



SIB 01 05 20

2024-01-23

N47/N57 DIESEL ENGINE EGR COOLER EXT LTD WTY (ELW) 10 YRS WITHOUT MILEAGE LIMIT

This Service Information Bulletin (Revision 2) replaces SI B01 05 20 **dated June 2020**.

What's New:

- SIB title updated.
- 21V-907 Recall Repair-Related Parts Warranty coverage and the ELW exclusion information has been added.
- The Model, Situation, Procedure and Clam Information sections have been updated.
- Attachment references have been updated.

MODEL

E-Series	Model Year	Model Description	Production Dates	Engine	Recall SIB
F02	2015	740Ld xDrive	February 13, 2014 to May 08, 2015	N57T	B11 10 21
F10	2014 to 2016	535d Sedan	July 08, 2013 to September 30, 2016	N57T	B11 08 21
F10	2014 to 2016	535d xDrive Sedan	July 04, 2013 to September 21, 2016	N57T	B11 08 21
F15 (A)	2014 to 2015	X5 xDrive35d	January 02, 2014 to November 23, 2015	N57T	B11 10 21
F15 (B)	2016 to 2018	X5 xDrive35d	January 05, 2016 to June 30, 2018	N57T	B11 08 21
F25	2015 to 2017	X3 xDrive28d	December 02, 2013 to December 21, 2016	N47T	B11 11 21
F30	2014 to 2018	328d Sedan	June 24, 2013 to October 11, 2018	N47T	B11 09 21
F30	2014 to 2018	328d xDrive Sedan	July 01, 2013 to October 11, 2018	N47T	B11 09 21
F31	2014 to 2018	328d xDrive Sports Wagon	June 21, 2013 to December 10, 2018	N47T	B11 09 21

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

Eligible Vehicles

If the EGR Cooler 21V-907 Recall Repair Campaign shows open on a vehicle that's in your workshop, and it requires this repair, perform the Recall repair that applies. Submit, and claim for this Recall repair as outlined in the corresponding Service Information Bulletin.

This EGR cooler-specific ELW coverage DOES NOT apply in this situation.

If there is a subsequent failure of part that was replaced/installed to perform the 21V-907 EGR Recall repair, refer to the Procedure section below for important ELW exclusion and part warranty claim submission information.

To assist you in identifying those vehicles that have this component and issue-specific (leakage), the following Vehicle Comment will show in the VIN-specific DCSnet Warranty Vehicle Inquiry:

Please see SI B01 05 20 (DC 11 71 90 04 00). For this vehicle, the Exhaust Gas Recirculation (EGR) Cooler limited warranty for defects in materials or workmanship has been extended to 10 years without mileage limit 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 above notice shows, confirming that it applies to the vehicle.

If you have 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>For the eligible vehicles, BMW of North America, LLC (BMW NA) is extending the limited warranty for the vehicle's Exhaust Gas Recirculation (EGR) Cooler (shown) to:</p> <ul style="list-style-type: none"> • 10 years without mileage limit as determined by the vehicle's original in-service date.
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- This component and issue-specific limited warranty extension applies to defects in materials and/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 Service Action or Recall; however, a separate Recall Service Information Bulletin repair may apply.

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 vehicle demonstrates a power loss and the malfunction indicator lamp (MIL) on.

The following fault codes may be stored in the DDE:

24CE00	Hot film air mass meter: Ratio of measured to calculated air mass too high
27F000	Charge air hose monitoring in idle: Charge air hose fallen down
290900	Air system, air to EGR air mass flow plausibility: Measured air mass compared to calculated air mass too high
290A00	Air system, air to EGR air mass flow plausibility: measured air mass compared to calculated air mass too high and high charging pressure control deviation

Additionally, the customer may also state that from the engine compartment there is:

- A whistling noise
- A diesel exhaust smell; and/or

- A smell of melted plastic

The intake manifold (intake system) is found to have thermal deformation or damage. Melt-through may also be found in the area of the EGR inlet and randomly around the intake system.

The reasons for the CAUSE, can be:

1. Excessive thermal load from the EGR system on the intake components; which results with
2. Excessive unmetered air leaks on the intake/charge air system

CORRECTION

Follow the instructions in the PROCEDURE section.

PROCEDURE

EGR Cooler-Related Repairs after the 21V-907 Recall Repair was Completed

The EGR cooler and the corresponding other parts that were replaced/installed to perform the 21V-907 Recall repair are covered by the BMW two (2) year, unlimited mileage (Type 2) parts warranty, should a subsequent related part failure occur due to defects in materials and/or workmanship.

The “start date” for the part warranty coverage is the “repair/claim date” that was entered for the 21V-907 Recall claim submission. This “warranty start date” applies to all related and eligible subsequent part warranty replacements, even if the eligible Recall-related part should fail more than one time during the 2-year parts warranty coverage period.

EGR Cooler ELW-Related Repairs that Qualify

Only after the 21V-907 EGR Recall repair is completed, and the corresponding two (2) year Recall-related parts warranty coverage has expired, if it is still active, then the EGR cooler ELW coverage applies.

Follow the applicable attachment to diagnose and repair the vehicle:

- For N47T engines – B010520 N47T Attachment 1; or
- For N57T engines – B010520 N57T Attachment 2

PARTS INFORMATION

To determine the part number that applies to the specific vehicle being repaired, enter the VIN/chassis number into either ETK or AIR, this will consider the specific equipment and/or options that are fitted to the vehicle.

Part Number:	Description:	Quantity:
Refer to ETK/AIR	Exhaust gas cooler low temperature	1
Or		
Refer to ETK/AIR	Exhaust gas cooler high temperature	1

Together with the ETK/AIR listed:

- “Only in conjunction with” part numbers, and when applicable, the
- “Only compatible with” part numbers

That apply to the vehicle being repaired.

Note: The replacement O-ring is included with replacement EGR valves.

And when required:

Additional Work – Part Numbers

Part Number:	Description:	Quantity:
Refer to ETK/AIR	Sensor boost pressure N47 N57	1
Refer to ETK/AIR	Intake pipe with air flap control	1

Bulk Material - Sublet

Part Number:	Description:	Quantity:
82 14 1 467 704	Coolant (1 gallon concentrate)	Sublet as needed

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/AIR), are to be selected from the Electronic Parts Catalogue, and/or other approved BMW resources according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

CLAIM INFORMATION

For eligible US-specification BMW vehicles that are registered and operated in the United States (including Puerto Rico), this component-specific 10-year, unlimited mileage extended limited warranty coverage for defects in materials and/or workmanship applies to qualifying repairs performed by authorized BMW centers, except when stated otherwise in this Service Information Bulletin.

The existing limited warranty coverage for the whole vehicle and other components has not changed.

This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that applies to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

This 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.

Except for EGR coolers that have 21V-907 Recall repair-related part warranty coverage, should the EGR cooler fail again, it is then covered by the remaining portion of the extended limited warranty coverage.

Non-Qualifying Repairs

Vehicles with an open 21V-907 Recall, 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

Claim this work with the Repair Code and labor operations provided below.

Repair Code:	1171900400 F02 F10 F15 F25 F30 F31 N47 N57 US EGR cooler
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Obtain the flat rate unit (FRU) allowances for the following that applies.

There is overlapping labor contained within the flat rate labor operations provided below. Please use the FRU Plausibility check tool to identify the overlapping labor and reduce the stated FRU allowances accordingly prior to claim submission.

Labor Operation	Description	Labor Allowance
00 00 006	Carrying out vehicle test (Main work)	As applicable
Or:		
00 00 556	Carrying out vehicle test (Plus work)	As applicable
And:		
61 21 528	Supporting voltage of the vehicle electrical system / recharging vehicle battery	As applicable
And, as necessary:		
61 00 006*	Carrying out vehicle diagnosis, ABL (Work time)	Work time (WT)
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU
And:		
11 71 600	Removing and installing/replacing EGR cooler	As applicable
And:		
11 99 000	Inspecting EGR valve, EGR valve removed and replace if necessary (with 11 71 600, EGR valve removed)	1 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.

And, for the

N57T engine only

Labor Operation	Description	Labor Allowance
11 71 704	Removing and inspecting/replacing high pressure auxiliary EGR cooler (EGR cooler's production date is before 15.02.20 (YY.MM.DD or February 20, 2015))	As applicable

And, as if necessary:

Labor Operation	Description	Labor Allowance
11 61 551	Replace intake manifold	As applicable
And, if necessary:		
18 31 580	Removing and inspecting/replacing Diesel particulate filter (DPF)	As applicable
And:		
18 31 900	Additional job while replacing particulate filter (Resetting adaptations values)	As applicable

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 them (including 61 21 528) when the Vehicle Test is included in another repair.

Work time labor operation codes 61 00 006, 00 58 500, and 11 99 000 are not considered Main labor operations.

BMW Group’s AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number (the last seven (7) characters of the VIN, select the applicable Model if two or more vehicle choices show), or enter the full VIN (17 characters), click on the “Search” button. Next, click on the “Flat Rate Units” button and enter the flat rate labor operation code in the field to the right, click “Search” to display the Flat Rate Unit Group detail choices.

(*) 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.

Sublet – Bulk Materials (RO and Claim Comments Required)

Sublet Code 4	See the sublet reimbursement calculations below	Reimbursement for the repair-related bulk materials (Do not use the BMW 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 with a 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 parts are required as a direct result of the issue described in this Service Information bulletin, claim these items under the under the Repair Code in this bulletin together with the corresponding labor operation codes and their flat rate unit (FRU) allowances that apply, including diagnosis*.

Please explain the reason for this consequential repair work (the why and the what) on the repair order and in the claim comments section.

Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement

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 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 2020 N47T/N57T EGR Cooler 10Y/Unlimited Miles**

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 2020 N47T/N57T EGR Cooler 10Y/Unlimited Miles
 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

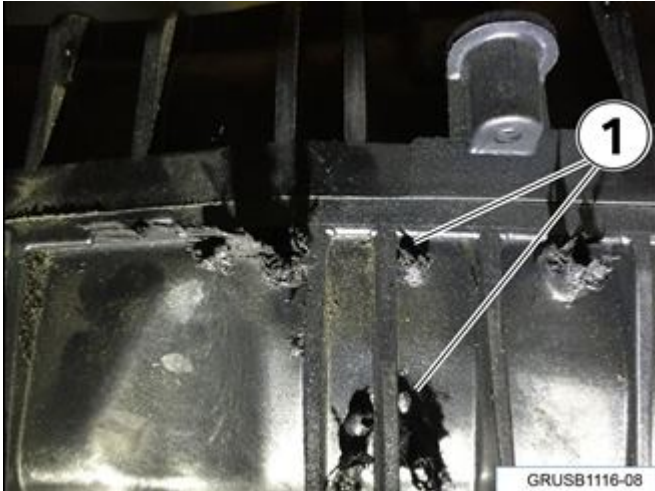
Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in 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 B010520 N47T Attachment 1.pdf](#)
- [picture_as_pdf B010520 N57T Attachment 2.pdf](#)
- [picture_as_pdf B010520 Cust Letter Attachment 3.pdf](#)

N47T Engine EGR Cooler Diagnosis and Determining the Condition of the Intake System

1. Remove the engine cover and inspect the intake manifold and venturi pipe to the throttle for holes or cracks.



Are there visible signs, on the intake manifold and venturi pipe, of overheating, similar to the illustration (1)?

- YES – go to step 4.
- NO – continue with step 2.

2. Perform the air mass system test in ISTA (path Function Structure/Power train/Diesel fuel electronics/Air mass/Air mass system test.
 - a. Select test: Charge group functional check. The tests checks the integrity of the charge air and intake systems.
 - b. Listen and isolate any whistling in the charge air and intake systems while the test is running.
 - c. At the end of the test the throttle valve will close which causes the engine to shut off.

Did the engine shut down smoothly?

- YES- Check the results of the test plan and check the charge air circuit of the induction system (air flow before the throttle valve).
 - Repair as necessary.
 - **Do not** continue with the rest of this procedure.
- NO (engine stumbles or runs rough before shutting off) – there is a leak in the intake or EGR system (air system after the throttle valve). Continue to Step 3.

3. Check the EGR system.

Is the EGR system leaking (external exhaust leak)?

- YES- repair as necessary.
 - Repeat the test plan for the charge air system to confirm repairs.
 - **Do not** continue with the rest of this procedure.
- NO- continue to Step 4.

4. Check the intake manifold and venturi pipe for leaks.

Did you find any leaks?

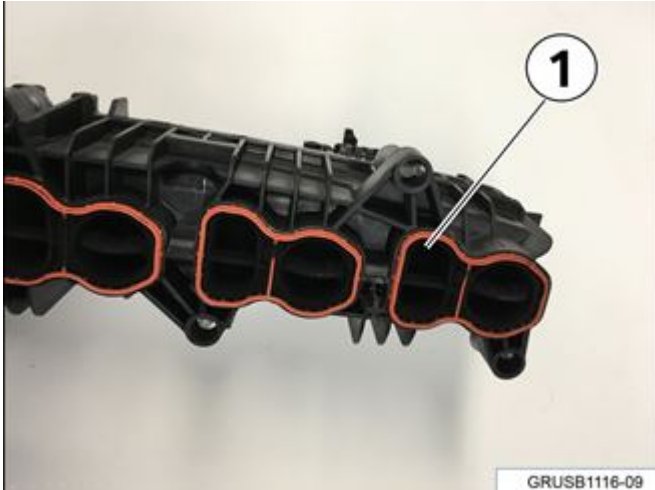
NO – go to step 8.

YES – determine cause of leak.

- A. If either component is damaged, continue to Step 5.
- B. If leaks are found with no damage (leaking gaskets or sealing rings)

- Repair as necessary.
- Repeat the test plan for the charge air system to confirm repairs.
- **Do not** continue with the rest of this procedure.

5. Remove the intake manifold (Refer to Repair Instruction RA 11 61 550 Removing and installing/renewing intake plenum).



6. Check all swirl flaps for damage or melted/missing parts (1).
Are any swirl flaps damaged?
 YES- Continue to step 7.
 NO - Go to step 8.

Note: N57T is pictured, N47T is similar.

7. Check compression of all cylinders (**Step 6 = Yes only**).

- Refer to Repair Instruction RA 11 00 540 Checking compression of all cylinders.
- The cylinders compression should be greater than 16 bar (232 psi).
- The compression test is to be performed after the engine has reached operating temperature.
- When performing the test, count the rotations of the engine crankshaft and apply the same rotations to each other cylinder of the compression test. The industry standard is four (4) rotations per cylinder.
- When comparing the values of all cylinders, the compression results should not vary by more than 2 bar or 29.01 psi between the cylinders.

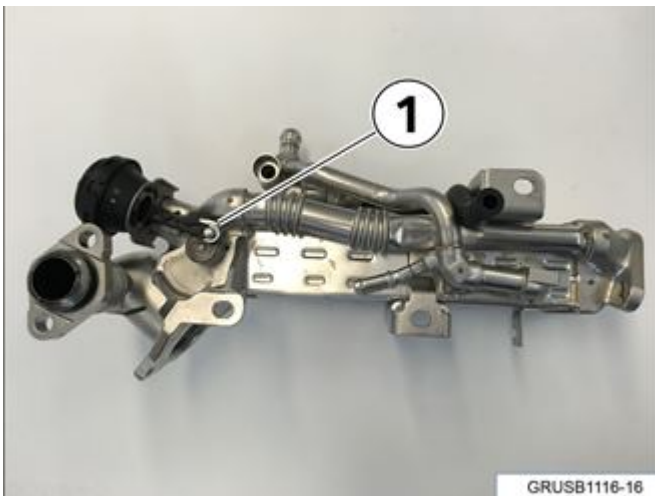
Is compression performance of one or more cylinders out of range?

YES– Submit a TC case to the TC Engine group for further repair assistance. Continue with step 8 to determine the cause of the damage to the intake system.

NO– continue to Step 8.



8. Remove the EGR valve and check for jamming (valve is normally sprung closed).
Is the EGR valve jammed or stuck open?
 YES- continue to step 10.
 NO – go to Step 9.



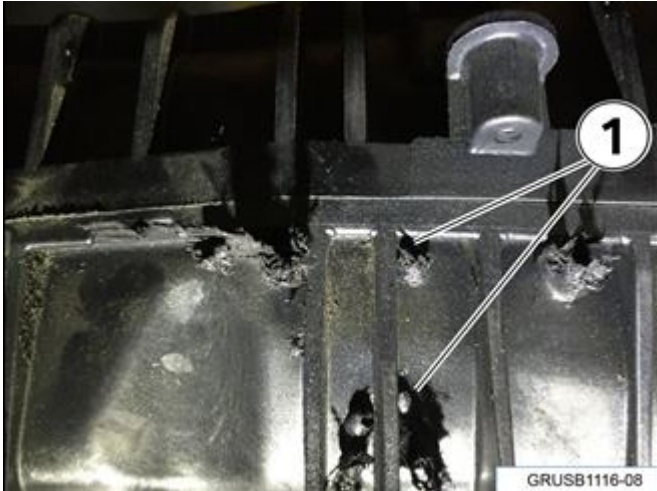
9. Check the bypass flap on the EGR cooler.
Is the flap binding?
 YES- Replace the cooler (with EGR valve).
 NO – Reinstall the EGR valve and continue to Step 11.

10. If the EGR valve is stuck open, check the valve for debris holding the valve open.
Is there debris jamming the valve open?
- YES (debris) - Replace the EGR cooler (with new EGR valve).
 - NO (open, but no debris) - Continue to Step 11.

11. Check for faults after all repairs and re-run appropriate test plans to confirm diagnosis and repairs.

N57T Engine EGR Cooler Diagnosis and Determining the Condition of the Intake System

1. Remove the engine cover and inspect the intake manifold and venturi pipe to the throttle for holes or cracks.



Are there visible signs, on the intake manifold and venturi pipe, of overheating, similar to the illustration (1)?

- YES – go to step 5.
- NO – continue with step 2.

2. Perform the air mass system test in ISTA (path Function Structure/Power train/Diesel fuel electronics/Air mass/Air mass system test.
 - a. Select test: Charge group functional check. This test checks the integrity of the charge air and intake systems.
 - b. Listen and isolate any whistling in the charge air and intake systems while the test is running.
 - c. At the end of the test the throttle valve will close which causes the engine to shut off.

Did the engine shut down smoothly?

- YES- Check the results of the test plan and check the charge air circuit of the induction system (air flow before the throttle valve).
 - Repair as necessary.
 - **Do not** continue with the rest of this procedure.
- NO (engine stumbles or runs rough before shutting off) – there is a leak in the intake or EGR system (air system after the throttle valve). Continue to Step 3.

3. Check the EGR system.

Is the EGR system leaking (external leaks)?

- YES- repair as necessary.
 - Repeat the test plan for the charge air system to confirm repairs.
 - **Do not** continue with the rest of this procedure.
- NO- continue to Step 4.

4. Check the intake manifold and venturi pipe for leaks.

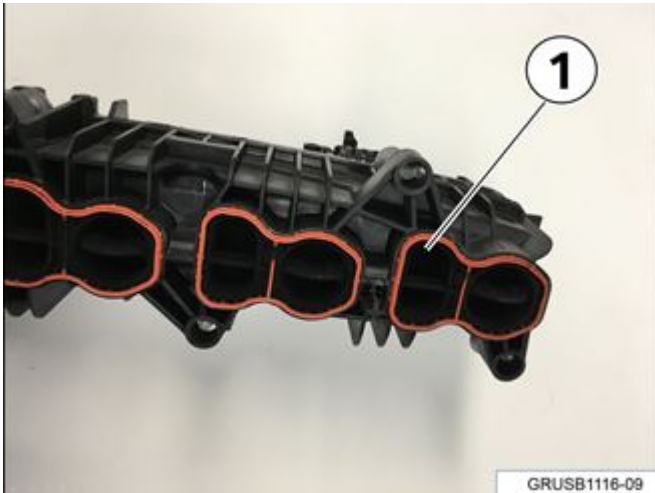
Did you find any leaks?

NO – go to step 8.

YES – determine cause of leak.

- A. If either component is damaged, continue to Step 5.
- B. If leaks are found with no damage (leaking gaskets or sealing rings)
 - Repair as necessary.
 - Repeat the test plan for the charge air system to confirm repairs.
 - **Do not** continue with the rest of this procedure.

5. Remove the intake manifold (Refer to Repair Instruction RA 11 61 550 Removing and installing/renewing intake plenum).



6. Check all swirl flaps for damage or melting/missing parts (1).

Are any swirl flaps damaged?

YES- Continue to step 7.

NO – Continue to step 8

7. Check compression of all cylinders (**Step 6 = Yes only**).

- Refer to Repair Instruction RA 11 00 540 Checking compression of all cylinders.
- The cylinders compression should be greater than 16 bar (232 psi).
- The compression test is to be performed after the engine has reached operating temperature.
- When performing the test, count the rotations of the engine crankshaft and apply the same rotations to each other cylinder of the compression test. The industry standard is four (4) rotations per cylinder.
- When comparing the values of all cylinders, the compression results should not vary by more than 2 bar or 29.01 psi between the cylinders.

Is compression performance of one or more cylinders out of range?

YES– Submit a TC case to the TC Engine group for further repair assistance.

NOTE: Continue with step 8 to determine the cause of the damage to the intake system and insure no loose parts are still in the EGR or exhaust system.

NO– continue to Step 8.

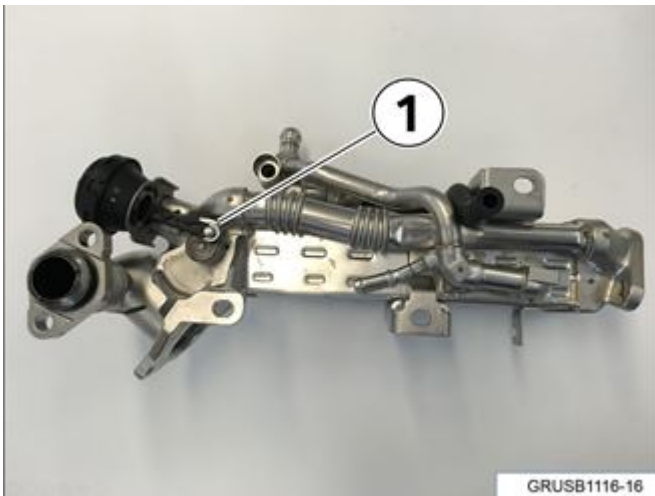


8. Remove the EGR valve and check for jamming (1) (valve is normally sprung closed).

Is the EGR valve jammed or stuck open?

YES- continue to step 10.

NO – go to Step 9.



9. Check the bypass flap on the EGR cooler.

Is the flap binding?

YES- Replace the cooler (with EGR valve).

NO – Reinstall the EGR valve and continue to Step 11.

10. If the EGR valve is stuck open, check the valve for debris holding the valve open.

Is there debris jamming the valve open?

- YES (debris) - Replace the EGR cooler (with new EGR valve). Continue to Step 11
- NO (open but no debris) - Continue to Step 11.

11. Remove the auxiliary EGR cooler. Refer to Repair Instruction 11 71 101 Removing and installing / replacing the exhaust-gas recirculation cooler at the diesel particulate filter (N57 D30 O1 with SCR).

12. Inspect the cooler by-pass flap (1).



Is the flap intact?

YES- Check the production date of the cooler (1). If the production date is before 15.02.20 (**YY.MM.DD or February 20, 2015**) replace the cooler. If the production date is newer – reinstall the cooler.

NO (flap missing or damaged) – Replace the cooler and continue to step 13.

13. The following steps are to check for damage due to the missing aux. EGR cooler flap.

- Remove the diesel particulate filter (DPF) and check for debris. Follow Repair Instruction 18 31 080 Removing and refitting/replacing diesel particulate filter (N57 D30 O 1 with SCR). Check integrity of the honeycomb of the DPF.
- Clean out or replace the DPF as necessary.
- Check the turbo impellor

Are the fins damaged?

- YES- repair as necessary.
- NO – reinstall the exhaust components

14. Check for faults after all repairs and re-run appropriate test plans to confirm diagnosis and repairs.



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



17539BMW0040N87564



April 2020

This **“Important Limited Warranty”** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **5UXW**.

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:

- **Exhaust Gas Recirculation (EGR) Cooler**

On the above-referenced vehicle to:

- **10 years without mileage limit 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 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.

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 2020 N47T/N57T EGR Cooler 10Y/Unlimited Miles

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
www.bmwusa.com

Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement

BMW of North America, LLC

April 2020

VIN 5UXW [REDACTED]

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 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 under the following reference:

Covered Component Code

B-ELWR 2020 N47T/N57T EGR Cooler 10Y/Unlimited Miles

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 2020 N47T/N57T EGR Cooler 10Y/Unlimited Miles
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 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.

N47T/N57T EGR Cooler: Limited Warranty Extension to 10 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 component that is 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?