SIB 01 10 25 2025-08-01

F15 PHEV ELECTRIC AUXILIARY HEATER ASSEMBLY EXT LTD WTY (ELW) 10 YRS/120,000 MI

MODEL

E-Series	Model Year	Model Description	Production Date	Engine
F15	2016 to 2018	X5 xDrive40e	July 06, 2015 to June 30, 2018	N20

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).

B01 10 25 (RC 64 12 90 01 00): For this vehicle, the electric auxiliary heater assembly limited warranty for defects in materials and / or workmanship has been extended to 10 years / 120,000 miles as determined from the original first in-service / 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 Ligh 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

Component-Specific Limited Emission Warranty Extension (ELW)



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 **Electric Auxiliary Heater assembly** to:

- **10 years/120,000 miles as determined by the vehicle’s original first in-service / delivery date.**

This component-specific limited warranty extension applies to defects in materials or workmanship.

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.

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CAUSE

Over time, the electric auxiliary heater assembly may fail, either electrically, or mechanically (Leakage).

Should an electrical issue occur, the vehicle will store any corresponding fault codes generated by the vehicle's monitoring system, and the Malfunction Indicator Lamp (MIL) will illuminate.

Should a mechanical leakage issue occur, a low engine coolant level warning may display.

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, visually inspect the electric auxiliary heater assembly first, and if still required, perform the additional corresponding diagnosis.

As determined by the diagnosis, including the fully completing the corresponding test modules when applicable, replace the electric auxiliary heater assembly, if and as required.

Warning! Risk of scalding: Carry out the repair work on the cooling system only when the engine has cooled down.

Important: Life-time coolant filling - Never reuse used coolant!

Installation note: Only use prescribed coolant that applies to the vehicle! Observe the mixture ratio!

DO NOT OVERFILL THE COOLANT SYSTEM.

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".

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	Electric auxiliary heater	1

Sublet - Bulk Supply Materials

Part Number	Description	Quantity
83 19 5A32851	HT-12 Antifreeze RTU (Bulk Drum DN = 1/10 Liter) (Pre-mix)	As needed
Or:		
83 19 2468442	Antifreeze/Coolant (DN = 1 Gallon Concentrate) - HT-12	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

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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), the 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 electric auxiliary heater assembly 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, or the diagnosis and repair of issues that are outside the intended scope of this extended coverage, including other cooling system-related issues, other unrelated issues, and/or that are caused by outside influences are not covered by this extended limited warranty. 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 and light truck parts.

Qualifying Repairs – Claim Submission as determined by the First In-Service/Delivery Date

Defect Code:	**6412900100**	**F15 PHEV US Electric auxiliary heater**

Obtain the flat rate unit (FRU) allowances for the following that applies.

Diagnosis - Electrical

Labor Operation	Description	Labor Allowance
00 00 006	Carrying out vehicle test **(Main work)**	As applicable
Or:		
00 00 556	Carrying out vehicle test **(Plusposition work)**	As applicable
And as necessary:		
61 00 006*	Performing vehicle diagnosis – test module (Work time)	FRU WT
Or		
00 58 500*	Diagnosis Worktime Flat Rate	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.

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

Or:

Diagnosis – Mechanical (Leakage)

Labor Operation	Description	Labor Allowance

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17 00 009	Check the cooling system for watertightness with the special tool **(Main work)**	As applicable
Or:		
17 00 509	Check the cooling system for watertightness with the special tool **(Plusposition)**	As applicable

And with diagnosis the above that applies:

Labor Operation	Description	Labor Allowance
64 12 821	Replace electric auxiliary heater	As applicable

(*) 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 auxiliary heater assembly 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, including other cooling system-related issues, other unrelated issues, and/or that are caused by outside influences are not covered by this extended limited warranty. 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 and 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 Electric Aux Heater 10Y120M

Reimbursement Request Procedure

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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 Electric Aux Heater 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

Supporting Materials
picture_as_pdf B011025_AT_1 Cust Letter.pdf

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BMW

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

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Sample
Sample
Sample

August 2025

Effective as of the date above, the following **Important Vehicle Limited Warranty Information,** applies to the BMW model with Vehicle Identification Number (VIN) **5UXKT0C30H1234567**.

Dear BMW Owner/Lessee:

For the above reference vehicle, BMW of North America, LLC ("BMW NA") is extending the limited warranty for your BMW PHEV model's:

- **Electric Auxiliary Heater assembly to**
- **10 years / 120,000 miles, whichever occurs first, as determined from your vehicle's original first in-service / delivery date.**

The electric auxiliary heater assembly, which provides supplementary heating for the your vehicle's passenger compartment, may fail either electrically, or mechanically (Leakage) over time. Should this occur, reduced passenger compartment heating may occur. Additionally, the corresponding instrument cluster indicators and/or check control messages (CCM) may display. The vehicle's monitoring system may also store any corresponding fault codes that are generated, and the malfunction indicator lamp (MIL) will illuminate.

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 your vehicle's issue, and that this extended limited warranty coverage corresponds and applies to the required vehicle repair, and your vehicle qualifies, the authorized BMW center will perform the covered electric auxiliary heater assembly repair work free of charge.

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, including other cooling system-related issues, other unrelated issues, and/or that are caused by outside influences are not covered by this extended limited warranty. 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 and light truck parts.

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

We are determined to exceed your 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 Electric Auxiliary Heater Assembly - Extended Limited Warranty (ELW)
Previous Customer-Pay Repair – Required Documentation Checklist

VIN: 5UXKT0C30H1234567

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 an electric auxiliary heater assembly repair performed to your vehicle to correct an issue like the ones described in this letter?	Yes, next	No
Did you pay for this repair?	Yes, next	No
As determined by your vehicle's first in-service date (age), and the mileage when the repair was performed, was the vehicle still within 10 years (120 Mths) / 120,000 miles, whichever occurs first?	Within 10/120, Yes, next	No
Did the repair facility's diagnosis confirm an issue with the electric auxiliary heater assembly. (It did not fail because of different component issue, or from an outside influence)	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 issue and repair-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 BMW Electric Auxiliary Heater Assembly ELW
Previous Customer-Pay Repair - Reimbursement Request

VIN: 5UXKT0C30H1234567

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 repair to address a covered issue with the electric auxiliary heater assembly. Also, the repair facility's procedures to address the situation described 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, including other cooling system-related issues, other unrelated issues, and/or that are caused by outside influences are not covered by this extended limited warranty. 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 and 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 on-line at www.BMW-RP.com under the following reference:

- BMW ELW PHEV Auxiliary Heater 10Y120M

Reimbursement Request Procedure

The on-line 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 provided below:

BMW Customer Reimbursement Center
Attention: BMW ELW PHEV Auxiliary Heater 10Y120M

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.