



SIB 01 18 24

2024-12-31

F3X F90 G20 G3X G12 TCU EMERGENCY BATT EXT LTD WTY (ELW) 6
YRS W/O MILEAGE LIMIT

MODEL

E-Series	Model Year	Model Description	Production Date**
F30	2018	320i Sedan, 320i xDrive Sedan	March 15, 2018 to October 08, 2018
F30	2018	328d Sedan, 328d xDrive Sedan	March 16, 2018 to October 11, 2018
F30	2018	330e iPerformance	March 16, 2018 to October 05, 2018
G20	2018 to 2020	330i Sedan, 330i xDrive Sedan	February 22, 2018 to July 24, 2019
F30	2018	340i Sedan, 340i xDrive Sedan	March 15, 2018 to October 11, 2018
F36	2019 to 2020	430i Coupe, 430i xDrive Coupe	March 14, 2018 to July 22, 2019
F36	2019 to 2020	440i Coupe, 440i xDrive Coupe	March 15, 2018 to July 08, 2019
G30	2018 to 2019	530i Sedan, 530i xDrive Sedan	March 14, 2018 to June 18, 2019
G30	2018 to 2019	530e Sedan, 530e xDrive Sedan	March 14, 2018 to June 27, 2019
G30	2018 to 2019	540i Sedan, 540i xDrive Sedan	March 13, 2018 to June 25, 2019
G30	2018	540d Sedan, 540d xDrive Sedan	March 15, 2018 to June 22, 2018
G30	2018 to 2019	M550i xDrive Sedan	March 14, 2018 to June 27, 2019
F90	2018 to 2019	M5 Sedan	March 14, 2018 to June 27, 2019
G32	2018 to 2019	640i xDrive Gran Turismo	March 14, 2018 to June 27, 2019
G12	2019	740Li Sedan, 740Li xDrive	March 08, 2018 to February 22, 2019
G12	2019	740Le xDrive Sedan	June 18, 2018 to February 14, 2019
G12	2019	750Li Sedan, 750Li xDrive Sedan	March 15, 2018 to February 22, 2019
G12	2019	M760i xDrive Sedan	March 15, 2018 to February 15, 2019
G12	2019	ALPINA B7 xDrive	March 29, 2018 to December 18, 2018
F39	2018 to 2020	X2 sDrive28i	March 09, 2018 to July 16, 2019
F39	2018 to 2020	X2 xDrive28i	March 14, 2018 to July 31, 2019
F39	2019 to 2020	X2 M35i	October 11, 2018 to July 12, 2019

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

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).

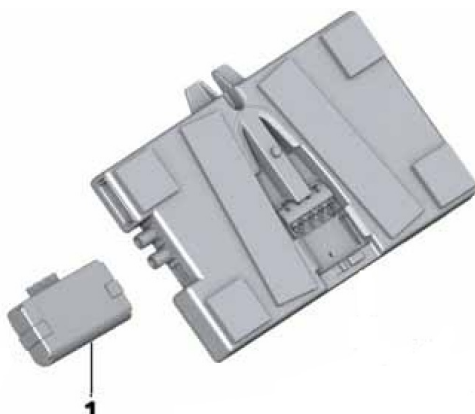
SI B01 18 24 (RC 84 10 90 03 00): For this vehicle, the Telematics Control Units (TCU) Internal Emergency (Backup) Battery for defects in materials and/or workmanship has been extended to 6 years without mileage limitation, as determined from the vehicles original first in-service / delivery date. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply 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 Extended Limited Warranty (ELW)

	For the eligible vehicles, BMW of North America, LLC (BMW NA) is extending the coverage for the vehicle's Telematics Control Unit's (TCU) Emergency (Backup) Battery (Item # 1) to: • 6 years without mileage limitation, as determined from the vehicle's original in-service / first delivery date. This component-specific extended limited warranty coverage applies to defects in materials or workmanship.
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This coverage applies to the specific vehicle (VIN), the remaining portion of the ELW is transferrable to each subsequent owner, and it 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

The vehicle's Telematics Control Unit's Internal Emergency (Backup) Battery may not meet BMW's operational standards because it may have faulty cells and/or its overall performance in varying outside temperature conditions may be less than what is optimally required.

Should a situation like this occur, it may affect the operation of the vehicle's Telematics system. If that should happen, the vehicle's monitoring system will generate and show the corresponding Check Control Messages (CCM) in the vehicle's display, for example:

- Emergency system fault

CORRECTION

Follow the instructions in the PROCEDURE section.

PROCEDURE

If a vehicle listed above arrives at your center with the issue described in this Service Information Bulletin, perform the corresponding diagnosis and when applicable, replace the Telematics Control Unit's internal emergency battery as instructed or as determined by the diagnosis.

Replacing the TCU itself and/or other telematic system-related repairs are not covered under this extended coverage. When applicable, invoice these items on the repair order separately, and review for other coverage that may apply.

PARTS INFORMATION

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

To determine the part numbers 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	Battery (TCB)	1

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalogue, or other approved BMW Group 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), the component-specific 6 years (72 months) without mileage limit 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 Telematics Control Unit Emergency Battery is then covered by the remaining portion of this extended coverage.

Non-Qualifying Repairs

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, engine damage is not covered, 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.

Repairs that Qualify as noted above – Claim Submission

Repair Code:	8410900300	Fx Gx Telematics control unit battery
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Obtain the flat rate unit (FRU) allowances for the following that applies.

Diagnosis

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

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61 00 006*	Carrying out vehicle diagnosis, ABL (Work time)	WT FRU
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, with the diagnosis above that applies to your center, select the one flat rate labor operation code that applies and was performed.

Replacing the Telematics Control Unit's Emergency (Backup) Battery.

F30, F36, F90, G20 and G30

Labor Operation	Description	Labor Allowance
84 10 521	Replacing emergency battery, telematics control module below headlining (with sliding/tilting sunroof) (after vehicle diagnosis)	As applicable
Or:		
84 10 520	Replacing emergency battery, telematics control module below headlining (without sliding/tilting sunroof) (after vehicle diagnosis)	As applicable

Or the:

F36

Labor Operation	Description	Labor Allowance
84 10 515	Replacing the emergency battery, telematics control module in the trunk (After vehicle diagnosis)	As applicable

Or the:

F39 and G32

Labor Operation	Description	Labor Allowance
84 10 522	Replacing emergency battery, telematics control module below headlining (With panorama roof) (after vehicle diagnosis)	As applicable
Or:		
84 10 520	Replacing emergency battery, telematics control module below headlining (Without panorama roof) (after vehicle diagnosis)	As applicable

Or the:

F39

Labor Operation	Description	Labor Allowance
84 10 530	Replacing the emergency battery, telematics control module in the vehicle interior (Rear glove compartment) (after vehicle diagnosis)	As applicable

Or:

G12

84 10 522	84 10 522 Replacing emergency battery, telematics control module below headlining (With panorama roof) (after vehicle diagnosis)	As applicable
Or:		
84 10 521	84 10 521 Replacing emergency battery, telematics control module below headlining (With sliding/tilting sunroof) (after vehicle diagnosis)	As applicable

Or:

All - Telematics Control Unit Removed (not replaced) to Perform another Repair.

Labor Operation	Description	Labor Allowance
84 99 000	Work time to replace the emergency battery, telematics control unit/module removed	1 FRU

Work time labor operation codes 61 00 006, 00 58 500 and 84 99 000 are not considered Main labor operations.

(*) Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

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 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.

Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement

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.

A qualifying customer pay repair must primarily be for a covered issue that required the replacement of the TCU (Internal) Emergency (Backup) Battery. 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 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, or the diagnosis and repair of issues that are outside the intended scope of this extended coverage, engine damage is not covered, 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 for a Previous Repair That Qualifies

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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 TCU Emergency Battery 6Y/ULM

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 TCU Emergency Battery 6Y/ULM
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

Warranty Feedback	To submit feedback for the 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 B011824_AT_1 Cust Letter.pdf](#)



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

083124-T74-P2-021712

Sample
Sample
Sample



December 2024

Effective as of the date above, the following **Important Vehicle Limited Warranty Information**, applies to the BMW model with Vehicle Identification Number (VIN) **SUXCWSEEDSAMPLE01**.

Dear BMW Owner/Lessee:

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

- Telematics Control Unit's (TCU) Internal Emergency (Backup) Battery for the above reference vehicle, for the issue described below, to:
- 6 Years/Unlimited Miles as determined from your vehicle's original in-service/first delivery date.

The vehicle's Telematics Control Unit's (Internal) Emergency (Backup) Battery may not meet BMW's standards because either it has faulty cells and/or its overall performance in varying outside temperature situations is less than what is specified. This may affect the operation of the vehicle's Telematics system, should this occur, the vehicle's monitoring system will generate and show the corresponding Check Control Messages (CCM) in your vehicle's display.

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.

Note: This is a notice of a component-specific extended limited warranty. This is NOT a notice of a Recall or Service Action.

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 TCU Emergency Battery replacement repair work free of charge. TCU replacement(s) and/or the repair of other telematics-related issues are excluded under this coverage.

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.

BMW NA will also reimburse certain costs for qualifying customer-pay repairs performed **prior** to the release of this component-specific limited warranty extension, as described in this letter.

We are determined to exceed those expectations, and we hope that this focused extended limited warranty coverage will further enhance your ownership experience.

Sincerely,

BMW of North America, LLC

Company
BMW of North America, LLC
BMW Group Company

Mailing Address
PO Box 1227
Westwood, NJ
07675-1227

Website
www.bmwusa.com



BMW Telematics Control Unit Emergency (Backup) Battery - Extended Limited Warranty (ELW) Previous Customer-Pay Repair – Required Documentation Checklist

VIN: SUXCWSEEDSAMPLE01

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 the Telematics Control Unit's (Internal) Emergency (Backup) Battery in your vehicle replaced to correct the issue described in this letter?	Yes, next	No
Did you pay for this repair?	Yes, next	No
As determined by your vehicle's in-service date (age) when the repair was performed, was the vehicle still within the first 6 years (72 Months)?	Within 6 years, Yes, next	No
Did the repair facility's diagnosis confirm there was an issue with the TCU battery itself? (It did not fail for a different issue, or a new battery was being provided and installed during a TCU replacement repair, and/or it was 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 Telematics Control Unit Emergency (Backup) Battery ELW Previous Customer-Pay Repair - Reimbursement Request

VIN: 5UXCWSEEDSAMPLE01

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 replacement of the TCU (Internal) Emergency (Backup) Battery. 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.

TCU replacement(s) and/or the repair of other telematics-related issues are excluded under this coverage.

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 www.BMW-RP.com under the following reference:

- BMW ELW TCU Emergency Battery 6Y/ULM

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 TCU Emergency Battery 6Y/ULM
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.

