2024-12-11



SIB 01 09 21

G01/02 G30/32 EVAP LEAK DIAGNOSIS SYSTEM (NVLD) MODULE EXT LTD WTY (ELW) 15/150

This Service Information bulletin (Revision 02) supersedes SI B01 09 21 dated August 2022

What's New:

- The MY 2020 X3 and X4 model vehicles have been added.
- SIB title updated.
- Model, Situation, Cause, Correction, Procedure, Parts, and Claim Information sections updated.

MODEL **E-Series** MY **Model Description Production Dates** Engine X3 sDrive G01 2019 to 2020 April 2, 2018 to July 28, 2020 B46 G01 2018 to 2020 X3 xDrive July 14, 2017 to July 28, 2020 B46 G01 2018 to 2020 X3 M40i July 12, 2017 to July 28, 2020 B58 G02 2019 to 2020 X4 xDrive May 10, 2018 to July 24, 2020 B46 October 28, 2017 to July 26, 2020 G02 2019 to 2020 X4 M40i B58 October 11, 2016 to June 30, G30 2017 to 2020 530i Sedan B460/D 2020 October 11, 2016 to June 26, G30 2017 to 2020 530i xDrive Sedan B460/D 2020 G30 June 28, 2017 to June 18, 2020 2018 to 2020 540i Sedan **B58M** G30 2018 to 2020 540i xDrive Sedan June 26, 2017 to June 26, 2020 **B58M** G30 2019 to 2020 M550i xDrive Sedan June 12, 2018 to June 24, 2020 N63R 640i xDrive Gran G32 2018 to 2019 June 29, 2017 to June 27, 2019 B58M Turismo

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

Note: 2018 X3 xDrive30i, 2019 X4 M40i, 2017 to 2020 530i and xDrive, 2018 to 2019 X3 M40i, 640i, 2018 to 2020 540i and xDrive and the 2019 to 2020 M550i xDrive have been added to this bulletin update as of July 2022

Note: MY 2020 X3 and X4 model vehicles have been added to this bulletin update of December 2024.

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).

August 2021 and July 2022

Please see SI B01 09 21 (DC 16 13 91 12 00): For this vehicle, the NVLD limited emissionrelated 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.

Or:

December 2024

SI B01 09 21 (DC 16 13 91 12 00): For this vehicle, the NVLD modules limited warranty for defects in materials and/or workmanship has been extended to 15 years / 150,000 miles, as determined from the original in-service / first delivery date. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that applies to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Note: Before performing a repair and submitting a claim, first confirm that the vehicle has the above Notice of 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

Please see pdf bulletin in Supporting Materials

Supporting Materials <u>picture_as_pdf B010921_AT_1 Cust Letter V1.pdf</u> <u>picture_as_pdf B010921_AT_2 Cust Letter V2.pdf</u> <u>picture_as_pdf B010921_REV02_SR.pdf</u> <u>picture_as_pdf B010921_AT_3 Cust Letter V3.pdf</u> 12/16/24, 2:42 PM





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

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 5UXTR9C52K1234567.

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:

Leak Diagnosis Module (NVLD) with attached hose assembly

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.

Note: If you have an eligible MY 2017 BMW 530i (B460) that is 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 "component-related" coverage for the NVLD is 15 years/150,000 miles.

This is a notice of a "component-specific limited warranty extension." It is <u>not</u> 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 NVLD 15Y150M (2022) (Sample)

Mailing Address

Company

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 5UXTR9C52K1234567

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 <u>www.BMW-RP.com</u> under the following reference:

Covered Component Code

B-ELWR NVLD 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 NVLD 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 Leak Diagnosis Module (NVLD): 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?

Leak Diagnosis Module (NVLD): Limited Warranty Extension to 15 Years/150,000 Miles

Frequently Asked Questions (FAQ)

E-Series	Model Years	Model Description	Engine
G01	2018	X3 xDrive30i	B46O
G01	2018 to 2019	X3 M40i	B58M
G02	2019	X4 M40i	B58M
G30	2017* to 2020	530i Sedan	B460
G30	2017* to 2020	530i xDrive Sedan	B46O
G30	2018 to 2020	540i Sedan	B58M
G30	2018 to 2020	540i xDrive Sedan	B58M
G30	2019 to 2020	M550i xDrive Sedan	N63R
G32	2018 to 2019	640i xDrive Gran Turismo	B58M

1. With this announcement, which BMW Group US models are potentially eligible for this component-specific Limited Warranty Extension?

2. What is the specific issue with the Leak Diagnosis Module (NVLD)?

Over time, the Leak Diagnosis Module component material may fail, this can cause a fine leak to develop in the Evaporative Emission Control System (EVAP).

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 Leak Diagnosis Module has the issue described above, it will be replaced free of charge under the terms of this 15 year/150,000-mile extended limited warranty coverage.

*If you have an eligible MY 2017 BMW 530i (B460) that is 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 "component-related" coverage for the NVLD is 15 years/150,000 miles.





7600 S GRANT STREET BURR RIDGE, IL 60527 DO NOT MAIL REPAIR ORDERS TO THIS ADDRESS

November 2024

Effective as of the date above, the following **Important Vehicle Limited Warranty Information**, applies to the BMW model with Vehicle Identification Number (VIN) **5UXCR4C08L1234567**.

Dear BMW Owner/Lessee:

BMW of North America, LLC ("BMW NA") is extending the limited warranty for the:

EVAP system's Leak Diagnosis System (NVLD) module on the above-referenced vehicle to:

• 15 years / 150,000 miles, whichever occurs first, as determined from your vehicle's original in-service/first delivery date.

This component-specific extended limited warranty (ELW) applies to defects in materials and/or workmanship. This coverage is subject to the same vehicle eligibility requirements and limitations that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

This is <u>not</u> a notice of a Recall or Service Action. This is a notice of a "component-specific limited warranty extension."

Over time, the Leak Diagnosis System (NVLD) module's component material may fail, this can cause fine (micro) leaks to develop, this can affect the functionality of the vehicle's Evaporative Emission Control (EVAP) system. Should this occur, the vehicle's monitoring system may generate and store the corresponding fault codes, and the Malfunction Indicator Lamp (MIL) will illuminate.

If your vehicle is experiencing a situation like the one described above, please contact your authorized BMW center to schedule an appointment to have the issue with your vehicle diagnosed.

After the BMW center confirms that the scope of this component-specific extended limited warranty coverage corresponds and applies to the required vehicle repair, and your vehicle qualifies, the authorized BMW center will perform the covered NVLD leak diagnosis module repair work free of charge. The repair of other EVAP system-related component issues are excluded under this coverage.

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and

BMW NA will also reimburse certain costs for qualifying customer-pay repairs performed **prior** to the release of

Puerto Rico, or the diagnosis and repair of issues that are outside the intended scope of this extended

that result from using) non-genuine BMW parts and/or used BMW passenger car or light truck parts.

this component-specific limited warranty extension, as described in this letter.

coverage, other unrelated issues, and/or that are due to outside influences are not covered by this limited warranty extension. This exclusion also applies to repairs that were performed using (including those repairs

Company

BMW of North America, LLC BMW Group Company

Mailing Address

PO Box 1227 Westwood, NJ 07675-1227

www.bmwusa.com

Website

We are determined to exceed those expectations and hope this warranty extension will further enhance your ownership experience.

Sincerely,

BMW of North America, LLC

BMW ELW EVAP System NVLD 15Y150M (2024 B01 08/09 21_B01 15/16 2024)(Sample)

1

BMW Leak Diagnosis System (NVLD) Module - Extended Limited Warranty (ELW) Previous Customer-Pay Repair – Required Documentation Checklist

VIN: 5UXCR4C08L1234567

Reimbursement for a qualifying customer pay repair is available to the BMW Owner/Lessee who incurred the expense. The questions below will assist you in reviewing your repair order/invoice documentation. When all your responses below are "Yes," and after completing the Checklist, proceed to page three (3) for further instructions.

Prior Repair Review Questions	Answer - One per Row	
Was a repair performed to your vehicle to correct an issue with the EVAP system's Leak Diagnosis System (NVLD) module?	Yes, next	No
Did you pay for this repair?	Yes, next	No
As determined by your vehicle's in-service date (age), and the mileage when the repair was performed, was the vehicle still within 15 years (180 Mths) / 150,000 miles, whichever occurs first?	Within 15/150, Yes, next	No
Did the repair facility's diagnosis confirm this component failed? (It did not fail for a different issue, and/or due to an outside issue with your vehicle)	Yes, proceed to the checklist	No

When a Prior Repair Review Question's result is a "No" response, no further action is required.

Required Repair Order (RO) or Invoice Documentation - Checklist

For a previous repair reimbursement request, please include a copy of your completed page 2 document (one per repair/request) together with 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 address(es).

This documentation must include the following information:

- □ Customer name and address
- □ Vehicle Identification Number ("VIN")
- □ The date of repair
- □ The mileage when the repair was performed
- □ Itemized list of labor charges for all repairs* including diagnosis
- □ Itemized list of parts (Part numbers), 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.

Required Proof of Payment Documentation

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

BMW of North America, LLC ("BMW NA") reserves the right to review and adjust/reduce the amount that will be reimbursed based on what is normally recognized as customary, fair, and reasonable, to diagnose, perform a repair, or replace a component (including the applicable and scope of replacement parts, and related materials) to address an operational issue with the vehicle.

Except for reasonable account number protection measures, illegible, altered/modified, incomplete, non-authentic and/or fabricated repair order/invoice documentation will not be accepted.

BMW Leak Diagnosis System (NVLD) Module ELW Previous Customer-Pay Repair - Reimbursement Request

VIN: 5UXCR4C08L1234567

Eligible and Qualifying Previous Customer Pay Repairs

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 the EVAP system's Leak Diagnosis System (NVLD) 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, or the diagnosis and repair of issues that are outside the intended scope of this extended coverage, other unrelated issues, and/or that are due to outside influences 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

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 submit your reimbursement request online at <u>www.BMW-RP.com</u> under the following reference:

BMW ELW EVAP System NVLD 15Y150M

Reimbursement Request Procedure

The online process is initiated by attaching/sending PDF files of the supporting documentation for the prior repair (A copy of a completed page two (2) checklist, together with the other required documentation).

The alternative method to request reimbursement, either by mail, or by fax, is described below:

BMW Customer Reimbursement Center Attention: BMW ELW EVAP System NVLD 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.

4477



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



014577-T1-P1-000001 Sample Sample Sample

Ումիկորին Արմիկորին հերդերին որ հերկերին հեր

August 2021

This **"Important Limited Warranty Information"** applies to the BMW model with the Vehicle Identification Number (VIN) of **5UXTR9C52KL123456**.

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:

Leak Diagnosis Module (NVLD) with hose assembly

On the above-referenced vehicle to:

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

This "component-specific" limited warranty extension applies to defects in materials or workmanship. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

This is a notice of a "limited warranty extension." It is not a notice of a Recall or Service Action.

If a repair to this component is required, please contact your nearest authorized BMW center in the United States or Puerto Rico to schedule an appointment.

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

Your BMW center will confirm your vehicle's eligibility and review the scope of the repairs to determine that this extended limited warranty coverage applies. After vehicle inspection and diagnosis, eligible repair work will be performed by the authorized BMW center free of charge.

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico, and/or the diagnosis and repair of other unrelated issues are not covered by this limited warranty extension. This exclusion also applies to repairs, including consequential, that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

The integrity of our products is essential to BMW's success and our customers' trust. We are determined to exceed your expectations and hope this warranty extension further enhances your ownership experience.

Sincerely,

BMW of North America, LLC

Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement

BMW of North America, LLC

Month 2021

VIN 5UXTR9C52KL123456

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 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 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 <u>www.BMW-RP.com</u> under the following reference:

Covered Component Code

B-ELWR 2021 NVLD 15Y150M

To initiate the online process, you will be asked to attach PDF files of the required documentation as outlined in the reimbursement checklist on the next page.

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

BMW Customer Reinbursement Center Attention: B-ELWR 2021 NVLD 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.

G01, G02 NVLD: Limited Warranty Extension to 15 Years/150,000 Miles

Previous Customer-pay Repair Reimbursement – Documentation Checklist

BMW of North America, LLC

Reimbursement is available to the BMW Owner/Lessee who incurred the expense.

When submitting a reimbursement for a previous repair, please provide **legible copies** of the following documentation and include your VIN, name, address and your preferred contact telephone number(s):

Repair Order (RO) or Invoice

This document should include the following information:

- □ Customer name and address
- □ Vehicle Identification Number ("VIN")
- □ The date of repair
- □ The mileage when the repair was performed
- □ Itemized breakdown of the labor charges for all repairs* including diagnosis
- □ Itemized breakdown of the parts, including any miscellaneous items, billed for all repairs*

*For repair orders containing multiple repair line items, 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?

Frequently Asked Questions (FAQ)

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

E-Series	MY	Model Description	Engine
G01	2019	X3 sDrive30i	B46
G01	2019	X3 xDrive30i	B46
G02	2019	X4 xDrive30i	B46

1. What is the specific issue with the Leak Diagnosis Module (NVLD)? Over time, the Leak Diagnosis Module (NVLD) component material may fail, this can cause a fine leak to develop in the Evaporative Emission Control System (EVAP).

2. How does this affect my vehicle?

Should this specific issue occur, your vehicle will store the corresponding fault codes that will be generated, and the MIL (Malfunction Indicator Lamp) will illuminate.

3. 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.

4. How will my vehicle be repaired?

If it is determined that the NVLD assembly in your vehicle is causing an issue as described above, it will be replaced free of charge under the terms of this 15 year/150,000-mile extended limited warranty coverage.