



SIB 01 02 21

2021-11-23

N63R CHARGE-AIR INTERCOOLER: LTD WTY EXTENSION TO 15 YEARS/150,000 MILES

MODEL

| E-Series | MY | Model Description | Production Dates | Engine |
|----------|------|--------------------|---------------------------------------|--------|
| G12 | 2018 | 750i Sedan | February 27, 2017 – February 26, 2018 | N63R |
| G12 | 2018 | 750i xDrive Sedan | March 1, 2017 – February 26, 2018 | N63R |
| G30 | 2018 | M550i xDrive Sedan | March 1, 2017 – June 26, 2018 | N63R |

Note: The Model information above is for informational purposes only, it is not the only deciding factor, the MY 2018 G12 ALPINA B7 xDrive Model vehicle is not included.

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 Vehicle Comment below:


Please see SI B01 02 21 (DC 17 51 90 03 00). For this vehicle, the Charge-Air Intercoolers limited warranty for defects in materials or workmanship has been extended to 15 years/150,000 miles, as determined from the original in-service date. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that applies 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 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 Charge Air Intercooler to:</p> <ul style="list-style-type: none"> • 15 years/150,000 miles, as determined by the vehicle's original in-service date. <p>This component-specific limited warranty extension applies to defects in materials or workmanship.</p> |
|---|--|

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

Note: This bulletin is notice of a "limited warranty extension." It 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 is sending VIN-specific customer notification letters.

CAUSE

Over time, the Charge-Air Intercoolers may develop internal corrosion, this can cause a build-up of gas pressure in the Charge-Air Intercooler's low-temperature cooling circuit.

Depending on the degree of gas formation and the amount of over-pressure it causes to build up, an over-flow of coolant may occur.

CORRECTION

Follow the instructions in the PROCEDURE section.

PROCEDURE

If a Model vehicle listed above arrives Malfunction Indicator Lamp (MIL) warning light on and/or a low coolant level indicator lamp/Check Control Message (CCM) will display, performing a Vehicle Test and the corresponding test modules and/or diagnose the cooling system, replace one or both Charge-Air Intercoolers as required.

Additionally, any other repair that requires the replacement of the Charge-Air Intercoolers due to a defect with their material and workmanship is also covered under the extended time and mileage limits described in this bulletin.

PARTS INFORMATION

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

| Part Number: | Description: | Quantity: |
|-----------------|---------------------------------|-----------|
| 17 51 8 619 390 | Charge-air cooler, cylinder 1-4 | 1 |
| 17 51 8 619 391 | Charge-air cooler, cylinder 5-8 | 1 |

Bulk Material

| Part Number: | Description: | Quantity: |
|-----------------|--|------------------|
| 83 19 2 468 442 | BMW Antifreeze/Coolant (1 gal) - HT-12 (concentrate) | Sublet as needed |
| Or: | | |
| 83 19 5 A32 851 | HT-12 Antifreeze RTU (Bulk 1/10 Liter) (Pre-mix) | Sublet as needed |

- 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.

CLAIM INFORMATION

This component-specific limited warranty extension to 15 years/150,000 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.

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

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

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

Should this component fail again for issue described in this bulletin, it is covered by the remaining portion of the extended limited warranty coverage period.

Non-Qualifying Repairs

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

Qualifying Repairs - Claim Submission

Claim this work with the defect code and labor operations provided below.

| | | |
|---------------------|-------------------|--|
| Defect Code: | 1751900300 | G11 G12 G30 N63R US Charge-air cooler |
|---------------------|-------------------|--|

A. With a Vehicle Test/Test Module (When Applicable)

| Labor Operation | Description | Labor Allowance |
|------------------------|---|------------------------|
| 00 00 006* | Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work) | Refer to AIR |
| Or: | | |
| 00 00 556 | Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work) | Refer to AIR |
| And: | | |
| 61 21 528 | Connect an approved battery charger/power supply | Refer to AIR |
| And, as necessary: | | |
| 61 00 006** | Performing vehicle diagnosis – test module | Work time (WT) |
| Or | | |
| 00 58 500** | Diagnosis Worktime Flat Rate | 2 FRU |
| And, as necessary: | | |
| 17 00 509 | Check the cooling system for watertightness with the special tool (with tester) (Plus work) | 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, or exclude (including 61 21 528) when the Vehicle Test is included in another repair.

Or:

B. Without a Vehicle Test/Test Module

| Labor Operation | Description | Labor Allowance |
|------------------------|--|------------------------|
| 17 00 009* | Check the cooling system for watertightness with the | Refer to AIR |

| | | |
|-----------|---|--------------|
| | special tool (with tester) (Main work) | |
| Or: | | |
| 17 00 509 | Check the cooling system for watertightness with the special tool (with tester) (Plus work) | Refer to AIR |

If you are using a Main labor code for another repair, use the Plus code labor operation 17 00 509 instead of 17 00 009.

*Only one Main work flat rate labor operation code can be claimed per workshop visit

And, and as applicable:

With the above (A or B):

| Labor Operation | Description | Labor Allowance |
|-----------------|--|-----------------|
| 17 99 000 | Cooling system-related job/repair work time (WT) | Refer to AIR |

When needed, work time labor operation code 17 99 000 is not considered a Main labor operation.

And/or:

Replacing the Cylinders 1-4 Charge-Air Intercooler

| Labor Operation | Description | Labor Allowance |
|-----------------|---|-----------------|
| 17 51 501 | Removing and installing or replacing left charge-air cooler | Refer to AIR |

Or:

Replacing the Cylinders 5-8 Charge-Air Intercooler

| Labor Operation | Description | Labor Allowance |
|-----------------|--|-----------------|
| 17 51 502 | Removing and installing or replacing right charge-air cooler | Refer to AIR |

Or:

Replacing Both Charge-Air Intercoolers

| Labor Operation | Description | Labor Allowance |
|-----------------|---|-----------------|
| 17 51 505 | Removing and installing or replacing both charge-air cooler | Refer to AIR |

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

And:

Sublet – Bulk Materials (RO and Claim Comments Required)

| Sublet Code | See the sublet reimbursement calculations below | Reimbursement for replacing the drained quantity of antifreeze/coolant (BMW Part number bulk container). Please do not use this part number for claim submission. |
|-------------|---|---|
| 4 | | |

Sublet reimbursement calculation for claiming the applicable repair-related bulk materials (BMW part number) 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. The concentrate is at 50/50 coolant/water solution.

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

Based on which one applies to your center, please refer to **SI B01 01 20 or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

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.

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 Charge-Air Intercooler (N63R) 15Y150M**

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 Charge Air Intercooler (N63R) 15Y150M
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.

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 B010221 Customer Letter.pdf](#)



BMW

47911 HALYARD DRIVE
STE. 200
PLYMOUTH, MI 48170
DO NOT MAIL REPAIR ORDERS TO THIS ADDRESS

019536-T1-P1-000236

Sample
Sample
Sample



November 2021

This **“Important Limited Warranty Information,”** effective with the date listed above, applies to the BMW model with the Vehicle Identification Number (VIN) of **WBAJB9C59JB123456**.

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:

- **Charge-Air Intercooler (N63R)**

On the above-referenced vehicle to:

- **15 years/150,000 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 a notice of a “limited warranty extension.” It 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 BMW center will confirm your vehicle’s eligibility and review the scope of the repairs to determine if this extended limited warranty coverage applies. After vehicle inspection and diagnosis, eligible repair work will be performed by the authorized BMW center 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 also 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

B-ELW 2021 N63R Charge-Air Intercooler 15Y150M

Company
BMW of North America, LLC
BMW Group Company

Mailing Address
PO Box 1227
Westwood, NJ
07675-1227

Website
www.bmwusa.com



Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement

BMW of North America, LLC

November 2021

VIN WBAJB9C59JB123456

For the BMW model with the Vehicle Identification Number (VIN) listed above, BMW of North America, LLC (“BMW NA”) will reimburse “qualifying customer-pay repairs” that were performed prior to the release of this component-specific limited warranty extension.

Customer-pay repairs are subject to the same 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 also 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 Charge-Air Intercooler (N63R) 15Y150M

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.

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

BMW Customer Reimbursement Center
Attention: B-ELWR Charge-Air Intercooler (N63R) 15Y150M
P.O. Box 54067
Hurst, TX 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.



**Charge Air Intercooler: Limited Warranty Extension to
15 Years/150,000 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, reimbursement consideration will only be given to those line-item expenses that are directly related to the specific repair that is now covered by this extended limited warranty.

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?



Charge Air Intercooler: Limited Warranty Extension to 15 Years/150,000 Miles

Frequently Asked Questions (FAQ)

- 1. With the release of this notification, which BMW Group US models are potentially eligible for this component-specific Limited Warranty Extension?**

| E-Series | MY | Model Description | Engine |
|-----------------|-----------|--------------------------|---------------|
| G12 | 2018 | 750i Sedan | N63R |
| G12 | 2018 | 750i xDrive Sedan | N63R |
| G30 | 2018 | M550i xDrive Sedan | N63R |

- 2. What is the specific issue with the Charge Air Intercooler?**

The exhaust turbocharger supplies charge (compressed) air to the engine, to cool this charge air before it is sent to the intake manifold it is passed through a liquid intercooler.

Over time, the Charge-Air Intercoolers in the low-temperature cooling circuit may develop internal corrosion, this can cause excess pressure to occur in this system.

- 3. How does this affect my vehicle?**

Depending on the amount of over-pressure that builds up in the Charge-Air Intercoolers, this could lead to a loss of coolant in the low-temperature cooling circuit. Should this occur, a low coolant level indicator lamp/Check Control Message (CCM) will display.

Your vehicle will also store any corresponding fault codes that may be generated, and the Malfunction Indicator Lamp (MIL) will illuminate.

- 4. What should I do if I notice a similar condition in my vehicle?**

Please contact an authorized BMW center in the United States (including Puerto Rico) to have your vehicle inspected, and as necessary, repaired.

- 5. How will my vehicle be repaired?**

If it is determined that due to a defect in materials or workmanship your vehicle's Charge-Air Intercoolers are causing the issue described above, one or both will be replaced free of charge under the terms of this 15 year/150,000-mile extended limited warranty coverage.

