



SIB 01 12 19

2022-08-09

FRONT GRILLE UPPER/LOWER ACTIVE AIR FLAPS: LTD WTY EXT TO 15 YEARS/150,000 MILES

This Service Information bulletin (Revision 06) supersedes SI B01 12 19 **dated August 2021**

What's New:

- The 2018 MY 540d and the 2019 MY X3/X4 M40i, 530i, 540i, 750i/750Li, M550i and 640i and xDrive have been added.
- The 2017, 2018, 2019 MY 740i/740Li, M760i and 640i and xDrive have been added.
- The Cause, Procedure, Part, and the Claim Information Sections have been updated.

MODEL

| E-Series | MY | Model Description | Production Dates | Engine |
|----------|--------------|--------------------------|--|--------|
| G01 | 2018 to 2019 | X3 xDrive30i | July 13, 2017 – July 29, 2019 | B46O |
| G01 | 2019 | X3 sDrive30i | March 29, 2018 – July 29, 2019 | B46O |
| G01 | 2018 to 2019 | X3 M40i | July 12, 2017 – July 28, 2019 | B58M |
| G02 | 2019 | X4 xDrive30i | May 17, 2018 – July 27, 2019 | B46O |
| G02 | 2019 | X4 M40i | March 13, 2018 – July 15, 2019 | B58M |
| G12 | 2017 to 2019 | 740Li Sedan | June 14, 2016 to February 22, 2019 | B58M |
| G12 | 2017 to 2019 | 740Li xDrive Sedan | February 09, 2016 to February 22, 2019 | B58M |
| G12 | 2018, 2019 | 750Li Sedan | February 10, 2017 - February 22, 2019 | N63R |
| G12 | 2018, 2019 | 750Li xDrive Sedan | February 9, 2017 – January 30, 2019 | N63R |
| G12 | 2017 to 2019 | M760Li xDrive Sedan | April 28, 2016 to February 15, 2019 | N74B |
| G12 | 2018 | ALPINA B7 xDrive | February 28, 2017 - February 22, 2018 | N63R |
| G30 | 2017 to 2019 | 530i Sedan | November 3, 2016 – June 11, 2019 | B46O |
| G30 | 2017 to 2019 | 530i xDrive Sedan | November 3, 2016 – June 18, 2019 | B46O |
| G30 | 2018 | 540d xDrive Sedan | January 29, 2018 to June 25, 2018 | B57O |
| G30 | 2018 to 2019 | 540i Sedan | June 19, 2017 - June 24, 2019 | B58M |
| G30 | 2018 to 2019 | 540i xDrive Sedan | June 26, 2017 - June 25, 2019 | B58M |
| G30 | 2018 to 2019 | M550i xDrive Sedan | June 11, 2017 - June 27, 2019 | N63R |
| G32 | 2018 to 2019 | 640i xDrive Gran Turismo | February 15, 2017 - June 27, 2019 | B58M |

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

The 2018 MY 540d and the 2019 MY X3/X4 M40i, 530i, 540i, 750i/750Li, M550i and 640i and xDrive, the 2017, 2018, 2019 MY 740i/740Li, M760i and 640i and xDrive have been added to this bulletin update dated August 2022

The MY 2018 & MY 2019 G01, MY 2019 G02, and MY 2017 & MY 2018 G30 vehicles has been added to this bulletin update dated October 2020.

The 2018 MY G32 with the B58M engine has been added to this bulletin update dated May 2020.

Note: For upper and lower active air flap extended limited warranty coverage that applies to other vehicles, refer to SI B01 01 19 and B01 04 21.

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 12 19](#) (DC 51 64 90 01 00). For this vehicle, the Radiator Grille Upper and Lower Active Air Flaps 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 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.

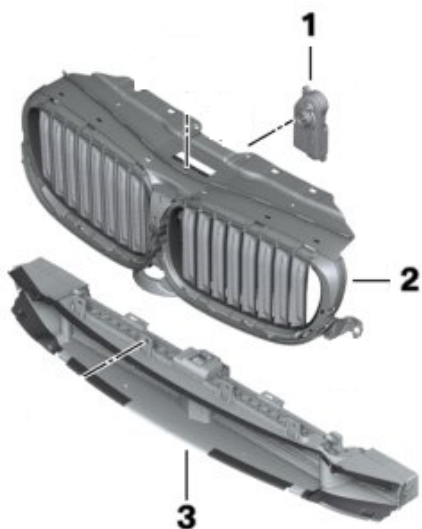
If you have Extended Limited Warranty (ELW) eligibility and/or coverage questions, please contact the Warranty department through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections prior to performing any repair.

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 **Radiator Grille Upper and Lower Active Air Flaps** 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 exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.
- Air flap issues caused by debris/blockage from outside influences is not a defect in materials or workmanship and is not claimable
- During the extended limited warranty coverage period (Eligible vehicles that are beyond the 4 year/50,000 mileage New Vehicle Limited Warranty coverage), Active Air Flap cosmetic defect issues are not covered.

1. Air flap control (link) active, upper (G12, G30 and G32)
2. Air flap control (drive), active, upper
3. Air flaps, upper (assembly)
4. Air flaps, lower (assembly)

For eligible MY 2017 BMW 530i (B460) vehicles that are currently registered in the State of California (CA) or a State that has fully adopted the State of California PZEV/SULEV regulation (CT, ME, MD, MA, NJ, NY, RI, and VT), the standard emission-related coverage for the Radiator Front Grille Air Vent Flaps is 15 years/150,000 miles.

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.

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

A check control message or MIL (Malfunction Indicator Lamp) may be illuminated with faults stored related to the upper and/or lower active air flap(s).

Potential causes include:

- Faulty upper air flap link (G12, G30, G32)
- Faulty upper air flap actuator (G01, G02, G12, G30, G32)
- Faulty upper flap assembly (G01, G02, G12, G30, G32)
- Faulty lower air flap assembly (G01, G02, G12, G30, G32)
- Software error in the DME affecting the upper flap (G01, G02 only)

Or:

Upon visual inspection, the passenger side upper active air flaps are either stuck open or closed, and they will not move and there are no faults stored for the active air flaps (With no check control message or check engine light or displaying)

CORRECTION

Follow the instructions in the PROCEDURE section.

PROCEDURE

Determine what is the vehicle's current I-level by either using AIR or the Key reader/ISPA NEXT application, so if needed, this information is available.

If an applicable Model vehicle arrives at your center with the issue described above, perform the corresponding diagnosis.

Depending on the root cause, vehicle model, and the location of flap (upper or lower) at issue, as determined and/or as instructed, the vehicle may require one or more of the following correction repairs:

- Upper air flap link (G12, G30, G32)
- Upper air flap actuator
- Upper air flap assembly
- Lower air flap assembly
- Software update (G01, G02)

Follow the diagnostic suggestions in [SI B51 12 19](#) and [SI B51 22 19](#) (Retaining pin G12, G30, G32) as applicable to determine which repair is required for a specific vehicle.

PARTS INFORMATION

G12, G30 and G32

| Part Number | Description | Quantity |
|-----------------|---------------|----------|
| 51 12 9 850 687 | Retaining pin | 1 |

To determine the part number below that applies to the specific vehicle being repaired, enter the VIN/chassis number either in ETK or AIR, this considers the specific vehicle's equipment and/or options which is necessary for this selection process.

| Part Number | Description | Quantity |
|--------------|---|----------|
| Refer to ETK | Air flap control (drive), active, upper (see below) | 1 |
| Or: | | |
| Refer to ETK | Air flaps, upper (assembly) | 1 |
| And/or: | | |
| Refer to ETK | Air flaps, lower (assembly) | 1 |

Important: If the **Air flap control (drive), active, upper** is the issue and it **is available separately** (per ETK), then only replace the upper flap drive to correct this issue.

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.

For eligible MY 2017 BMW 530i (B460) vehicles that are currently registered in the State of California (CA) or a State that has fully adopted the State of California PZEV/SULEV regulation (CT, ME, MD, MA, NJ, NY, RI, and VT), the standard emission-related coverage for the Radiator Front Grille Air Vent Flaps is 15 years/150,000 miles.

Note: For upper and lower active air flap extended limited warranty coverage that applies to other vehicles, refer to [SI B01 12 19](#) and B01 04 21.

Active cooling damper control-related fault codes/repairs that are caused by debris/blockage from outside influences is not a defect in materials or workmanship and is not claimable.

During the extended limited warranty coverage period (Eligible vehicles that are beyond the 4 year/50,000 mileage New Vehicle Limited Warranty coverage), Active Air Flap cosmetic defect issues are not covered.

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 issues beyond the scope of this component-specific coverage, or that are due to outside influences, or any other unrelated issues are not covered by this limited warranty extension. 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.

Qualifying Repairs - Claim Submission

| | | |
|---------------------|-------------------|-----------------------------------|
| Defect Code: | 5164900100 | Gx Air flap control system |
|---------------------|-------------------|-----------------------------------|

Retaining Pin (link) Replacement

G12 except the ALPINA B7

| Labor Operation | Description | Labor Allowance |
|-----------------|---|-----------------|
| 51 64 002 | Removing and installing top air flap control (Drive) (Main work) | Refer to AIR |
| Or: | | |
| 51 64 502 | Removing and installing top air flap control (Drive) (Plus work) | Refer to AIR |
| And: | | |
| 51 00 001* | Diagnosis and visually inspect the top air flap control (Drive) (Plus work) | 2 FRU |
| Or | | |
| 00 58 500* | Diagnosis Worktime Flat Rate (See below) (Plus work) | 2 FRU |
| And: | | |
| 51 99 000 | Work time for installing the retaining pin for linkage of the air flap | 1 FRU |

Or, when a:

G30 and G32 vehicle arrives at your center for this Repair (No other Main work will be performed/claimed during this workshop visit)

| Labor Operation | Description | Labor Allowance |
|-----------------|---|-----------------|
| 51 00 001* | Diagnosis and visually inspect the top air flap control (Drive) (Main work) | 3 FRU |
| Or | | |
| 00 58 000* | Diagnosis Worktime Flat Rate (See below) (Main work) | 3 FRU |
| And: | | |
| 51 74 702 | Installing the retaining pin for linkage of the air flap | Refer to AIR |

Or, when a:

G30 and G32 vehicle is already in the workshop

| Labor Operation | Description | Labor Allowance |
|-----------------|---|-----------------|
| 51 00 001* | Diagnosis and visually inspect the top air flap control | 2 FRU |

| | | |
|------------|--|--------------|
| | (Drive) (Plus work) | |
| Or | | |
| 00 58 500* | Diagnosis Worktime Flat Rate (See below) (Plus work) | 2 FRU |
| And: | | |
| 51 74 702 | Installing the retaining pin for linkage of the air flap | Refer to AIR |

Or, for the:

G12 ALPINA B7 Model only

| Labor Operation | Description | Labor Allowance |
|-----------------|---|-----------------|
| 51 99 000 | Work time for removing and installing top air flap control (Drive) (Main work) and replacing link. | 16 FRU |
| Or: | | |
| 51 99 000 | Work time for removing and installing top air flap control (Drive) (Plus work) and replacing link. | 15 FRU |

Or:

A check engine light or check control message is present for the active air flaps behind the kidney grilles.

| 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 |

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.

And, as required for the:

G01, G02 and G12 (excluding the ALPINA B7)

| Labor Operation | Description | Labor Allowance |
|-----------------|---|-----------------|
| 51 64 700 | Replacing top flap control (including the drive only, if available and applicable) (after vehicle diagnosis) | Refer to AIR |
| Or: | | |
| 51 64 705 | Replacing bottom flap control (after vehicle diagnosis) | Refer to AIR |

| | | |
|-----------|--|--------------|
| Or: | | |
| 51 64 715 | Replacing top (including the drive only , if available and applicable) and bottom air flap control (after vehicle diagnosis) | Refer to AIR |

Or, as required for the:

G30 and G32 (excluding the ALPINA B7)

| Labor Operation | Description | Labor Allowance |
|-----------------|---|-----------------|
| 51 74 610 | Replace upper air flap control active (after vehicle diagnosis) | Refer to AIR |
| Or: | | |
| 51 74 600 | Replace the upper air flap (after vehicle diagnosis) | Refer to AIR |
| Or: | | |
| 51 74 602 | Replace upper air flap and air duct (after vehicle diagnosis) | Refer to AIR |
| Or: | | |
| 51 74 601 | Replacing bottom air duct (lower) (after vehicle diagnosis) | Refer to AIR |
| Or: | | |
| 51 74 620 | Replace upper air flap control active and air duct lower (after vehicle diagnosis) | Refer to AIR |

Or, as required for the:

G12 (ALPINA B7 Model only)

| Labor Operation | Description | Labor Allowance |
|-----------------|---|-----------------|
| 51 99 000 | A. Work time for replacing top flap control (including the drive only , if available and applicable) (after vehicle diagnosis) | 15 FRU |
| Or: | | |
| 51 99 000 | B. Work time for replacing bottom flap control (after vehicle diagnosis) | 11 FRU |
| Or: | | |
| 51 99 000 | C. Work time for replacing top (including the drive only , if available and applicable) and bottom air flap control (after vehicle diagnosis) | 15 FRU |

And, additionally for

Vehicles equipped with an ACC Sensor that require a Bottom Air Flap replacement

| Labor Operation | Description | Labor Allowance |
|-----------------|---|-----------------|
| 66 99 000 | Work time to prepare the lower active flap for the re-install of the ACC sensor (with 51 64 705, 51 64 715, ALPINA repair B or ALPINA repair C) | 3 FRU |
| And: | | |
| 66 31 502 | Adjusting ACC sensor | Refer to AIR |

Work time labor operation codes 61 00 006, 51 99 000, 00 58 500 and 66 99 000 are not considered a Main labor operation.

* 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, for the:

G01, G02 Only (When necessary, as outlined in the SI B51 12 19 PROCEDURE section and/or per the ISTA Diagnosis)

| Labor Operation | Description | Labor Allowance |
|-----------------|--------------------------------------|-----------------|
| 61 00 730 | Programming/encoding control unit(s) | Refer to AIR |

During the workshop visit for this repair procedure, the above vehicles may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

If you should have this situation, update the vehicle to the required I-level or higher by performing and submitting for it through one of these open Technical Campaigns instead.

Please be sure to also perform any additional work the campaign repairs require and/or close the remaining open programming and encoding the Campaign repairs as outlined in the corresponding Service Information Bulletin.

Only if the situation above does not apply, the additional flat rate labor operation code above to perform the programming and encoding procedure is then claimable within the work procedures and coverage guidelines described in this bulletin.

Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)

The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software I-level. If one or more control module failures occur during this programming procedure:

Please claim this consequential control module-related repair work (including performing the IRAP Control Unit Recovery procedure first as required, refer to the SIB in AIR) under the defect code listed in this bulletin with the applicable AIR labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section

For control module failures that occurred prior to performing this programming procedure:

When covered under an applicable limited warranty, claim the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis).

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.

The 2018 MY 540d and the 2019 MY X3/X4 M40i, 530i, 540i, 750i/750Li, M550i and 640i and xDrive, the 2017, 2018, 2019 MY 740i/740Li, M760i and 640i and xDrive have been added to this bulletin update dated August 2022.

The MY 2018 & MY 2019 G01, MY 2019 G02, and MY 2017 & MY 2018 G30 vehicles has been added to this bulletin update dated October 2020.

The 2018 MY G32 with the B58M engine has been added to this bulletin update dated May 2020.

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 issues beyond the scope of this component-specific coverage, or that are due to outside influences, or any other unrelated issues are not covered by this limited warranty extension. 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 Radiator Grille Air Flaps 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 Radiator Grille Air Flaps 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.

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 B011219 Customer Letter V5.pdf](#)



BMW

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

030457-T1-P1-000001

Sample



Sample

Sample



August 2022

This **“Important Limited Warranty Information,”** effective with the date listed above, applies to the BMW model with the Vehicle Identification Number (VIN) of **5UXUJ5C50K1234567**.

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:

- **Radiator Front Grille Air Vent Flaps**

On the above-referenced vehicle to:

- **15 years/150,000 miles, as determined from 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 “component-specific 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 “component-specific” extended limited warranty coverage applies. After vehicle inspection and diagnosis, 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, and/or the diagnosis and repair of other unrelated issues are not covered by this component-specific 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 Frt Grille Air Vent Flaps 15Y150M (2022) (Sample)

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

August 2022

VIN 5UXUJ5C50K [REDACTED]

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 are not covered by this component-specific 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

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 Frt Grille Air Vent Flaps 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.

Alternative Method to Request Reimbursement

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

BMW Customer Reimbursement Center
Attention: B-ELWR Frt Grille Air Vent Flaps 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.



BMW Front Grille Air Vent Flaps: 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 (either a scan, photo, PDF, and/or screenshots) of the following documentation with your name, address, and your preferred contact telephone number(s) and email addresses:

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 component-specific extended limited warranty.

Proof of Payment

In addition to the above, 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”
- ☐ Cancelled check
- ☐ Signed credit/debit card receipt
- ☐ Credit/debit card statement

Unreadable, altered/modified, incomplete and/or non-authentic documentation **will not** be accepted.

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 Front Grille Air Vent Flaps: Limited Warranty Extension to 15 Years/150,000 Miles

Frequently Asked Questions (FAQ)

1. Which BMW Group US models are potentially eligible for this component-specific Limited Warranty Extension?

| E-Series | Model Years | Model Description | Engine |
|----------|--------------|--------------------------|--------|
| G01 | 2019 | X3 M40i | B58M |
| G02 | 2019 | X4 M40i | B58M |
| G11 | 2019 | 750i xDrive Sedan | N63R |
| G12 | 2017 to 2019 | 740Li Sedan | B58M |
| G12 | 2017 to 2019 | 740Li xDrive Sedan | B58M |
| G12 | 2019 | 750Li Sedan | N63R |
| G12 | 2019 | ALPINA B7 xDrive | N63R |
| G12 | 2019 | 750Li xDrive Sedan | N63R |
| G12 | 2017 to 2019 | M760i xDrive Sedan | N74B |
| G30 | 2019 | 530i Sedan | B46O |
| G30 | 2019 | 530i xDrive Sedan | B46O |
| G30 | 2019 | 540i Sedan | B58M |
| G30 | 2019 | 540i xDrive Sedan | B58M |
| G30 | 2019 | M550i xDrive Sedan | N63R |
| G30 | 2018 | 540d xDrive Sedan | B57O |
| G32 | 2019 | 640i xDrive Gran Turismo | B58M |

2. What is the specific issue with the Radiator Front Grille Air Vent Flaps?

The Active Air Flaps open and close to manage the engine warming and cooling temperatures while maximizing the vehicle's aerodynamic efficiency. System activation is dependent on several engine temperature thresholds and the speed of the vehicle.

A mechanical and/or electrical issue may cause the Active Air Flaps not to operate properly, this can cause them to either remain stuck open or closed.

3. How does this affect my vehicle?

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 Radiator Front Grille Air Vent Flaps has the issue described above, the applicable and eligible repair will be performed free of charge under the terms of this 15 year/150,000-mile extended limited warranty coverage.

Note: Air flap issues caused by debris/blockage due to outside influences is not a defect in materials or workmanship. During the extended limited warranty coverage period (Eligible vehicles that are beyond the 4 year/50,000 mileage New Vehicle Limited Warranty coverage), Frt Grille Air Vent Flap cosmetic-related defect issues are not covered.

