



## SIB 01 05 22

G11/G12 FRT AND REAR AIR SUSPENSION STRUTS EXT LTD WTY (ELW) 8 YRS/80,000 MILES  
2026-03-26

This Service Information bulletin (Revision 03) replaces SI B01 05 22 **dated July 2022**

### What's New:

- SIB title updated
- The Model, Situation, and Parts Information updated
- The wheel alignment check and adjust procedure is no longer a required follow-up step on the repair procedure.
- The air suspension strut replacement part number selection process has changed
- Claim Information section has been fully updated.
- Attachments updated

## MODEL

E-Series	Model Year	Model Description	Production Dates
G11	2016 to 2022	750i xDrive Sedan (Canadian Vehicles Registered in the US)	August 11, 2015 to September 14, 2021
G12	2016 to 2022	740Li Sedan	July 30, 2015 to June 13, 2022
G12	2017 to 2022	740Li xDrive Sedan	February 09, 2016 to June 13, 2022
G12	2016 to 2021	750Li xDrive Sedan	March 26, 2015 to June 13, 2022
G12	2017 to 2022	ALPINA B7 xDrive	June 14, 2016 to June 13, 2022
G12	2017 to 2022	M760Li xDrive Sedan	July 13, 2016 to June 13, 2022
G12	2017 to 2019	740Le xDrive Sedan	July 13, 2016 to February 14, 2019
G12	2020 to 2022	745Le xDrive Sedan	February 19, 2019 to June 7, 2022

**Note:** The Model 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 coverage, the DCSnet Warranty Vehicle Inquiry has been updated with the VIN and Component-specific Vehicle Comment shown below:

#### May 2022

**PLEASE SEE SI B01 05 22 (DC 37 11 90 01 00): FOR THIS VEHICLE, THE FRONT AND REAR AIR SUSPENSION STRUT ASSEMBLIES LIMITED WARRANTY FOR DEFECTS IN MATERIALS OR WORKMANSHIP HAS BEEN EXTENDED TO 8 YEARS /80,000 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.**

#### February 2026 (Remaining Applicable Vehicle Production)

**SI B01 05 22 (DC 37 11 90 01 00): FOR THIS VEHICLE, THE FRONT AND REAR AIR SUSPENSION STRUT ASSEMBLIES LIMITED WARRANTY FOR DEFECTS IN MATERIALS AND / OR WORKMANSHIP HAS BEEN EXTENDED TO 8 YEARS / 80,000 MILES 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 (FEBRUARY 2026).**

**Note:** Before performing a repair and submitting a claim, first confirm that the vehicle has one of the above Notice of Limited Warranty Extension in the WVI Vehicle Comments section.

If you have Extended Limited Warranty (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**

See attached pdf bulletin in Supporting Materials  
Supporting Materials

[picture\\_as\\_pdf B01 05 22\\_G11\\_G12 FRT AND REAR AIR SUSPENSION STRUTS EXT LTD WTY \(ELW\) 8 YRS\\_80,000 MILES\\_SR1.pdf](#)

[picture\\_as\\_pdf B010522\\_AT\\_1 Cust LetterV1.pdf](#)

[picture\\_as\\_pdf B010522\\_AT\\_2 Cust LetterV2.pdf](#)



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

027622-T1-P1-000001

SAMPLE  
SAMPLE  
SAMPLE



May 2022

This **“Important Limited Warranty Information,”** effective with the date listed above, applies to the BMW model with the Vehicle Identification Number (VIN) of **WBA7U2C00L** [REDACTED]

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:

- **Front and Rear Air Suspension Strut Assemblies (G11/G12)**

On the above-referenced vehicle to:

- **8 years/80,000 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.

Your BMW center will confirm your vehicle’s eligibility and review the scope of the repairs to determine if 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 issues beyond the scope of this component-specific coverage or that are due to outside influences, or any other unrelated issues 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.

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 Front and Rear Air Suspension Strut Assemblies (G11/G12) 8Y80M (2022) SAMPLE

**Company**  
BMW of North America, LLC  
BMW Group Company

**Mailing Address**  
PO Box 1227  
Westwood, NJ  
07675-1227

**Website**  
www.bmwusa.com



## Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement

### BMW of North America, LLC

May 2022

#### VIN WBA7U2C00L [REDACTED]

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 issues beyond the scope of this component-specific coverage or that are due to outside influence, or any other unrelated issues 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

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 [www.BMW-RP.com](http://www.BMW-RP.com) under the following reference:

**Covered Component Code**  
B-ELWR Air Struts 8Y80M F/R

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 Reimbursement Center  
Attention: B-ELWR Air Struts 8Y80M F/R  
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.



## Front and Rear Air Suspension Struts Assemblies (G11/G12): Limited Warranty Extension to 8 Years/80,000 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?



## Front and Rear Air Suspension Struts (G11/G12): Limited Warranty Extension to 8 Years/80,000 Miles

### Frequently Asked Questions (FAQ)

- 1. With the release of this notification, which BMW Group US models are potentially eligible for this component-specific Limited Warranty Extension?**

<b>E-Series</b>	<b>Beginning MY</b>	<b>Model Description</b>
G11	2016	750i xDrive Sedan
G12	2016	740Li Sedan
G12	2017	740Li xDrive Sedan
G12	2017	740Le xDrive Sedan
G12	2016	750Li Sedan
G12	2016	750Li xDrive Sedan
G12	2017	ALPINA B7 xDrive
G12	2017	M760Li xDrive Sedan
G12	2020	745Le xDrive

- 2. What is the specific issue with the Air Suspension Strut Assemblies?**

For the Model vehicles listed above, the air suspension struts (left and/or right side, front axle and/or the rear axle) may experience a loss of air when your vehicle sits stationary for prolonged periods, causing the affected side(s) of the vehicle to drop or lean.

Additionally, acoustic type noises (rattling, cracking) may also occur and be heard while driving on rough road surfaces, over speed bumps or when frequent hard steering maneuvers are performed to enter and/or exit a parking space.

- 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 air suspension strut assemblies in your vehicle are causing the issues described above due to a defect materials or workmanship, the affected air strut assembly will be replaced free of charge under the terms of this 8 year/80,000-mile extended limited warranty coverage.

**Note:** Any other air suspension system-related issues that are beyond the scope of this component-specific extended coverage and/or that are due to outside influences are excluded from this coverage.





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

1  
Sample  
Sample  
Sample



March 2026

Effective with the date above, this **Important Vehicle Limited Warranty Information** applies to the BMW model with the Vehicle Identification Number (VIN) **WBA7W4C0XN1234567**.

Dear BMW Owner/Lessee:

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

- **Front and Rear Air Suspension Strut Assemblies on the above-referenced vehicle to:**
- **8 years / 80,000 miles, whichever occurs first, as determined from your vehicle's original first in-service / delivery date.**

Over time, a situation may occur where your vehicle's air suspension strut assemblies, front axle and/or rear axle, left and/or right side, one or more may experience a loss of air. This will cause the suspension on the vehicle's affected sides to drop and/or lean.

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 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 air suspension strut 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 other air suspension system issues that are outside the intended scope of this extended coverage, and/or those that are due to outside influences (road and pothole issues), and other unrelated other issues, 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



**BMW Front and Rear Air Suspension Strut Assemblies - Extended Limited Warranty (ELW)  
Previous Customer-Paid Repair – Required Documentation Checklist**

**VIN: WBA7W4C0XN1234567**

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>Review Questions - Prior Repair Performed before the Release of this ELW Coverage</b>	<b>Answer - One per Row</b>	
Was one or more of your vehicle's air suspension strut assemblies replaced** to correct an issue like the one described in this letter?	Yes, next	No
Was this a customer paid repair performed <b>before</b> the release of this ELW coverage?	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 8 years (96 Mths) / 80,000 miles, whichever occurs first?	Within 8/80, Yes, next	No
Did the repair facility's diagnosis confirm an issue with the air suspension strut assembly/ assemblies. (They did not fail because of an outside influence, or a different component issue)	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 your previous customer paid 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 (including any and all aliases), and address (Current address also if it has changed since the repair)
- Full 17-Character Vehicle Identification Number ("VIN")
- The date of repair
- The **mileage on your vehicle** when the repair was performed\*
- Itemized list of labor charges for all repairs\* including diagnosis
- Itemized list of **part numbers, descriptions, and quantities**, 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.

Repair orders/invoices missing the vehicle's mileage, and/or those containing only part descriptions with no corresponding part numbers can either delay, or may be insufficient to support processing your reimbursement request.

(\*\*) You may elect to use non-genuine BMW parts for non-warranty repairs, or repairs beyond the a BMW limited warranty.

As it relates to prior repair reimbursements, if an installed non-genuine BMW part was replaced again with another non-genuine BMW part, BMW NA is not obligated to pay for the subsequent repair performed using non-genuine BMW parts, and/or for any repairs for damage that results from using non-genuine BMW parts.

**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, related materials, and the amount charged for shop supplies/document fees, if excessive) 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 Front and Rear Air Suspension Strut Assemblies - ELW Previous Customer-Paid Repair - Reimbursement Request**

**VIN: WBA7W4C0XN1234567**

### **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 replacement repair to address a covered issue with the air suspension strut assembly/assemblies. 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 other air suspension system issues that are outside the intended scope of this extended coverage, and/or those that are due to outside influences (road and pothole issues), and other unrelated other issues , 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:

- G11/G12 Front and Rear Air Suspension Struts

### **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: G11/G12 Front and Rear Air Suspension Struts  
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.



# Service Information Bulletin

Warranties

March 25, 2026

B01 05 22

## **G11/G12 FRT AND REAR AIR SUSPENSION STRUTS EXT LTD WTY (ELW) 8 YRS/80,000 MILES**

This Service Information bulletin (Revision 03) replaces SI B01 05 22 dated July 2022

### What's New:

- SIB title updated
- The Model, Situation, and Parts Information updated
- The wheel alignment check and adjust procedure is no longer a required follow-up step on the repair procedure.
- The air suspension strut replacement part number selection process has changed
- Claim Information section has been fully updated.
- Attachments updated

### MODEL

E-Series	Model Year	Model Description	Production Dates
G11	2016 to 2022	750i xDrive Sedan (Canadian Vehicles Registered in the US)	August 11, 2015 to September 14, 2021
G12	2016 to 2022	740Li Sedan	July 30, 2015 to June 13, 2022
G12	2017 to 2022	740Li xDrive Sedan	February 09, 2016 to June 13, 2022
G12	2016 to 2021	750Li xDrive Sedan	March 26, 2015 to June 13, 2022
G12	2017 to 2022	ALPINA B7 xDrive	June 14, 2016 to June 13, 2022
G12	2017 to 2022	M760Li xDrive Sedan	July 13, 2016 to June 13, 2022
G12	2017 to 2019	740Le xDrive Sedan	July 13, 2016 to February 14, 2019
G12	2020 to 2022	745Le xDrive Sedan	February 19, 2019 to June 7, 2022

**Note:** The Model 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 coverage, the DCSnet Warranty Vehicle Inquiry has been updated with the VIN and Component-specific Vehicle Comment shown below:

### May 2022

**PLEASE SEE SI B01 05 22 (DC 37 11 90 01 00): FOR THIS VEHICLE, THE FRONT AND REAR AIR SUSPENSION STRUT ASSEMBLIES LIMITED WARRANTY FOR DEFECTS IN MATERIALS OR WORKMANSHIP HAS BEEN EXTENDED TO 8 YEARS /80,000 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.**

## February 2026 (Remaining Applicable Vehicle Production)

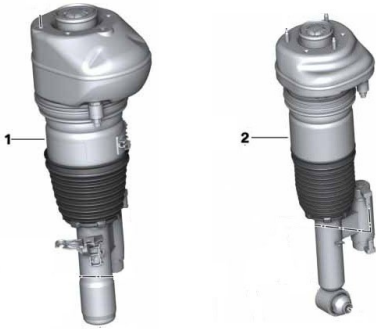
**SI B01 05 22 (DC 37 11 90 01 00): FOR THIS VEHICLE, THE FRONT AND REAR AIR SUSPENSION STRUT ASSEMBLIES LIMITED WARRANTY FOR DEFECTS IN MATERIALS AND / OR WORKMANSHIP HAS BEEN EXTENDED TO 8 YEARS / 80,000 MILES AS DETERMINED FROM THE ORIGINAL FIRST IN-SERVICE / DELIVERY DATE. THIS COVERAGE IS SUBJECT TO THE SAME VEHICLE ELIGIBILITY REQUIREMENTS, LIMITATIONS, AND EXCLUSIONS THAT APPLY TO THE BMW NEW VEHICLE LIMITED WARRANTY FOR PASSENGER CARS AND LIGHT TRUCKS (FEBRUARY 2026).**

**Note:** Before performing a repair and submitting a claim, first confirm that the vehicle has one of the above Notice of Limited Warranty Extension in the WVI Vehicle Comments section.

If you have Extended Limited Warranty (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 Warranty Extension

 <p>The image shows two air suspension strut assemblies. Assembly 1 is a front strut, and assembly 2 is a rear strut. Both are shown from a side-on perspective, highlighting their cylindrical air reservoirs and lower mounting points.</p>	<p>BMW of North America, LLC (BMW NA) is extending the limited warranty for the vehicles' front and rear air suspension strut assemblies (item # 1 Front and # 2 Rear, shown) that qualify to:</p> <ul style="list-style-type: none"><li>8 years/80,000 miles, as determined by the vehicle's original first in-service / delivery date.</li></ul> <p>Other air suspension system-related components/issues are excluded from this coverage.</p>
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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 transferable to the subsequent owners, and is subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

## Important Note

Driving over rough or damaged road surfaces, as well as debris, curbs and other obstacles can cause serious damage to wheels, tires, and suspension parts.

This is more likely to occur with low-profile tires that provide less cushioning between the wheel and the road.

Front and/or rear air suspension strut assembly repairs during the 4 year/50,000 mileage New Vehicle Limited Warranty or the extended limited warranty coverage that are required due to outside influence are not covered.

**Note: This bulletin is notice of a limited warranty extension. This is NOT a notice of 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 has sent an is sending additional VIN-specific customer notification letters.

## CAUSE

For the Model vehicles listed above, the air suspension strut assemblies (front axle and/or the rear axle, left and/or right side) may experience a loss of air when the vehicle sits stationary for prolonged periods, causing the affected side(s) of the vehicle to drop or lean.

Additionally, acoustic type noises (rattling, cracking) may also occur and be heard while driving on rough road surfaces, over speed bumps or when frequent hard steering maneuvers are performed to enter and/or exit a parking space.

## CORRECTION

Follow the instructions in the PROCEDURE section.

## PROCEDURE

If a vehicle listed above arrives at your center with the issue described in the Cause above, perform diagnosis, and when required, replace the air suspension strut assemblies as applicable.

**A wheel alignment check and adjustment procedure, after performing air suspension strut assembly replacement, is no longer required.**

The other air suspension system-related components are excluded from this coverage.

**Note:** When this repair is required to be performed, and it is determined that an air strut assembly on the axle being repaired has an accumulated mileage that is more than 100,000 km (62,140 miles), replace the air strut assemblies in sets on that axle (Both left and right).

## **PARTS INFORMATION**

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

To determine the part number(s) 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.

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
Refer to ETK or AIR	Air spring strut, front left	1
And/or:		
Refer to ETK or AIR	Air spring strut, front right	1
And/or:		
Refer to ETK or AIR	Air spring strut, rear left	1
And/or:		
Refer to ETK or AIR	Air spring strut, rear right	1

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**

This component-specific limited warranty extension to 8 years/80,000 miles applies to eligible US-specification BMW vehicles that are registered, operated, and have their covered repair performed by an authorized BMW center in the United States (including Puerto Rico) for defects in materials or workmanship.

This coverage described above applies to the specific vehicle (VIN), it is transferable to the subsequent owners, and is subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that apply 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.

Should this component fail again, it is 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 other air suspension system issues that are outside the intended scope of this extended coverage, and/or those that are due to outside influences (road and pothole issues), and other unrelated other issues, 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.

## Qualifying Repairs – Claim Submission

Claim this work with the Repair Code and the labor operation codes provided below.

<b>Repair Code:</b>	<b>3711900100</b>	<b>G11 G12 Front and rear-axle air suspension strut</b>
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Obtain the flat rate unit (FRU) allowances for the following that applies.

### Diagnosis (All)

Labor Operation	Description	Labor Allowance
00 00 006	Carrying out vehicle test <b>(Main work)</b>	As applicable
Or:		
00 00 556	Carrying out vehicle test <b>(Plusposition)</b>	As applicable
And:		
61 21 528	Supporting voltage of the vehicle electrical system / recharging vehicle battery	As applicable
And, as necessary:		
61 00 006*	Carrying out vehicle diagnosis, ABL (Work time), checking self-leveling suspension for function, and other related diagnosis	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 (including 61 21 528) when the Vehicle Test is included in another repair.

Work time labor operation codes 61 00 006, 00 58 500, and 37 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.

And with the diagnosis above that applies to your center together with the work below that was performed.

### Vehicle Repairs by Model

<b>750i xDrive (G11 CA, 7B03, 7R83)</b>	<b>740Li xDrive Sedan (7E43, 7T43)</b>	<b>750Li xDrive Sedan (7F23, 7U23)</b>	<b>740Le xDrive Sedan (7J23)</b>
<b>745Le xDrive Sedan (7W43)</b>	<b>M760Li xDrive Sedan (7H63, 7U63)</b>	<b>ALPINA B7 xDrive (ZU23 with Option Code 0920)</b>	<b>Except the ALPINA B7 xDrive (7F13)</b>

And the:

<b>740Li Sedan (RWD) (7E23, 7T23)</b>	<b>750Li Sedan (RWD) (7F03)</b>
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(\*\*) Option Code 460 - Comfort Seats, Rear, Electrically Adjustable

**Front or Rear Standalone - Replacing Air Suspension Strut(s)**

Front Labor Operations – xDrive - AWD Vehicle		One Front	Two Fronts
A. Replacing front <b>left or right</b> air suspension		37 11 501	
B. Replacing <b>both</b> air suspensions, front			37 11 505
Or:			
Front Labor Operations – RWD Vehicle		One Front	Two Fronts
C. Replacing front <b>left or right</b> air suspension		37 11 509	
D. Replacing <b>both</b> air suspensions, front			37 11 507

Or:

Rear Labor Operations – Without Comfort Seat Option Code 460**		One Rear	Two Rears
E. Replacing rear <b>left or right</b> air suspension		37 12 570	
F. Replacing <b>both</b> air suspensions, rear			37 12 580
Or:			
Rear Labor Operations – With Comfort Seat Option Code 460**		One Rear	Two Rears
G. Replacing rear <b>left or right</b> air suspension		37 12 572	
H. Replacing <b>both</b> air suspensions, rear			37 12 582

Or:

**Front and Rear Combinations – Replacing Air Suspension Struts (See the above Section)**

Air Suspension Struts Combined Labor Operations	One Front One Rear		One Front Two Rears		Two Fronts One Rear		Two Fronts Two Rears	
	(A)	(E)	(A)	(F)	(B)	(E)	(B)	(F)
xDrive - AWD	37 11 501	37 12 570	37 11 501	37 11 580	37 11 505	37 12 570	37 11 505	37 12 580
Or:								
xDrive - AWD w/OC 460**	37 11 501	37 12 572	37 11 501	37 11 582	37 11 505	37 12 572	37 11 505	37 12 582
Or:								
RWD	37 11 509	37 12 570	37 11 509	37 11 580	37 11 507	37 12 570	37 11 507	37 12 580
Or:								
RWD w/OC 460**	37 11 509	37 12 572	37 11 509	37 11 582	37 11 507	37 12 572	37 11 507	37 12 582

Or, for the:

**ALPINA B7 xDrive – AWD (AG Model Code 7F13 Only)**

Claim work time labor operation code 37 99 000 one time for the total FRU allowance that applies and itemize the claimed WT FRU amount the RO and in claim comment section.

**Front or Rear Standalone - Replacing Air Suspension Strut(s)**

Front Labor Operations – xDrive - AWD Vehicle	One Front	Two Fronts
A. Replacing front <b>left or right</b> air suspension (37 99 000)	11 FRU	
B. Replacing <b>both</b> air suspensions, front (37 99 000)		22 FRU

Or:

Rear Labor Operations – Without Comfort Seat Option Code 460**	One Rear	Two Rears
C. Replacing rear <b>left or right</b> air suspension (37 99 000)	22 FRU	
D. Replacing <b>both</b> air suspensions, rear (37 99 000)		32 FRU
Or:		
Rear Labor Operations – With Comfort Seat Option Code 460**	One Rear	Two Rears
E. Replacing rear <b>left or right</b> air suspension (37 99 000)	26 FRU	
F. Replacing <b>both</b> air suspensions, rear (37 99 000)		35 FRU

**Front and Rear Combinations – Replacing Air Suspension Struts (See the above Section)**

Air Suspension Struts Combined	One Front One Rear	One Front Two Rears	Two Fronts One Rear	Two Fronts Two Rears
xDrive - AWD wo/OC 460** (37 99 000)	(A) 33 FRU (C)	(A) 43 FRU (D)	(B) 44 FRU (C)	(B) 53 FRU (D)
Or:				
xDrive - AWD w/OC 460** (37 99 000)	(A) 37 FRU (E)	(A) 46 FRU (F)	(B) 48 FRU (E)	(B) 57 FRU (F)

**Overlapping Labor Removal (AIR client’s FRU Plausibility Check Tool)**

In the rare instance where both the front and rear electric drive units have the issue described in this Service Information Bulletin, 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.

**Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement**

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

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 other air suspension system issues that are outside the intended scope of this extended coverage, and/or those that are due to outside influences (road and pothole issues), and other unrelated other issues, 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

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:

- G11/G12 Front and Rear Air Suspension Struts

## 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: G11/G12 Front and Rear Air Suspension Struts  
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