



## SIB 01 14 18

Exhaust-Gas Recirculation (EGR) Valve (N57T) Ltd Wty Ext To 10 Yrs/120,000 Miles

2022-06-17

This Service Information bulletin (Revision 01) supersedes SI B01 14 18 dated **September 2018**

### What's New:

- SIM format updated complete
- Sublet code 4 to replace the drained coolant added.

## MODEL

E-Series	MY	Model Description	Production Dates	Engine
F10	2014	535d Sedan	July 8, 2013 to June 27, 2014	N57T
F10	2014	535d xDrive Sedan	June 17, 2013 to June 27, 2014	N57T
F15	2014	X5 xDrive35d	June 25, 2013 to July 31, 2014	N57T

**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, in the DCSnet Warranty Vehicle Inquiry Component-specific Vehicle Comment shown below:

**Please see SI B01 14 18 (DC 11 71 90 02 00): For this vehicle, the engine's Exhaust-Gas Recirculation (EGR) Valve 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 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>GRUSB0117-32</p>	<p>For the eligible vehicles, BMW of North America, LLC (BMW NA) is extending the limited warranty for the vehicle's <b>Exhaust-Gas Recirculation (EGR) Valve</b> to:</p> <ul style="list-style-type: none"> <li>• <b>10 years/120,000 miles as determined by the vehicle's original in-service date.</b></li> </ul>
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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 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 sent VIN-specific customer notification letters.

### CAUSE

The malfunction indicator lamp (MIL) lights up and vehicle engine may begin jerking or have sporadic idle fluctuations.

One or more of the following fault memory may be stored.

FC	Description
255C00	EGR controller, position control: Valve too wide open/negative control deviation
272F00	Exhaust-gas recirculation valve, plausibility: mechanically faulty, near open position
272E00	Exhaust-gas recirculation valve, plausibility: mechanically faulty, near closed position
290900	Air system, air to EGR exhaust mass flow, plausibility measured air mass compared to calculated air mass too high
257E00	EGR controller, position sensor, signal: Interruption or short circuit to ground
255D00	EGR controller, actuation: Interruption
255B00	EGR controller, position control: Valve too wide closed/positive control deviation
290B00	Air system, air to EGR air mass flow, plausibility: measured air mass compared to calculated air mass too low
240500	Exhaust-gas recirculation control, control deviation: Air mass too high/negative control deviation
240400	Exhaust gas recirculation control, control deviation: Air mass too low/positive control deviation
273600	EGR controller position, long-term drift: Position deviation too high (current/new condition)

Over time, the exhaust-gas recirculation (EGR) valve may fail, causing the issues above to occur.

### CORRECTION

Follow the instructions in the PROCEDURE section.

### PROCEDURE

If the above-mentioned fault memory entries are stored, run through the test module(s) and in particular, if an EGR valve with the PN 11 71 7 810 871 is found installed on a model vehicle identified in this bulletin, replace the EGR valve and clear the fault code memory.

Additionally, any repairs to address other stored EGR faults which require the replacement of a failed EGR valve are also covered under the terms of this component's extended time and mileage coverage that is 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
Refer to ETK	EGR-valve	1

Only order these **parts in the quantities needed** to address customers' vehicles that have confirmed failures.

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalogue, or other approved BMW resources, according to the respective vehicle type. Invoiced these items separately under the repair Defect Code below.

Part Number	Description	Quantity
82 14 1 467 704	BMW Antifreeze (1 Gallon Concentrate)	Sublet

## CLAIM INFORMATION

This component-specific coverage 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.

## 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, or issues due to outside influence 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

<b>Defect Code:</b>	<b>1171900200</b>	<b>F10 F15 N57T US version, exhaust-gas recirculation valve</b>
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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:		
00 65 754	Replacing exhaust gas recirculation valve (after vehicle diagnosis)	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.

And:

### Sublet – Bulk Material

<b>Sublet Code</b> <b>4</b>	Up to \$30.00	Reimbursement for the repair-related bulk material (PN 82 14 1 467 704 (Do not use the BMW part number for claim submission)
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Sublet reimbursement calculation for claiming the applicable repair-related bulk material (BMW part number) is at the dealer net price for the quantity used plus your center's handling.

BMW Antifreeze/Coolant: For the one-gallon concentrate part number, the quantity for a 50/50 coolant/water solution. Claim the corresponding sublet dollar amount for the quantity needed to replace what was drained.

### 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 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, or issues due to outside influence 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](http://www.BMW-RP.com) under the following reference:

- B-ELWR 2018 N57T Exhaust-Gas Recirculation (EGR) Valve 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 2018 N57T Exhaust-Gas Recirculation (EGR) Valve 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.

## **FEEDBACK REGARDING THIS BULLETIN**

Technical Feedback	To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	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 Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

Supporting Materials

[picture\\_as\\_pdf B01\\_10\\_14\\_18 - Customer letter Proof.pdf](#)



P.O. Box 619063  
Dallas, TX 75261-9063  
DO NOT MAIL REPAIR ORDER TO THIS ADDRESS

4-777-H346A-0000007-001-000-000-000-000



July 2018

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

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 Exhaust-Gas Recirculation (EGR) Valve**
- **"Engine Exhaust-Gas Recirculation (EGR) Cooler"**

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 extensions apply 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(s).

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

B-ELWR 2018 N57T Exhaust-Gas Recirculation (EGR) Valve 10Y120M

777-3000-0714

**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

July 2018

#### VIN GGGGGGGGGGGGGGGGGGG

Under these extended limited warranties, 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 these component-specific limited warranty extensions.

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

##### Covered Component Code

B-ELWR 2018 N57T Exhaust-Gas Recirculation (EGR) Valve/Cooler 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 2018 N57T Exhaust-Gas Recirculation (EGR) Valve/Cooler 10Y120M  
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.

For all other questions, please contact BMW’s Customer Relations and Services via email at [Customerrelations@bmwusa.com](mailto: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.

B-ELWR 2018 N57T Exhaust-Gas Recirculation (EGR) Valve/Cooler 10Y120M

## N57T Engine-Gas Recirculation (EGR) Valve/Cooler: 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 components that are 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?