

**SIB 01 14 17**

2021-09-24

**N47T/N57T ENGINE HIGH-PRESSURE FUEL PUMP LIMITED WTY EXT
TO 10 YRS/120,000 MILES**

This Service Information bulletin supersedes SI B01 14 17 **dated August 2021**

What's New:

- The model year 2018 F30 and F31 vehicles with the N47T engine added.

MODEL

E-Series	MY	Model Description	Production Dates	Engine
F02	2015	740Ld xDrive	August 27, 2013 to May 8, 2015	N57T
F10	2014, 2015, 2016	535d Sedan	July 8, 2013 to September 30, 2016	N57T
F10	2014, 2015, 2016	535d xDrive Sedan	March 30, 2013 to September 21, 2016	N57T
F15	2014, 2015, 2016, 2017, 2018	X5 xDrive35d	May 7, 2013 to June 30, 2018	N57T
F25	2015, 2016	X3 xDrive28d	September 15, 2013 to March 31, 2016	N47T
F30	2014, 2015, 2016, 2017, 2018	328d Sedan	June 24, 2013 to October 11, 2018	N47T
F30	2014, 2015, 2016, 2017, 2018	328d xDrive Sedan	June 25, 2013 to October 11 2018	N47T
F31	2014, 2015, 2016, 2017, 2018	328d xDrive Sports Wagon	April 17, 2013 to December 10, 2018	N47T

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

Note: The model year 2017 and 2018 F15 (X5 xDrive35d) N57T engine vehicles were added June 2019.

Note: The model year 2017 F30 and F31 vehicles with the N47T engine were added August 2021.

Note: The model year 2018 F30 and F31 vehicles with the N47T engine were added TBD 2021.

Eligible Vehicles

To assist you in identifying those vehicles that have this component-specific extended limited warranty coverage, the DCSnet Warranty Vehicle Inquiry has been updated with the VIN and Component-specific Vehicle Comment shown below:


Please see SI B01 14 17 (DC 13 51 90 03 00). For this vehicle, the engines high pressure fuel pump limited warranty for defects in materials or workmanship has been extended to 10 year/120,000 mile as determined from the original in-service date. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

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 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

Component-Specific Limited Warranty Extension

	<p>For the eligible vehicles, BMW of North America, LLC (BMW NA) is extending the limited warranty for the vehicle's engine high pressure fuel pump (shown) to:</p> <ul style="list-style-type: none"> • 10 years/120,000 miles as determined by the vehicle's original in-service date.
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This component-specific limited warranty extension applies to defects in materials or workmanship.

This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Note: This bulletin is notice of a limited warranty extension. This is NOT a notice of a Recall or Service Action.

There is no immediate repair required unless the BMW vehicle is currently experiencing this problem.

Customer Notification Letter

Even though this is NOT a Recall, BMW NA sent VIN-specific customer notification letters.

CAUSE

The vehicle may experience a lack of power while driving, there could also be with malfunction indicator lamp (MIL) on or engine stalling due to a failure of the high-pressure pump (HDP).

An engine re-start may also no longer be possible. If the engine re-start, the rail fuel pressure could be insufficient.

CORRECTION

Follow the instructions in the PROCEDURE section.

PROCEDURE

Note: Always following the most current applicable repair instructions and procedures.

If a vehicle listed above arrives with engine malfunction indicator (Check Engine) warning light on and the issues described above, performing a Vehicle Test.

Perform the corresponding test modules and replaced the high-pressure fuel pump if instructed.

Additionally, any other repair that requires the replacement of the high-pressure fuel pump due to a defect in material and workmanship is also covered under the extended time and mileage limits described in this bulletin.

PARTS INFORMATION

Part Number	Description	Quantity
13 51 8 597 819	Exchange high-pressure pump (N47T)	1
13 53 7 800 590	PRESSURE HOSE ASSY (N47T)	1

Part Number	Description	Quantity
13 51 8 597 821	Exchange high-pressure pump (N57T)	1
13 53 8 596 875	PRESSURE HOSE ASSY (N57T)	1
13 53 8 596 876	PRESSURE HOSE ASSY (N57T)	1

- Only order these **parts in the quantities needed** to address customers' vehicles that have confirmed failures.
- **Only in conjunction with parts:** When applicable, if ETK/EPC item identifies additional part(s) that must also be replaced/installed in-conjunction with performing a covered repair, these required additional items are also covered under the terms of this extended limited warranty.
- Also refer to ETK/EPC and the repair instructions for onetime-use fasteners/screws and other information regarding repair-related gaskets, seals, fluid and/or lubricants that also need to be replaced/used and claimed.

WARRANTY INFORMATION

This component-specific limited warranty extension to 10 years/120,000 miles applies to eligible US-specification BMW vehicles that are registered, operated, and have their covered repair performed by an authorized BMW center in the United States (including Puerto Rico) for defects in materials or workmanship.

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

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

This coverage supersedes the coverage that is provided under the BMW Certified Pre-Owned Program or any BMW Group Vehicle Service Contract that applies to the vehicle.

Should the high-pressure fuel pump fail again, it is covered by the remaining portion of the extended limited warranty coverage period.

Non-Qualifying Repairs

Non-US specification vehicles, ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues are not covered under the terms of this limited warranty extension.

Qualifying Repairs – Claim Submission as Determined by the Vehicle's Original In-Service Date

Defect Code:	1351900300	F02 F10 F15 F25 F3x N47 N57 US version high pressure pump
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Engine Performance-Related and/or Malfunction Light/Message is displayed.

Labor Operation	Description	Labor Allowance
00 00 006	Performing vehicle test (with vehicle diagnosis system	Refer to AIR

	– checking faults) (Main work)	
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Support voltage of the vehicle electrical system / recharge vehicle electrical system battery	Refer to AIR
And, as necessary:		
61 00 006*	Performing vehicle diagnosis – test module	Work time (WT)
And/or, as necessary:		
13 00 003*	Check function of the digital diesel electronics (DDE)	Work time (WT)
Or:		
00 58 000*	Diagnosis Worktime Flat Rate (See below)	2 FRU
And/or, if necessary:		
13 31 528	Checking fuel supply pressure	Refer to AIR
And/or, if necessary		
13 31 525	Checking fuel return pressure	Refer to AIR

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006.

Work time labor operation codes 61 00 006, 13 00 003, and 00 58 000 are not considered Main labor operations.

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.

And, for the:

F02, F10 and F15

Labor Operation	Description	Labor Allowance
13 51 518	Replacing high pressure fuel pump (after vehicle diagnosis)	Refer to AIR

Or, for the:

F30 and F31

Labor Operation	Description	Labor Allowance
13 51 520	Replacing high pressure fuel pump (after vehicle diagnosis)	Refer to AIR

Or, for:

Other Covered Replacements

F10 and F15

Labor Operation	Description	Labor Allowance
13 51 004	Replacing high pressure fuel pump (Main work)	Refer to AIR
Or:		
13 51 515	Replacing high pressure fuel pump (Plus work)	Refer to AIR

Or:

F30 and F31

Labor Operation	Description	Labor Allowance
13 51 017	Replacing high pressure fuel pump (Main work)	Refer to AIR
Or:		
13 51 517	Replacing high pressure fuel pump (Plus work)	Refer to AIR

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

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 these items under the defect code listed above together with the corresponding labor operations (including any additional diagnosis) listed in AIR if applicable.

Please explain the reason for this consequential repair work (the why and the what) on the repair order and in the claim comments section.

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.

Note: The model year 2017 and 2018 F15 (X5 xDrive35d) N57T engine vehicles were added June 2019.

Note: The model year 2017 F30 and F31 vehicles with the N47T engine were added August 2021.

Note: The model year 2018 F30 and F31 vehicles with the N47T engine were added TBD 2021.

Customer-pay repairs are subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Repairs that Do Not Qualify for Reimbursement

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues. This exclusion also applies to repairs that were performed using (including those repairs that result from using) non-genuine BMW parts and/or used BMW passenger car or light truck parts.

Requesting Reimbursement for a Previous Repair That Qualifies

For a customer to request reimbursement for a qualifying customer-pay repair performed either by an authorized BMW center or independent repair shop located in the United States (including Puerto Rico), please have him/her submit his/her reimbursement request online at www.BMW-RP.com under the following reference:

- B-ELWR 2017 N47T/N57T Engine High Pressure Fuel Pump 10Y120M

Reimbursement Request Procedure

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

The letter also includes alternative methods to request reimbursement, either through the mail or by fax as described below:

BMW Customer Reimbursement Center
Attention: B-ELWR 2017 N47T/N57T Engine High Pressure Fuel Pump 10Y120M
P.O. Box 54067
Hurst, Texas 76054

Fax number: 877-434-2992

Please allow 4-6 weeks for processing your request.

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

BMW Owner/Operator Inquiries and Assistance

For all other questions, please contact the BMW's Customer Relations and Services via email at Customerrelations@bmwusa.com or via telephone at 1-800-831-1117.

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 B011417 Updated Cust letter.pdf](#)



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

000001



June 2019

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

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:

- **High Pressure Fuel Pump**

On the above-referenced vehicle to:

- **10 years/120,000 miles as determined by your vehicle's original in-service date.**

This "component-specific" limited warranty extension applies to defects in materials or workmanship. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

This is notice of a "limited warranty extension." This is not a notice of a Recall or Service Action.

If a repair to this component is required, please contact your nearest authorized BMW center in the United States or Puerto Rico to schedule an appointment. Your authorized BMW center will determine the vehicle's eligibility and review the scope of repairs that are covered by this component-specific limited warranty extension.

After vehicle inspection and diagnosis, eligible repair work will be performed by the authorized BMW center in the United States (including Puerto Rico) free of charge.

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues are not covered by this limited warranty extension. This exclusion applies to repairs, including consequential, that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

The integrity of our products is essential to BMW's success and our customers' trust. We are determined to exceed your expectations and hope this warranty extension further enhances your ownership experience.

Sincerely,

BMW of North America, LLC

Company
 BMW of North America, LLC
 BMW Group Company

Mailing Address
 PO Box 1227
 Westwood, NJ
 07675-1227

Telephone
 (800) 831-1117

E-mail
 Customerrelations@
 bmwusa.com

Website
 bmwusa.com

Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement

BMW of North America, LLC

June 2019

VIN WBANB535X01234567

Under this extended limited warranty, BMW of North America, LLC (“BMW NA”) will provide reimbursement for “qualifying customer-pay repairs” that were performed on an eligible vehicle **prior** to the release of this component-specific limited warranty extension.

Customer-pay repairs are subject to the applicable vehicle and coverage eligibility requirements, exclusions and limitations that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Repairs that do not Qualify for Reimbursement

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues. This exclusion applies to repairs, including consequential, that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

Requesting Reimbursement for a Previous Repair that Qualifies

If you previously had a “qualifying customer-pay repair” performed either by an authorized BMW center or independent repair shop located in the United States (including Puerto Rico), please submit your reimbursement request “online” at www.BMW-RP.com under the following reference:

Covered Component Code

B-ELWR 2017 N47T/N57T Engine High Pressure Fuel Pump 10Y120M

To initiate the online process, you will be asked to attach PDF files of the required documentation as outlined in the reimbursement checklist on the next page.

Alternative Method to Request Reimbursement

Alternatively, you may mail or fax your request and documentation to:

BMW Customer Reimbursement Center
Attention: B-ELWR 2017 N47T/N57T Engine High Pressure Fuel Pump 10Y120M
P.O. Box 561089
Dallas, TX 75356
Fax number: 877-434-2992

Please allow 4-6 weeks for processing your request.

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

For all other questions, please contact BMW's Customer Relations and Services via email at Customerrelations@bmwusa.com or via telephone at 1-800-831-1117.

Please have your 17-character Vehicle Identification Number (VIN) available and include the VIN with all communications.

Engine High Pressure Fuel Pump: Limited Warranty Extension to 10 Years/120,000 Miles

Previous Customer-pay Repair Reimbursement – Documentation Checklist

BMW of North America, LLC

Reimbursement is available to the BMW Owner/Lessee who incurred the expense.

When submitting a reimbursement for a previous repair, please provide **legible copies** of the following documentation and include your VIN, name, address and your preferred contact telephone number(s):

Repair Order (RO) or Invoice

This document should include the following information:

- Customer name and address
- Vehicle Identification Number (“VIN”)
- The date of repair
- The mileage when the repair was performed
- Itemized breakdown of the labor charges for all repairs* including diagnosis
- Itemized breakdown of the parts, including any miscellaneous items, billed for all repairs*

*For repair orders containing multiple repair line items, only the specific line item expenses that relate to the component that is covered by this extended limited warranty will be considered for reimbursement.

Proof of Payment

Please provide a copy of at least **one** of the following items as valid proof of payment:

- Repair order (RO)/invoice stamped and dated as “PAID”
- Copy of a cancelled check
- Copy of a signed credit/debit card receipt
- Copy of a credit/debit card statement

Determining if an eligible vehicle’s repair qualifies for reimbursement:

Please use the following questions to review your repair order documentation prior to submitting a reimbursement request:

1. Why was the vehicle brought into the repair facility?
2. What was the repair facility’s diagnosis?
3. What did the repair facility do to correct the concern and does it qualify?