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2021-11-09

F16 (N55) FUEL DELIVERY UNIT W/IN-TANK PUMP LTD WTY EXT-15 YEARS/150,000 MILES

MODEL

E-Series	MY	Model Description	Production Dates	Engine
F16	2019	X6 sDrive 35i	August 01, 2018 to May 14, 2019	N55
F16	2019	X6 xDrive 35i	August 01, 2018 to May 15, 2019	N55

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

Eligible Vehicles

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

Please see SI B01 11 21 (DC 16 14 90 02 00): For this vehicle, the fuel delivery unit with in-tank pump, issue-specific (fuel delivery), 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 apply to the BMW New Vehicle Limited Warranty.

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 and Issue Specific Limited Warranty Extension



For the eligible vehicles and for the issue described below, BMW of North America, LLC (BMW NA) is extending the limited warranty for the vehicle's fuel **delivery unit with in-tank pump (item # 1, shown, for fuel delivery issues)** to:

- **15 years/150,000 miles as determined by the vehicle's original in-service date.**

For eligible vehicles that are beyond the standard 4 year/50,000 mileage New Vehicle Limited Warranty, this extended limited warranty **does not** cover repairs that only address issues with the level of fuel being displayed.

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 exclusion 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. 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 is sending VIN-specific customer notification letters.

CAUSE

Due to multiple conditions that may occur under certain driving conditions, the in-tank fuel pump may stop operating. Consequently, the fuse may also trip in the fuel pump control unit (EKP). As a result, this can cause the engine stop and not restart due to insufficient fuel supply.

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

CORRECTION

Follow the instructions in the PROCEDURE section.

PROCEDURE

If a vehicle listed above arrives at your center with the issue described above, perform diagnosis (fuel pressure related), and when applicable, replace the delivery unit with in-tank pump.

Additionally, any other repair that requires the replacement of the delivery unit with in-tank pump to address fuel delivery issues due to a defect in material and workmanship are also covered under the extended time and mileage limits described in this bulletin.

Note: During the extended limited warranty coverage period (Eligible vehicles that are beyond the 4 year/50,000 mileage New Vehicle Limited Warranty coverage), repairs that only address issues related to the displayed fuel level are not included under this extended limited warranty coverage.

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
Refer to ETK	Delivery unit with in-tank pump & filter	1
Refer to ETK	Repair kit for flange cover	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.

Part Retention

The parts replaced to perform and submit for the repair procedure outlined in this Service Information Bulletin are the property of BMW NA.

Your center is responsible for the proper identification, storage, and documentation of these parts. They must be held in a secure retention area until notification of claim payment is made by BMW NA through DCSnet.

Please do not cut the fuel line and drain the remaining fuel as previously instructed for this type of delivery unit with in-tank pump & filter.

CLAIM INFORMATION

This component and issue specific (fuel delivery) 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 exclusion criteria that applies to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

For eligible vehicles that are beyond the standard 4 year/50,000 mileage New Vehicle Limited Warranty, this extended limited warranty does not cover repairs that only address issues with the level of fuel being displayed.

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 a fuel delivery-related failure of this component occur again, it is 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 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.

Qualifying Repairs – Claim Submission

Defect Code:	1614900200	F16 N55 US Electric fuel pump
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Refer to AIR for the corresponding flat rate unit (FRU) allowances.

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	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)

Or		
00 58 500*	Diagnosis Worktime Flat Rate (See below)	2 FRU
And, as necessary		
13 31 529	Check delivery pressure of the fuel pump	Refer to AIR
And		
16 14 610	Remove and install/replace fuel pump	Refer to AIR
And:		
16 00 610 to 680	Extracting and topping up fuel in fuel tank (in 10-liter increments (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.

Work time labor operation codes 61 00 006 and 00 58 500 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 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.

Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement

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 and issue specific (fuel delivery) limited warranty extension.

Customer-pay repairs are 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.

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 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.

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 Fuel Delivery Unit/Pump (F16/N55) 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

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Attention: B-ELWR Fuel Delivery Unit/Pump (F16/N55) 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 B011121 Customer Letter.pdf](#)



BMW

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

019350-T1-P1-000313

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 **5UXCWSEEDSAMPLE03.**

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:

- **Fuel Delivery Unit with In-Tank Pump (F16/N55)**

On the above-referenced vehicle, for issue described in this letter, to:

- **15 years/150,000 miles, as determined by your vehicle’s original in-service date.**

This “component and issue-specific” limited warranty extension applies to defects in materials or workmanship. 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.

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 for the issue described in this letter, 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 Fuel Delivery Unit with In-Tank Pump (F16/N55)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 5UXCWSEEDSAMPLE03

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 and issue-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 Fuel Delivery Unit/Pump (F16/N55) 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 Fuel Delivery Unit/Pump (F16/N55)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.



**Fuel Delivery Unit with In-Tank Pump (F16/N55): 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 coverage.

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?



Fuel Delivery Unit with In-Tank Pump (F16/N55): 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 and issue -specific Limited Warranty Extension?**

E-Series	MY	Model Description	Engine
F16	2019	X6 sDrive 35i	N55
F16	2019	X6 xDrive 35i	N55

2. **What is the specific issue with the Fuel Delivery Unit with in-tank pump?**

Over time and under certain driving conditions, the in-tank fuel pump may stop operating.

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

This can cause the engine to stop, and not restart, due to insufficient fuel supply.

Additionally, your vehicle will store the corresponding fault codes that may also 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 fuel delivery unit with in-tank pump is causing the issue described above, it will be replaced free of charge under the terms of this 15 year/150,000-mile extended limited warranty coverage.

For eligible vehicles that are beyond the standard 4 year/50,000 mileage New Vehicle Limited Warranty coverage, this extended limited warranty **does not** cover repairs that only address issues with the level of fuel being displayed.

