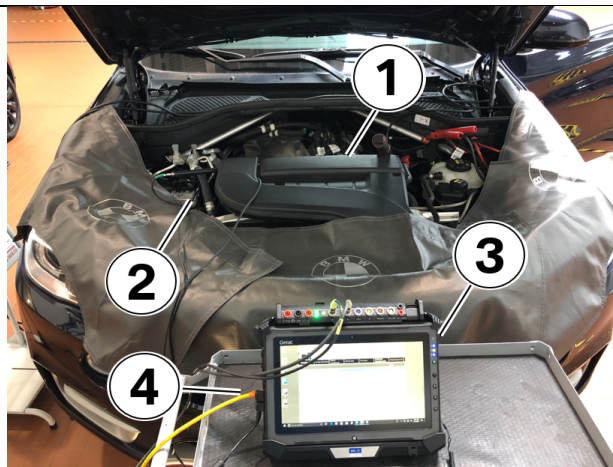


Connect the IMIB 100 AMP clamp (1) to the red/green wire of ignition coil #1 (2).

P/N 81 31 2 468 784

Or

P/N 81 31 2 344 255



IMIB and vehicle overview:

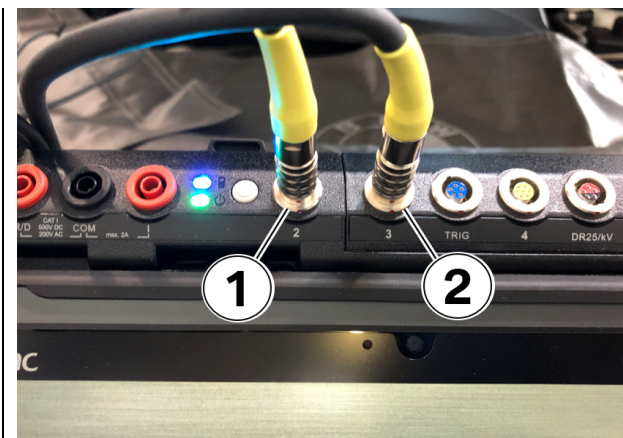
Frequency sensor installed (1).

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:

- Create a TSARA Hotline case with "N2X Chain Issues" in the subject line.
- Describe the vehicle situation in the case description, to increase case response efficiency provide pictures or videos as possible to help describe the issue.
- 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.

Change the engine oil and filter.

	<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>These parts are found in the new parts kit P/N 11 31 5 A19 AA2. See Parts Information.</p>
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	<p><u>Timing Chain Module Overview</u></p> <p>Replace the following components in the illustration.</p> <p>#1 – Timing chain</p> <p>#2 – Chain tensioner and guide rail</p> <p>#3 – Slide rail</p> <p>#4 – Sprocket</p> <p>#5 – Chain tensioner with seal</p> <p>These parts are found in the new parts kit P/N 11 31 5 A19 AA2. See Parts Information.</p>
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Important Repair Instruction Information:

	<p>When the high-pressure line connections (1) are released then the line (2) <u>must</u> be replaced.</p> <p>This high-pressure line must be replaced and cannot be re-used.</p> <p>Refer to Repair Instruction 13 53 180 “Replace pressure line” for more details.</p> <p>Refer to ETK using the VIN of the vehicle and the proper part number.</p>
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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	1
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.

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:

Diagnosis

Defect Code:	1131900300	E84 E89 F1x F2x F3x N20 N26 Engine Timing Chain and Oil Pump Drive Chain Modules Diagnosis
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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

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

Or, a:

Repair is Necessary: 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 elongation test plan (Result is NOT OK for the timing chain, parts replacement required) (Plus work – Vehicle already in the workshop)	5 FRU
Or:	---	---	---
# 4	00 70 433	Vehicle test, measuring timing chain for elongation test plan (Result is NOT OK for	7 FRU

	the timing chain, parts replacement required) (Main work)	
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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

And, with

Work Package #3, 4, 5 or 6:

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)
Labor Operation	Description (Associated work)	
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 and adjustment is NOT necessary) (Plus work – Vehicle already in the workshop)	
	Labor Allowance	
	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 B110317_Timing and Oil Drive Chain \(7_70\) Sample Cust Letter.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?