



SIB 01 12 24

2024-10-20

F02 F10 ELECTRICAL MACHINE ELECTRONICS (EME) LTD WTY EXT (ELW) 10 YR/120,000 MLS

MODEL

E-Series	Model Year	Model Description	Production Dates	Engine
F02	2013 to 2015	ActiveHybrid 7	August 21, 2012 to May 12, 2015	N55
F10	2012 to 2016	ActiveHybrid 5	March 08, 2012 to August 24, 2016	N55

Note: The 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 (ELW) coverage ELW, the following Vehicle Comment will show in the VIN-specific Warranty Vehicle Inquiry (WVI).

SI B01 12 24 (RC 12 36 90 01 00): For this vehicle, the Electrical Machine Electronics (EME) Modules limited warranty for defects in materials or workmanship has been extended to 10 years/120,000 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.

Note: Before performing a repair and submitting a claim, first confirm that the vehicle has the above Notice of Extended Limited Warranty coverage in the WVI “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

Component-Specific Limited Emission Warranty Extension (ELW)

	<p>For the eligible vehicles and for the issue described below, BMW of North America, LLC (BMW NA) is extending the limited warranty for the vehicle’s Electrical Machine Electronics (EME) Module to:</p> <ul style="list-style-type: none"> • 10 years/120,000 miles as determined by the vehicle’s original in-service date. <p>This component-specific limited warranty extension applies to defects in materials or workmanship.</p>
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This coverage described above applies to the specific vehicle (VIN), it is transferrable to the subsequent owners, and 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, a failure of the EME module may occur, the vehicle driver is informed by displayed Check Control Message (CCM) warning when a corresponding power train malfunction is caused by the failure of the EME.

One of the following situations may occur:

A starter generator emergency run is still possible. A yellow powertrain related CCM is displayed, the vehicle can be driven (engine starts), however without automatic engine start-stop (MSA) function but with no other restrictions.

No starter generator emergency operation possible. A yellow powertrain related CCM displays indicating that a vehicle restart is no longer possible. The transmission goes into an emergency run (limp-mode) program which no longer permits a drive gear change, this can lead to a of loss vehicle propulsion power.

CORRECTION

Follow the instructions in the PROCEDURE section.

PROCEDURE

If a vehicle listed above arrives at your center with the issues described in this Service Information Bulletin, perform the corresponding diagnosis.

Check for any EME related stored faults, for example, No communication to EME.

Inspect the EME's fuses, 35, 50 and 700 to ensure one or more are not blown, or that they do not repeatedly blow after replacement, disconnect high-voltage system from power for isolating the applicable modules, and taking the required measurements to diagnose the system.

As determined by the diagnosis and the fully completed test modules, replace the Electrical Machine Electronics (EME) when applicable.

Important Warning for Working on the High-Voltage (HV) systems on BMW Group vehicles:

Only properly trained personnel, who passed all applicable HV Technical Training Courses, should perform repairs which require disconnecting, or removal of High Voltage battery components on any Hybrid or Electric Vehicle. Work performed on High Voltage systems by unqualified persons may result in severe injury or damage to the vehicle. Additional safety information is found in Repair Instruction 61 00... "Observe safety instructions when handling electric vehicles".

Prior to disconnecting, or the removal of any HV component, the HV system needs to be disabled and secured (by means of the HV Service Disconnect Switch and lock out) by a properly trained HV technician, who has a minimum HV Qualification level after completing the Technical Training Course "ST2324 High Voltage Drivetrain Systems" which as of 1/2023* includes ST1824 Alternative Drive Part 1.

*** Note: As of January 2023, the HV component portion of the "ST2205 Generation 5 High-voltage class" (except for the High Voltage Battery) has been merged into "ST2324 High Voltage Drivetrain Systems".**

Up to Generation 4 Vehicles once vehicle's HV system is disabled (the "Blitz" - lightning bolt icon is displayed in instrument cluster, see below), a technician without HV Certification may remove a HV component (e.g., EH Heater, EKK Compressor, EME Control Unit, et.), except for the High Voltage Battery.

For Generation 5 Vehicles however, the specific vehicle training is required to diagnose, remove and service any HV component and it is NOT allowed for non HV certified technicians to work on the high voltage system.

High Voltage Battery removal and rework can **ONLY** be performed by a High-voltage Certified Technician with a HV Battery Certification level corresponding to a specific Electric or Hybrid vehicle, for example:

To repair GEN4 HV battery of G05 PHEV a certification from Technical Training Course “ST2006 – SP44 HV Battery” or equivalent ST1825 – Alternative Drive Part 2 is required (or as of 1/2023 the equivalent “ST 2325 for High Voltage Battery Systems”).

And
To repair A GEN5 HV battery the Technical Training Course “ST2205 Generation 5 High-voltage class” is required or as of 1/2023* the equivalent “ST 2325 for High Voltage Battery Systems”.

*Note: As of January 2023, the “ST2205 Generation 5 High-voltage stand-alone class” has been merged into “ST2324 for High Voltage Drivetrain Systems” and “ST2325 for High Voltage Battery Systems.”

PARTS INFORMATION

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

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	Electric motor electronics (EME incl. the flexible hose, new construction version)	1

Sublet - Bulk Supply Material

Part Number	Description	Quantity
82 14 1 467 704	Coolant (DN = 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, 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 Code below.

CLAIM INFORMATION

For eligible US-specification BMW vehicles that are registered and operated in the United States (including Puerto Rico), this component-specific 10 years (120 months)/120,000-mile extended limited warranty coverage for defects in materials and/or workmanship applies to qualifying repairs performed by authorized BMW centers.

This coverage described above applies to the specific vehicle (VIN), it is transferrable to the subsequent owners, and 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.

The replacement EME is then 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, or issues due to outside influence are not covered by this extended limited warranty. 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

Repair Code:	1236900100	F02 F10 (hybrid) Electrical machine electronics (EME)
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Obtain the flat rate unit (FRU) allowances for the following that applies.

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)	WT FRU
Or		
00 58 500*	Diagnosis Worktime Flat Rate (See below)	2 FRU
And:		
12 36 610	Replace electrical machine electronics (includes draining and topping up the drain amount of coolant). Replacement of the EME incl. the flexible hose (new construction version), see repair instruction 12 36 014.	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 (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.

And:

Without an Open Programming and Encoding Technical Campaign or not with another Repair

Labor Operation	Description	Labor Allowance
61 00 730	Program/encode control unit(s), includes deleting the fault memory (After EME replacement)	As applicable

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

Select one of these open Technical Campaigns to perform and submit for updating the vehicle to the required I-level or higher instead (This includes 00 00 006 or 00 00 556, 61 21 528, and 61 00 730).

Please be sure to also perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any other open programming and encoding 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 61 00 730 to perform the programming and encoding procedure is then claimable within the work procedure and coverage guidelines

Sublet – Bulk Supply Materials (RO and Claim Comments Required)

Sublet Code 4	Reimbursement for the repair-related bulk supply materials (Do not use the BMW part numbers for claim submission)	See the sublet reimbursement calculation below
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Sublet reimbursement calculation for claiming the applicable repair-related bulk supply material (BMW part number) is at the dealer net (DN) price for the full or proportional quantity used plus your center's handling.

BMW Antifreeze/Coolant: Claim the corresponding sublet dollar amount for the quantity needed to replace what was drained. The one gallon concentrate part number at the quantity needed for 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.

Vehicle Programming and Encoding – Additional Work (RO and Claim Comments Required)

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Repair Code in this bulletin together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the applicable Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

(* 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.

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 (last seven (7) characters of the VIN), and click on the "Search" icon. If the "Vehicle Selection" window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the "Flat Rate Units" button and enter a flat rate labor operation code number "without spaces" in the field to the right, click on the "Search" icon to display the corresponding listing of "Flat rate unit group details" that are available and their corresponding FRU allowances.

Reimbursements of Eligible Prior Customer Repairs- Extended Limited Warranty

BMW of North America, LLC (BMW NA) will reimbursement certain costs for qualifying customer-pay repairs that were performed on eligible vehicles **prior** to the release of this component-specific extended limited warranty.

A qualifying customer pay repair must primarily be for a covered issue that required the vehicle's Electric Motor Electronics (EME) module to be replaced. Also, the repair facility's procedures to address the above situation must have been performed correctly, adequately, and completely, as required by the applicable BMW Group approved repair standards and instructions.

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 extended limited warranty. 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 under the following reference:

- BMW ELW EME 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: BMW ELW EME 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

