



## SIB 01 01 21

2022-05-18

### N63R ENGINE THERMOSTAT: LTD WTY EXTENSION TO 15 YEARS/150,000 MILES

This Service Information bulletin (Revision 01) supersedes SI B01 01 21 **dated November 2021**

#### What's New:

- Content corrected and updated in the Situation, Cause and Procedure sections

## MODEL

E-Series	MY	Model Description	Production Dates	Engine
G11	2018	750i xDrive Sedan	July 28, 2017 to December 08, 2017	N63R
G12	2018	750Li Sedan	February 10, 2017 to February 26, 2018	N63R
G12	2018	750Li xDrive Sedan	February 09, 2017 to February 26, 2018	N63R
G12	2018	ALPINA B7 xDrive	February 28, 2017 to February 22, 2018	N63R
G30	2018	M550i xDrive Sedan	January 11, 2017 to June 26, 2018	N63R

**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-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 01 21 (DC 11 53 90 02 00). For this vehicle, the engine coolant thermostat 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

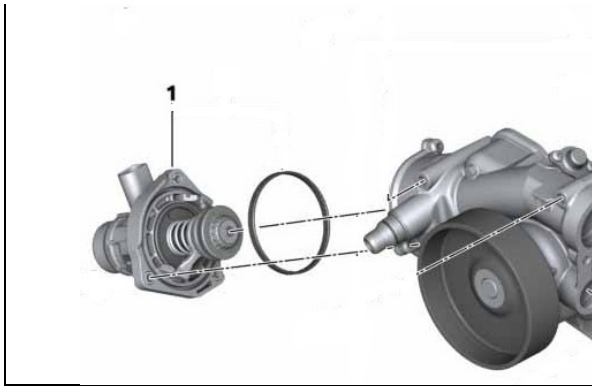
**Note:** Before performing a repair and submitting a claim, first confirm that the vehicle has the above Notice of Limited Warranty Extension in the DCSnet Warranty Inquiry Vehicle Comments section.

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

For the eligible vehicles, BMW of North America, LLC (BMW NA) is extending the limited warranty for the vehicle's **engine coolant thermostat (item # 1, shown)** to:



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

This component-specific limited warranty extension applies to defects in materials or workmanship.

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

Over time, the engine coolant thermostat may fail.

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

Additionally, there could be a loss of engine coolant and/or an issue with the engine's operating temperature. In these situations, the low coolant level, and/or engine temperature indicator lamps, and the corresponding Check Control Messages (CCMs) will also display.

### 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 and when applicable, replace the engine coolant thermostat.

### 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	Thermostat with characteristics control	1
Refer to ETK	Gasket Ring	1
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 exclusion 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, 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**

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

<b>Defect Code:</b>	<b>1153900200</b>	<b>G11 G12 G30 N63R US Thermostat</b>
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### **Thermostat - With corresponding fault codes stored and the MIL is illuminated**

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
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 (See below)	2 FRU
And:		
11 53 500	Removing and installing/replacing coolant thermostat	Refer to AIR
Or:		
11 53 502	Removing and installing/replacing coolant thermostat (front underbody protection removed) <b>(see below for the ALPINA B7 xDrive)</b>	Refer to AIR
Or:		
11 53 700	Removing and installing/replacing coolant thermostat (Coolant already drained to perform another repair)	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 Check is included in another repair.

Or, for a:

#### Thermostat - Coolant leak without the MIL illuminated

Labor Operation	Description	Labor Allowance
17 00 009	Check the cooling system for watertightness with the special tool (Main work) <b>(Excluding ALPINA B7)</b>	Refer to AIR
Or:		
17 99 000	Work time to check the cooling system for watertightness with the special tool (Main work) <b>(ALPINA B7 only)</b>	4 FRU
Or:		
17 00 509	Check the cooling system for watertightness with the special tool (Plus work) <b>(Excluding ALPINA B7)</b>	Refer to AIR
Or:		
17 99 000	Work time to check the cooling system for watertightness with the special tool (Main work) <b>(ALPINA B7 only)</b>	2 FRU
And:		
11 53 500	Removing and installing/replacing coolant thermostat	Refer to AIR
Or:		
11 53 502	Removing and installing/replacing coolant thermostat (front underbody protection removed) <b>(see below for the ALPINA B7 xDrive)</b>	Refer to AIR
Or:		
11 53 700	Removing and installing/replacing coolant thermostat (Coolant already drained to perform another repair)	Refer to AIR

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

Work time labor operation codes 61 00 006, 00 58 500 and 17 99 000 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 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.

### **ALPINA B7 xDrive – Labor Operation 00 53 502**

If labor operation 11 53 502 would apply when this repair is being performed on an applicable ALPINA B7 xDrive vehicle, claim labor operation 11 53 500 instead and reduce that stated FRU allowance to be claimed by 6 FRU.

### **Sublet – Bulk Materials (RO and Claim Comments Required)**

<b>Sublet Code</b> <b>4</b>	See the sublet reimbursement calculations below	Reimbursement for replacing the drained quantity of antifreeze/coolant (Bulk container). Please do not use this 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. When using the concentrate, 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.

### **Consequential Repair**

When additional work and/or part replacements are required as a direct result of the issue described in this Service Information bulletin, claim these items under the 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 what) on the repair order and in the claim comments section.

### **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-specific 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. 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](http://www.BMW-RP.com) under the following reference:

- **B-ELWR Engine Thermostat 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 Engine Thermostat 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	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts inquiries	Submit an IDS ticket to the Parts Department

### Supporting Materials

[picture\\_as\\_pdf B010121 Customer Letter.pdf](#)



**BMW**

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

019352-T1-P1-000076

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 **WBAJB9C59JB12345**.

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 Coolant Thermostat**

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 Engine Thermostat 15Y150M

**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 – Limited Warranty Extension Reimbursement

### BMW of North America, LLC

November 2021

#### VIN WBAJB9C59JB012345

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 limitation 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. 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](http://www.BMW-RP.com) under the following reference:

##### Covered Component Code

B-ELWR Engine Thermostat 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 Engine Thermostat 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.





## Engine Coolant Thermostat: 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?



## Engine Coolant Thermostat: 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?**

<b>E-Series</b>	<b>MY</b>	<b>Model Description</b>	<b>Engine</b>
G11	2018	750i xDrive Sedan	N63R
G12	2018	750Li Sedan	N63R
G12	2018	750Li xDrive Sedan	N63R
G12	2018	ALPINA B7 xDrive	N63R
G30	2018	M550i xDrive Sedan	N63R

- 2. What is the specific issue with the engine coolant thermostat?**

Over time, the electronically controlled engine coolant thermostat, either electrically and/or mechanically, may fail to properly activate.

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

Should an engine thermostat operational malfunction occur, your vehicle will store the corresponding fault codes that will be generated, and the Malfunction Indicator Lamp (MIL) will illuminate.

Additionally, there could be a loss of engine coolant and/or an issue with the engine's operating temperature. In these situations, the low coolant level, and/or engine temperature indicator lamps, and the corresponding Check Control Messages (CCMs) will also display.

- 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 engine coolant thermostat 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.

