



SIB 01 01 25

2025-08-11

N47T EXHAUST GAS RECIRCULATION COOLER EXT LTD WTY (ELW)  
25 YRS/NO MILEAGE LIMIT

This Service Information bulletin (Revision 01) supersedes SI B01 01 25 **dated August 2025**

### What's New:

- Parts and Claim Information sections updated.

## MODEL

E-Series	Model Year	Model Description	Production Dates	Engine	Recall SIB Reference
F25	2015 to 2017	X3 xDrive28d	February 17, 2014 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	June 25, 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 previously released EGR Cooler Recall Campaign Repair (21V-907) shows open on the vehicle that is in your workshop, perform the Recall remedy repair, this ELW Service Information Bulletin does not apply.**

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 (WVI).

**SI B01 01 25 (RC 11 71 90 10 00). For this vehicle (N47T), the Exhaust Gas Recirculation (EGR) Cooler limited warranty for defects in materials and / or workmanship has been extended to 25 years without mileage limit as determined from the 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 for Passenger Cars and Light Trucks (including those that pertain to the vehicle's odometer).**

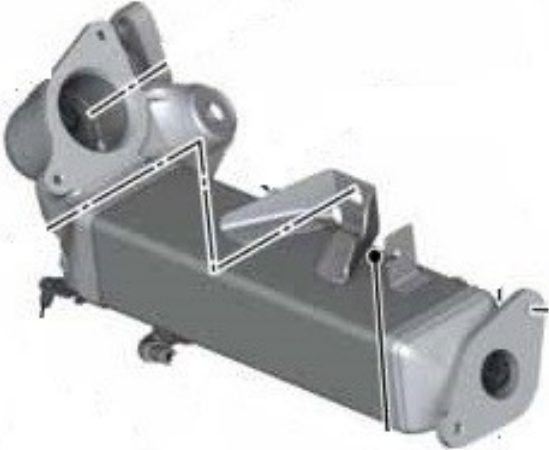

**Note:** Before performing a repair and submitting a claim, first confirm that the above notice shows, confirming that it applies to the vehicle.

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

**Note:** This Service Information Bulletin replaces **B01 05 20** for those vehicles that have the above Vehicle Comment in WVI.

### Component-Specific Limited Emission Warranty Extension (ELW)

	<p>For the eligible N47T diesel engine vehicles models, BMW of North America, LLC (BMW NA) is extending the limited warranty for these vehicle's <b>Exhaust Gas Recirculation (EGR) Cooler together with the Intake Manifold (Shown below)</b> to:</p> <ul style="list-style-type: none"> <li>• <b>25 years without mileage limit as determined by the vehicle's original in-service date.</b></li> </ul> <p>The component-specific limited warranty extension applies to defects in materials and/or workmanship.</p>
	<p>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 (including those that pertain to the vehicle's odometer).</p> <p><b>Note: This bulletin is notice of a component-specific limited warranty extension. This is NOT a notice of a Recall or Service Action.</b></p>

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**

A EGR Cooler-related issue can cause:

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

Should this occur, the vehicle could demonstrate a loss of engine power, the malfunction indicator lamp (MIL) is on, and one or more 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, there could also be a:

- Whistling noises from the intake manifold, a
- Smell of diesel exhaust fumes, a
- Smell of melted plastic, and a
- Low coolant level indicator/message displayed.

With this type of EGR Cooler failure, the intake manifold (intake system) develops consequential thermal deformation, and damage. Areas of melt-through may also be found around the EGR Cooler’s inlet, located in front, and randomly around the intake system.

**CORRECTION**

When the diagnosis confirms the issue above, replace the EGR Cooler and the Intake Manifold.

**PROCEDURE**

**If the previously released EGR Cooler Recall Campaign Repair (21V-907) shows open on the vehicle that is in your workshop, perform the Recall remedy repair, this ELW Service Information Bulletin does not apply.**

**Exhaust Gas Recirculation (EGR) Cooler**

Follow the attachment to perform a qualifying EGR cooler (with EGR valve) and intake manifold repair:

- B010125\_AT\_2\_N47T Diesel EGR Cooler August 2025

**If the coolant system vacuum bleeding type procedure is not done, or it was not done correctly, the EGR-cooler can be overloaded, and as a result, this can cause it to leak.**

**PARTS INFORMATION**

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

To confirm 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 - F25	Quantity
11 71 7 822 346	Exhaust gas cooler low temperature (F25)	1
11 14 8 490 570	Front acoustic cover (for exhaust gas recirculation cooler) (F25)	1
11 53 7 827 841	Coolant hose with temperature sensor (F25)	1
11 63 1 716 971	Hose clamp (F25)	2

Part Number	Description - F30, F31	Quantity
11 71 7 822 350	Exhaust gas cooler high temperature (F30, F31)	1
11 14 8 490 568	Front acoustic cover (for exhaust gas recirculation cooler) (F30, F31)	1

Part Number	Description - F25, F30, F31	Quantity
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11 61 8 514 771	Intake pipe with air flap control (F25, F30, F31)	1
13 62 7804742	Boost pressure sensor (F25, F30, F31)	1
11 71 8 490 640	EGR small parts set (F25, F30, F31)	1
11 71 7 799 853	Pipe union (F25, F30, F31)	2
61 13 1 369 832	Line clip for vacuum hose (F25, F30, F31)	1
11 61 8 583 456	O-ring of exhaust-gas recirculation pipe (F25, F30, F31)	1

Part Number	Description - F25, F30, F31	Quantity
11 61 8 514 771	Intake pipe with air flap control (F25, F30, F31)	1
13 62 7804742	Boost pressure sensor (F25, F30, F31)	1
11 71 8 490 640	EGR small parts set (F25, F30, F31)	1
11 71 7 799 853	Pipe union (F25, F30, F31)	1 (F25), 2 (F30, F31)
61 13 1 369 832	Line clip for vacuum hose (F25, F30, F31)	1
11 61 8 583 456	O-ring of exhaust-gas recirculation pipe (F25, F30, F31)	1

#### Sublet - Bulk Material Part Numbers

Part Number	Description	Quantity
11 65 8 595 650	Vacuum hose 3.5 mm diameter (DN = 1m/100cm) (40cm per vehicle/one hose is enough for 2 vehicles)	Supported Sublet up to \$30
82 14 1 467 704	BMW Antifreeze/Coolant (DN = 1 Gallon concentrate, equals up to 2 gallons concentrate and water solution)	Supported Sublet up to \$40
83 19 2 360 981	Universal cleaner ST (DN = 20 liters, with 11 12 802 up to 2 liters)	Sublet as needed

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants (in sublet), 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 Group's 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 25 year (300 month) / unlimited mileage" 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.**

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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.

A replacement exhaust gas cooler (EGR) cooler 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.

**Perform and submit for the following that applies, either through the open EGR Recall Campaign repair (21V-907), or as described below, if the EGR Recall Campaign was previously performed.**

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

<b>Repair Code:</b>	<b>1171901000</b>	<b>F25 F30 F31 N47 US Exhaust gas recirc cooler</b>
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### Overlapping Labor Removal (AIR client's FRU Plausibility Check Tool)

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

When applicable, please work together with your center's Warranty Manager, Warranty Administrator, and/or Booker to identify the overlapping labor contained in the flat rate labor operation codes listed above. As determined by the AIR Client's FRU Plausibility Check Tool; calculate, claim, and submit for the reduced FRU allowances that apply.

### Diagnosis

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
00 00 006	Carrying out vehicle test ( <b>Main work</b> )	As applicable
Or:		
00 00 556	Carrying out vehicle test ( <b>Plusposition work</b> )	As applicable
And:		
61 21 528	Supporting voltage of the vehicle electrical system	As applicable
And, as needed:		
61 00 006*	Carrying out vehicle diagnosis, ABL (Work time), including visually inspecting the diesel engine's intake manifold system for thermal deformation, damage and/or melt-through	WT FRU
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 them (including 61 21 528) when the Vehicle Test is included in another repair.

## Replacing the Exhaust Gas Recirculation (EGR) Cooler and the Intake Manifold

Labor Operation	Description	Labor Allowance
11 71 600	Replace the exhaust-gas recirculation (EGR) cooler (Plusposition) (Includes Repair Instruction - Vent and fill the cooling system with the vacuum filling equipment). <ul style="list-style-type: none"> <li>WarrantyApp: Under B01 01 25 EGR Label Vac Bleed Intake Ports - Documentation of the new replacement EGR Cooler's identification information and the vacuum bleeding procedure</li> </ul>	As applicable
And:		
11 61 551	Replace intake (manifold) plenum	As applicable
Or, when applicable		
11 12 802	Cleaning the intake ports in the cylinder head (Coking), and replacing the intake (manifold) plenum (Associated work, after vehicle diagnosis) <ul style="list-style-type: none"> <li>WarrantyApp: Under B01 01 25 EGR Label Vac Bleed Intake Ports - Documentation of the cylinder head's intake ports before and after condition</li> </ul>	As applicable
61 99 000	Work time to carry out the pressure sensor function test, and enter the new EGR cooler's component identification information	3 FRU
And:		
00 58 999	B01 01 23 - Lump-sum fee for photo documentation (2, or 4 when 11 12 802 is performed)	1 FRU

(\*) 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 Supply Materials (RO and Claim Comments Required)

<b>Sublet Code 4</b>	Reimbursement for the supported amount of repair-related bulk supply materials (Do not use the BMW part numbers for claim submission)	Up to \$80.00
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Sublet reimbursement calculation for claiming the applicable repair-related bulk supply materials (BMW part numbers) is at the dealer net (DN) price for the full or proportional 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. The one-gallon concentrate's part number quantity as needed to obtain 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.

### 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  
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“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 – Extended Limited Warranty Reimbursement**

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

**A qualifying customer pay repair must primarily address this Service Information Bulletin’s identified vehicle issue and repair. Also, the repair must have been correctly, adequately, and completely performed as required by the applicable BMW Group approved repair standards, procedures, processes, and policy 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](http://www.BMW-RP.com) under the following reference:

- BMW ELW EGR Coolers 25Y/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 EGR Coolers 25Y/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**

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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 B010125\\_AT\\_2\\_N47T Diesel EGR Cooler August 2025.pdf](#)

[picture\\_as\\_pdf B010125\\_AT\\_1 Cust Letter.pdf](#)



## PROCEDURE

If the previously released EGR Cooler Recall Campaign Repair (21V-907) shows open on the Affected Vehicle in your workshop, perform and submit for the EGR cooler remedy repair as described in the Recall Service Information Bulletin.

### IMPORTANT NOTES

- NEVER release any of the screws in the EGR system with an impact wrench or electric screwdriver. Use only hand tools.
- The vehicle should have a BorgWarner EGR Cooler installed (Always confirm first), the “Attention! Before ordering, you must observe (Rep Instruction number) for performing a conversion from Koren EGR cooler to a BorgWarner EGR Cooler should not apply.
- While this ELW coverage repair is not a campaign, the “ABL Exhaust-gas recirculation cooler Technical Campaign” from the previous EGR Cooler campaign repair procedure will also be used for this ELW.

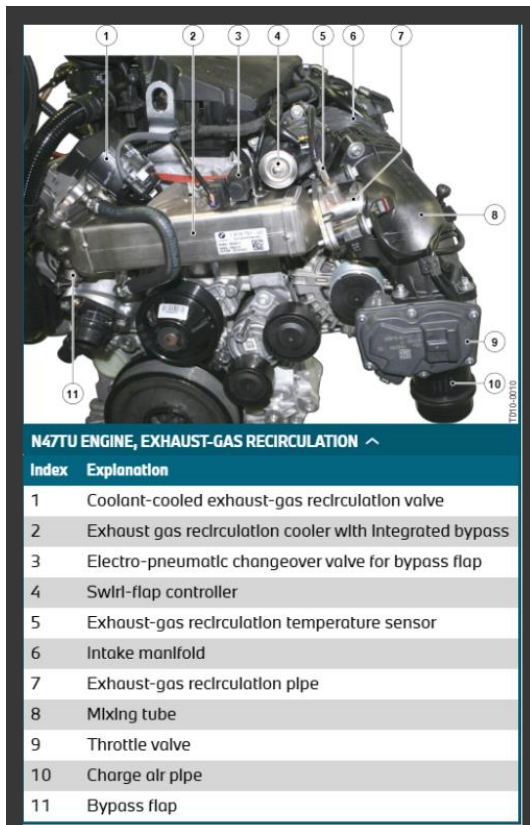


After the diagnosis confirms that an EGR Cooler/Intake Manifold replacement repair is required to be performed, use the WarrantyApp (B01 01 23) to take a photo of the information shown to the left on the “new replacement EGR Cooler” before it is installed.

1. Production date [YY-MM-DD]
2. Revision index
3. Serial number

**WarrantyApp: Under B01 01 25 EGR Label Vac Bleed Intake Ports**

These numbers will be required to be used later to register the vehicle’s new EGR Cooler in ISTA (See below).



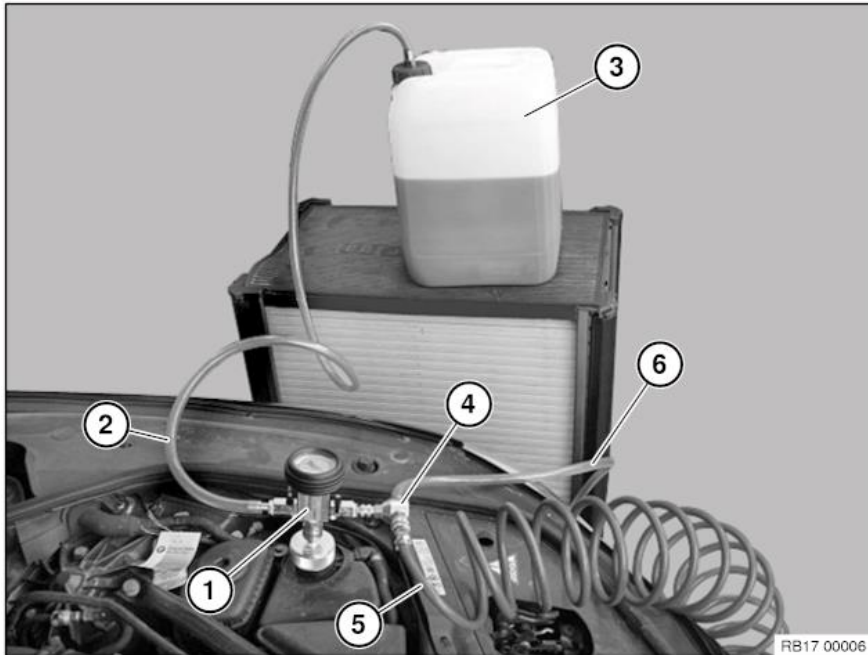
Then proceed to:

1. Replace the vehicle’s EGR cooler (2) (with EGR Valve),
2. Replace the intake manifold (6), with EGR intake pipe (7), and air flap control (4), and
3. Replace the boost pressure sensor.

Additionally, check the EGR cooler’s bypass flap changeover valve, wire harness, etc. for additional issues, renew the applicable item(s) as necessary.

If a buildup of coking is found in the cylinder head’s intake ports after the intake manifold is removed, refer to the work procedure 11 12 802 - Clean intake ports in cylinder head, (remove) and replace intake plenum, to address this issue instead of 11 61 551.

**WarrantyApp: Under B01 01 25 EGR Label Vac Bleed Intake Ports, use the WarrantyApp to picture document the before and after repair of the cylinder head intake ports.**

**PROCEDURE (Continued)****IMPORTANT NOTE**

After the EGR Cooler/Intake manifold are replaced, the cooling system **MUST** be properly bled.

Only use the vacuum **Filling unit** tool **PN 81 39 2 152 473**, or like function device.

Refer to Repair Instruction “**Vent and fill the cooling system with the vacuum filling equipment**” for more information.

See SI B04 34 08 - Vacuum Charger for Engine Cooling System. Distribution of this tool was through the Automatic Tool Shipment Program (12/2008).

**Failure to perform this type of venting procedure may not completely remove air pockets as required from the EGR cooler’s “cooling system,” remaining air pockets will damage the new EGR Cooler, and then possibly, the intake manifold.**

**WarrantyApp: Under B01 01 25 EGR Label Vac Bleed Intake Ports, use the WarrantyApp to picture document this procedure**

**ABL Exhaust-Gas Recirculation Cooler Technical Campaign**

Then proceed to:

- Set the EGR adaption (New EGR Cooler with a new EGR valve),
- Register the new replacement EGR Cooler (using the following path below), and then
- Run the intake manifold check\*\*:
  - Vehicle Management/Service functions:
    - Digital Diesel Electronics
      - Technical Campaign, exhaust-gas recirculation cooler
        - **ABL Exhaust-gas recirculation cooler Technical Campaign**

Follow the test plan steps to register the replacement EGR cooler (Use and insert the numbers from the new replacement EGR Cooler as stated above).

(\*\*) Since the intake manifold has already been replaced, the intake manifold check test result will be:

- “The measured values were OK”.

**PROCEDURE (Continued)****Overlapping Labor Removal (AIR client's FRU Plausibility Check Tool)**

When applicable, please work together with your center's Warranty Manager, Warranty Administrator, and/or Booker to identify the overlapping labor contained in the flat rate labor operation codes listed above. As determined by the AIR Client's FRU Plausibility Check Tool; calculate, claim, and submit for the reduced FRU allowances that apply.

**Overview - Inclusive (Labor) Positions****11 71 600 Remove and install/replace the exhaust-gas recirculation cooler**

- 1700508 Draining and topping up coolant for high-temperature circuit
- 1371535 Removing and installing/replacing clean air pipe

**11 61 551 Replace intake plenum**

- 1161550 Removing and installing the intake plenum
  - 5171871 Removing and installing/replacing tension strut on shock tower, left or right
    - 5113616 Removing and installing cowl cover
    - 5176530 Remove and install/replace hood seal, rear
  - 6120900 Disconnecting and connecting battery ground lead
    - 5147602 Removing and installing/replacing the luggage compartment floor covering
    - 1371500 Remove and install intake silencer housing

**11 12 802 Clean intake ports in cylinder head and replace intake plenum**

- 1161550 Removing and installing the intake plenum
  - 5171871 Removing and installing/replacing tension strut on shock tower, left or right
    - 5113616 Removing and installing cowl cover
    - 5176530 Remove and install/replace hood seal, rear
  - 6120900 Disconnecting and connecting battery ground lead
    - 5147602 Removing and installing/replacing the luggage compartment floor covering
    - 1371500 Remove and install intake silencer housing
  - 5147995 Removing and installing/replacing the underbody protection, front and rear
    - 5147500 Removing and installing/replacing underbody protection (front)



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

0  
Sample  
Sample  
Sample



August 2025

Effective with the date above, this **Important Vehicle Limited Warranty Information** applies to the BMW model with the Vehicle Identification Number (VIN) **SUXWY3C58G1234567**.

Dear BMW Owner/Lessee:

For the above-referenced vehicle, BMW of North America, LLC ("BMW NA") is extending the limited warranty for your diesel engine's:

- **Exhaust Gas Recirculation (EGR) Cooler, and consequentially, the intake manifold assembly when it is required, and / or, additionally the**
- **Auxiliary Exhaust Gas Recirculation (EGR) Cooler (N57T: F02 - 7 Series, F10 - 5 Series, F15 - X5) to**
- **25 years without a mileage limit, as determined from your vehicle's original first in-service / delivery date.**

Over time, these EGR components may develop material and operational issues. Should this occur, your vehicle's diesel engine to may operate at a reduced power output. Should this occur, vehicle's monitoring system will generate the corresponding fault codes 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 (Including that the vehicle's true mileage can be determined).

**This is a notice of a "component-specific" limited warranty extension. 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 applicable covered EGR cooler 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, other unrelated engine issues (including age/mileage-related engine compression degradation), unrelated other 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 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](http://www.bmwusa.com)



**BMW EGR Coolers - Extended Limited Warranty (ELW)  
Previous Customer-Pay Repair – Required Documentation Checklist**

**VIN: 5UXWY3C58G1234567**

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.

<b>Prior Repair Review Questions</b>	<b>Answer - One per Row</b>	
Was a diesel engine EGR cooler, and/or Auxiliary EGR Cooler replacement (5 Series, 7 Series, and X5) performed on 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 original first in-service / delivery date (age) when the repair was performed, was the vehicle still within 25 years (300 Mths) ?	Within 25Y/300M, Yes, next	No
Did the repair facility's diagnosis confirm an issue with the EGR cooler, Auxiliary EGR Cooler. (It did not fail because of different component issue, or 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 EGR Coolers ELW Previous Customer-Pay Repair - Reimbursement Request**

**VIN: 5UXWY3C58G1234567**

### **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 diesel engine's EGR cooler(s). 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 (Including that the vehicle's true mileage can be determined).

### **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 engine issues (including age/mileage-related engine compression degradation), unrelated other 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 on-line at [www.BMW-RP.com](http://www.BMW-RP.com) under the following reference:

- BMW ELW EGR Coolers 25Y/ULM

### **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 EGR Coolers 25Y/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.

