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2021-11-12

20-INCH MICHELIN PILOT SPORT 3 (PS3 RFT) TIRES – UNEVEN INNER SHOULDER TIRE WEAR

**MODEL**

E-Series	MY	Model Description	Wheel Option Codes
G14	2020	840i Convertible	01N1 - 20" M Wheels 728M w/ perf RFT 01N3 - 20" M-Y spoke 728M Bicolor Cerium Grayh/MT RFT 01N7 - 20" M-V spoke color orb RFT 01N9 - 20" M 729 bi-color RF tires
G14	2020	840i xDrive Convertible	
G14	2020	M850i xDrive Convertible	
G15	2020	840i Coupe	
G15	2020	840i xDrive Coupe	
G15	2019-2020	M850i xDrive Coupe	
G16	2020	840i Gran Coupe	
G16	2020	840i xDrive Gran Coupe	
G16	2020	M850i xDrive Gran Coupe	

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

**Eligible Vehicles**

To assist you in identifying the 1,383 potential vehicles that maybe eligible for a repair under this Special Tire-Specific Support Program, the DCSnet Warranty Vehicle Inquiry has been updated with the VIN-specific Vehicle Comment shown below:

**Please see SI B01 14 21 (DC 36 12 90 01 00): The original equipment tires are warranted by their respective manufacturer, not BMW. For this vehicle that is equipped with the factory installed optional 20-inch wheels with Michelin Pilot Sport 3 (PS3 RFT) tires, BMW is administrating a Special Tire-Specific Support Program for irregular uneven inner shoulder tire wear should it occur within the first 4 years (48 months) without mileage limitation. This special support program is subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that applies to repair claim submissions under the standard BMW vehicle coverages and programs.**



Note: Before performing a repair and submitting a claim, first confirm that the vehicle has the above Special Tire-Specific Support Program Coverage Notice in the DCSnet Warranty Inquiry Vehicle Comments section.

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

**SITUATION**

**Special Tire-Specific Support Program**

	<p>BMW of North America, LLC (BMW NA) is administrating a Special Tire-Specific Support Program for <b>irregular uneven inner shoulder tire wear</b> for the above 8 Series model vehicles which are operated with the factory installed <b>original equipment optional 20-inch wheels with Michelin Pilot Sport 3 (PS3 RFT) tires (shown)</b> as described in this bulletin for the:</p> <ul style="list-style-type: none"> <li>• <b>First 4 years (48 months) without a mileage limit, starting from the vehicle's original in-service date.</b></li> </ul>
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 <p><b>Michelin</b> <b>PILOT SPORT 3 ZP STR MOE</b> <b>XL BW</b></p> <p><b>245/35R20 95Y</b></p> <p>OEM ★</p>	<p>This tire-specific support program is subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that applies to repair claim submissions under the standard BMW vehicle coverages and programs.</p> <p>Checking and adjusting the vehicle's wheel alignment and/or tire replacements for any other reason are also excluded from this Special Tire-Specific Support Program.</p>
 <p><b>Michelin</b> <b>PILOT SPORT 3 ZP STR MOE</b> <b>XL BW</b></p> <p><b>275/30R20 97Y</b></p> <p>OEM ★</p>	

**This is a notice of a Special Tire-Specific Support Program for certain BMW 8 Series vehicles. It is not a notice of a Recall, Service Action, BMW Limited Warranty, or a Wheel and Tire Protection Program.**

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.

### Standard Original Equipment Tire Coverage - Other (All BMW Vehicles)

Original equipment tires on new BMW vehicles are warranted by their respective manufacturer as detailed in the applicable tire manufacturer's warranty statement.

The terms and conditions of the tire manufacturers' warranties are independently determined by the tire manufacturers without input from BMW. We recommend either contacting or visiting the specific tire manufacturer's website to ensure that you have the most current tire warranty information that applies to the tires.

Additionally, if applicable to the vehicle, certain tire issues may also be eligible for coverage under an optional tire and wheel protection program if one was purchased.

### CAUSE

Over time, when the 8 Series model vehicles listed above are operated with the factory installed original equipment optional 20-inch wheels with Michelin Pilot Sport 3 (PS3 RFT) tires, irregular uneven inner shoulder wear may occur.

### CORRECTION

Tires are warranted by their manufacturer, not by BMW of North America, LLC (BMW NA). Since this type tire wear is not covered by the tire manufacturer's warranty, BMW has decided to administer a Special Tire-Specific Support Program for the applicable 8 Series model vehicles should this type of tire wear occur.

Follow the instructions in the PROCEDURE section.

## PROCEDURE

If an eligible 8 Series model vehicle arrives at your center with the tire wear concern described in this bulletin, please confirm the following, is the:

1. Vehicle equipped with the factory installed original equipment optional 20-inch wheels with Michelin Pilot Sport 3 (PS3 RFT) tires, and
2. Is there uneven inner shoulder tire wear showing on one or more of these Michelin tires, and the
3. Vehicle has no tire, wheel and/or axle damage that needs to be repaired first and the tire inflation pressures are correctly set to the specification.

	<p>4. Then, as identified in the picture and the description on the left, measure the tire tread depth.</p> <p><b>If there is a minimum tread depth of <math>\geq 5\text{mm}</math> on the tire's center tread area together with a <math>\leq 2\text{mm}</math> measured tread depth on the inner shoulder area of the tire:</b></p> <p>Then, this corresponds to the described tire wear pattern.</p> <p><b>Please ensure that these measurements are documented on the repair order.</b></p>
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If points 1, 2 and 3 are answered with a YES, and the corresponding thread depth measurements meet the criteria stated above (4), a conversion to a complete new set of tires (all 4, either to the Goodyear or Pirelli tires listed below) can be performed and submitted within the coverage limits described in this bulletin.

Checking the vehicle's wheel alignment and adjusting is excluded.

### Tire Replacement - Required Documentation

Please document the inner shoulder tire wear with digital date and time-stamped images of the vehicle's affected 20-inch Michelin Pilot Sport 3 tires and maintain this documentation in the corresponding Vehicle History File at your center, BMW may request this image documentation during the claim review process.

**Tire replacements for any other reason, including outside influence, are also not included under this Special Tire-Specific Support Program.**

## PARTS INFORMATION

**Through BMW DealerTire Program Only: Obtain and invoice the replacement tire part numbers below that apply.**

Part Number	Description	Quantity
36 11 2 471 812	GOODYEAR EAGLE F1 ASYM 3 ROF BMW MOE (245/35R20 95Y)	2
And:		
36 11 2 451 099	Goodyear Eagle F1 Asymmetric 3 ROF (275/30R20 97Y)	2

Or:

Part Number	Description	Quantity
36 11 2 450 167	Pirelli Pzero MOE xl bw (245/35R20 95Y)	2
And:		
36 11 2 459 981	Pirelli Pzero PZ4 luxury RFT MOE 275/30R20 97Y	2

And, as needed:

Part Number	Description	Quantity
Refer to ETK	Balance weight, zinc (xg)	As needed
Or:		
Refer to ETK	Balance weight, zinc, w. adhesive foil (xg)	As needed

Only order these **parts in the quantities needed** to address customers' vehicles that have a confirmed issue with their **Michelin brand Pilot Sport 3 (PS3 RFT) tires**.

## **CLAIM INFORMATION**

### **Special Tire-Specific Support Program for Certain 8 Series Model Vehicles**

BMW NA is administrating a Special Tire-Specific Support Program for irregular uneven inner shoulder tire wear should it occur on the above 8 Series model vehicles which are operated with the factory installed original equipment optional 20-inch wheels with Michelin Pilot Sport 3 (PS3 RFT) tires, as described in this bulletin, for the first 4 years (48 months) without a mileage limit, starting from the vehicle's original in-service date.

This special support program applies to the 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).

It is also subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that applies to repair claim submissions under the standard BMW vehicle coverages and programs.

**The applicable existing 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, eligible vehicles operated with other BMW or aftermarket wheels and tires are not covered by this tire-specific support program. This exclusion also applies to tire issues caused by outside influences, the diagnosis and repair of unrelated issues, and those repairs including consequential that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

### **Qualifying Repairs – Claim Submission**

When an eligible tire replacement is performed, reimbursement will be via normal claim entry utilizing the applicable work package information below and the part numbers listed above that apply.

<b>Defect Code:</b>	<b>3612900100</b>	<b>G14 G15 G16 (8 Series) Michelin 20 Inch Tires</b>
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### **The vehicle is already in the workshop**

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 70 793	Check tires, wheels and axles for damage and original condition. Replace four tires (includes balancing and initialize the tire pressure monitor)	28 FRU

Or:

**The vehicle arrives at your center for a covered repair under this Special Tire-Specific Support Program (No other Main work will be performed or claimed during this workshop visit)**

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 70 260	Check tires, wheels and axles for damage and original condition. Replace four tires (includes balancing and initialize the tire pressure monitor)	30 FRU

Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

### Claim Repair Comments

Unless otherwise required by State law, in the RO technician notes and the claim comments, reference the SIB number and the work package (Pkg) number performed (For example: B01 14 21 WP 1).

Also, please identify which tires on the vehicle had uneven inner shoulder wear and provide the corresponding measurements.

And:

### Sublet – Four Replacement Pirelli or Goodyear Tires (RO and Claim Comments Required)

<b>Sublet Code</b> 3	See the sublet reimbursement calculations below	Reimbursement for the tires (Do not use the BMW part numbers for claim submission)
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Sublet reimbursement calculation for the four (4) tires (BMW replacement Pirelli or Goodyear tire part numbers) is at the dealer net price amount plus your center's handling.

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

### Previous Customer-Pay Repairs

BMW of North America, LLC (BMW NA) will reimburse qualifying customer-pay repairs that were performed **prior** to the release of this Special Tire-Specific Support Program on an eligible 8 Series model vehicle.

Customer-pay repairs are subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that applies to all other repair claim submissions to BMW

### Repairs that Do Not Qualify for Reimbursement

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico, eligible vehicles operated with other BMW or aftermarket wheels and tires are not covered by this tire-specific support program. This exclusion also applies to tire issues caused by outside influences, the diagnosis and repair of unrelated issues, and those 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](http://www.BMW-RP.com) under the following reference:

- BR-STSP Michelin PS3/20 4YULM (8 Series)

### 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: BR-STSP Michelin PS3/20 4YULM (8 Series)  
 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 B011421 Customer Letter.pdf](#)



**BMW**

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

019751-T1-P1-000001

Sample  
Sample  
Sample



November 2021

This **“Important Special Tire-Specific Support Program”** information,” effective with the date listed above, applies to the BMW 8 Series model with the Vehicle Identification Number (VIN) of **WBAGV8C08LBP12345**.

Dear BMW Owner/Lessee:

BMW is committed to delivering the ultimate in product satisfaction to our customers.

Towards that end, for the above-referenced BMW 8 Series vehicle with the original equipment factory installed 20-inch optional wheels fitted with:

- **20-inch Michelin Pilot Sport 3 (PS3 RFT) tires.**

Should these tires on your 8 Series model vehicle experience irregular uneven inner shoulder wear, BMW is administrating a:

- **Special Tire-Specific Support Program for the first 4 years (48 months) without mileage limitation, starting from your vehicle’s original in-service date.**

Tires are warranted by their manufacturer, not by BMW of North America, LLC. Since this type of tire wear is not covered by the tire manufacturer’s warranty, BMW has decided to administer this Special Tire-Specific Support Program should this type of tire wear occur to your 8 Series model vehicle.

This tire-specific support program is subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that applies to repair claim submissions under the standard BMW vehicle coverages and programs.

**This is a notice of a “Special Tire-Specific Support Program” for certain BMW 8 Series vehicles. It is not a notice of a Recall, Service Action, BMW Limited Warranty, or a Wheel and Tire Protection Program.**

If the above-referenced vehicle is experiencing the issue described above, 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 inspect the Michelin tires. If the issue described above is confirmed, the 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, eligible vehicles operated with other BMW or aftermarket wheels and tires are not covered by this tire-specific support program. This exclusion also applies to tire issues caused by outside influences, the diagnosis and repair of unrelated issues, and those 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 we hope that the availability of this Special Tire-Specific Support Program will further enhance your ownership experience.

Sincerely,

BMW of North America, LLC

B-STSP Michelin PS3/20 4YULM (8 Series)

**Company**  
BMW of North America, LLC  
BMW Group Company

**Mailing Address**  
PO Box 1227  
Westwood, NJ  
07675-1227

**Website**  
[www.bmwusa.com](http://www.bmwusa.com)



## Previous Customer-Pay Repairs – Special Tire-Specific Support Program

### BMW of North America, LLC

November 2021

#### VIN WBAGV8C08LBP12345

For the BMW 8 Series 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 tire-specific repair program.

Customer-pay repairs are subject to the same vehicle eligibility requirements, limitations, and exclusions that also apply to the standard BMW vehicle coverages and programs.

#### Repairs that Do Not Qualify for Reimbursement

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico, eligible vehicles operated with other BMW or aftermarket wheels and tires are not covered by this tire-specific support program. This exclusion also applies to tire issues caused by outside influences, the diagnosis and repair of unrelated issues, and those 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](http://www.BMW-RP.com) under the following reference:

##### Covered Component Code

BR-STSP Michelin PS3/20 4YULM (8 Series)

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: BR-STSP Michelin PS3/20 4YULM (8 Series)  
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.



**BMW 8 Series with Original Equipment 20-inch Michelin Pilot Sport 3 Tires  
Special Tire-Specific Support Program  
4 Years/Unlimited 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 eligible Michelin Pilot Sport 3 (PS3 RFT) tire replacement 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?



**BMW 8 Series with Original Equipment 20-inch Michelin Pilot Sport 3 Tires  
Special Tire-Specific Support Program  
4 Years/Unlimited Miles**

**Frequently Asked Questions (FAQ)**

- 1. With the release of this notification, which BMW Group US models are potentially eligible for this Special Tire-Specific Support Program?**

<b>E-Series</b>	<b>MY</b>	<b>Model Description</b>
G14	2020	840i Convertible
G14	2020	840i xDrive Convertible
G14	2020	M850i xDrive Convertible
G15	2020	840i Coupe
G15	2020	840i xDrive Coupe
G15	2019-2020	M850i xDrive Coupe
G16	2020	840i Gran Coupe
G16	2020	840i xDrive Gran Coupe
G16	2020	M850i xDrive Gran Coupe

For the 8 Series model vehicles listed above that are equipped with the factory installed original equipment optional 20-inch wheels with Michelin Pilot Sport 3 (PS3 RFT) tires.

- 2. What is the specific issue with the optional 20-inch wheels with the Michelin Pilot Sport 3 (PS3 RFT) tires on the 8 Series vehicles?**

Over time, with normal operation of the vehicle, irregular uneven inner shoulder wear may occur on one or more of the tires.

- 3. What should I do if I notice a similar condition with my vehicle?**

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

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

If it is determined that your 20-inch Michelin Pilot Sport 3 (PS3 RFT) tires on your 8 Series are experiencing the issue described above, your tires will be replaced with another comparable brand of BMW approved tires, free of charge, under the terms of this 4-year, unlimited mileage Special Tire-Specific Support Program.

Checking and adjusting your vehicle's wheel alignment and/or tire replacements for any other reason are excluded from this Special Tire-Specific Support Program.

- 5. How can I access the tire manufacturers' warranty information?**

The tire manufacturers' warranty information is located separately in the BMW Service and Warranty Information Booklet area of the BMW USA website, it can be accessed from the link below:

<https://www.bmwusa.com/explore/bmw-value/bmw-ultimate-service/service-and-warranty-books.html>

Alternatively, you can use the QR code to the right, and for your vehicle, select the Model Year and the BMW model that applies.

You can also go directly to the manufacturer's website for the brand of tires that are currently installed on your BMW vehicle.

