



SI B01 14 18  
Warranties

September 2018  
Technical Service

## EXHAUST-GAS RECIRCULATION (EGR) VALVE (N57T): LIMITED WARRANTY EXTENSION TO 10 YEARS/120,000 MILEAGE

### MODEL

F10 (535d Sedan) (N57T Engine) Model Year 2014 produced 7/8/2013 to 6/27/2014	F10 (535d xDrive Sedan) (N57T Engine) Model Year 2014 produced 6/17/2013 to 6/27/2014	F15 (X5 xDrive35d) (N57T Engine) Year 2014 produced 6/25/2013 to 7/31/2014	
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**Note:** The “Model” information above is for informational purposes only, it is **not** the only deciding

factor.

### ELIGIBLE VEHICLES

To determine a vehicle's eligibility and to confirm this coverage applies, always perform a VIN-specific DCSnet Warranty Inquiry first.

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:

**Please see SI B01 14 18 (DC 11 71 90 02 00): For this vehicle, the engine's Exhaust-Gas Recirculation (EGR) Valve limited warranty for defects in materials or workmanship has been extended to 10 year/120,000 mile 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 for Passenger Cars and Light Trucks.**

If you have ELW eligibility and/or coverage questions, please contact the Warranty department through IDS by selecting “Coverage, Policy and Coding” **prior** to performing any repair.

### INFORMATION

For the eligible vehicles, BMW of North America, LLC (“BMW NA”) is extending the limited warranty for the engine's **Exhaust-Gas Recirculation (EGR) Valve** to:

- 10 years/120,000 miles as determined by the vehicle's original in-service date

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



**Note:** 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 sent VIN-specific customer notification letters.

## SITUATION

Due to an issue with the exhaust-gas recirculation (EGR) valve, the malfunction indicator lamp (MIL) lights up and vehicle engine may begin jerking or have sporadic idle fluctuations.

Additionally, the fault memory may read the following fault codes:

- 255C00 - EGR controller, position control: Valve too wide open/negative control deviation
- 272F00 - Exhaust-gas recirculation valve, plausibility: mechanically faulty, near open position
- 272E00 - Exhaust-gas recirculation valve, plausibility: mechanically faulty, near closed position
- 290900 - Air system, air to EGR exhaust mass flow, plausibility measured air mass compared to calculated air mass too high
- 257E00 - EGR controller, position sensor, signal: Interruption or short circuit to ground
- 255D00 - EGR controller, actuation: Interruption
- 255B00 - EGR controller, position control: Valve too wide closed/positive control deviation
- 290B00 - Air system, air to EGR air mass flow, plausibility: measured air mass compared to calculated air mass too low
- 240500 - Exhaust-gas recirculation control, control deviation: Air mass too high/negative control deviation
- 240400 - Exhaust gas recirculation control, control deviation: Air mass too low/positive control deviation
- 273600 - EGR controller position, long-term drift: Position deviation too high (current/new condition)

## CORRECTION

If the above mentioned fault memory entries are stored, run through the test module(s) and in particular, if an EGR valve with the PN 11 71 7 810 871 is found installed on an model vehicle identified in this bulletin, replace the EGR valve and clear the fault code memory.

Additionally, any repairs to address other stored EGR faults which require the replacement of a failed EGR valve are also covered under the terms of this component's extended time and mileage coverage that is described in this bulletin.

## PARTS INFORMATION



Note: Please refer to the Electronic Parts Catalog (ETK/EPC), using the customer's VIN to locate the

applicable replacement part numbers.

- Only order these **parts in the quantities needed** to address customers' vehicles that have confirmed failures.
- **"Only in conjunction with" parts:** When applicable, if ETK/EPC item identifies additional part(s) that must also be replaced/installed "in-conjunction" with performing a covered repair, these "required" additional items are also covered under the terms of this extended limited warranty.
- Also refer to ETK/EPC and the repair instructions for onetime-use fasteners/screws and other information regarding repair-related gaskets, seals, fluid and/or lubricants that also need to be replaced/used and claimed.

## WARRANTY INFORMATION

This component-specific limited warranty extension to 10 years/120,000 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).

**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

Non-US specification vehicles, ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues are not covered under the terms of this limited warranty extension.

### Qualifying Repairs - Claim Submission

Claim this work with the defect code and labor operations provided below.

<b>Defect Code:</b>	<b>1171900200</b>	<b>F02 F10 F15 N57T US version, exhaust-gas recirculation valve</b>
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 00 006	Refer to KSD2/AIR	Performing "vehicle test" (with vehicle diagnosis system – checking faults) (Main work)
Or:		

00 00 556	Refer to KSD2/AIR	Performing “vehicle test” (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to KSD2/AIR	Connect an approved battery charger/power supply (indicated in KSD2 as “Charging battery”)
And, as necessary:		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module
And:		
00 65 754	Refer to KSD2/AIR	Replacing exhaust gas recirculation valve (after vehicle diagnosis)

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

Refer to KSD2/AIR for the corresponding flat rate unit (FRU) allowances.

Work time labor operation code 61 00 006 is not considered a Main labor operation; however, it does require an individual punch time and an explanation on the repair order and in the claim comments section.

### Overlapping Labor Procedure – Other Repairs

If invoicing the KSD2/AIR flat rate labor operation codes for other repair work results in overlapping labor, for those flat rate labor operations that are affected, you are able to:

- Replace the stated KSD2 “FRU allowance” with a “reduced FRU value” to eliminate the overlapping labor.

For help in identifying the overlapping labor, please refer to the AIR FRU Plausibility Check (Overlapping Labor Tool) that is located in the AIR Client.

Eligible other repair work being claimed under a different defect code will require separate punch times.

On the repair order and in the claim comment section, please identify and itemize those labor operations being claimed with a “reduced FRU value.”

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

For the “Models” listed above and under this extended limited warranty, BMW of North America, LLC will provide reimbursement for “qualifying customer-pay repairs” that were performed on an eligible vehicle **prior** to the release of this component-specific limited warranty extension.

Customer-pay repairs are subject to the applicable 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 that do not qualify for reimbursement include repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States (including Puerto Rico), and/or the diagnosis and repair of other unrelated issues. This exclusion 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:

- B-ELWR 2018 N57T Exhaust-Gas Recirculation (EGR) Valve 10Y120M

### **Reimbursement Request Procedure**

The online process is initiated by attaching/sending “PDF files” of the supporting documentation for the “prior repair.”

The website and attached sample customer letter provides information as to “what” documentation is needed to be supplied to support a 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: B-ELWR 2018 N57T Exhaust-Gas Recirculation (EGR) Valve 10Y120M

P.O. Box 561089

Dallas, TX 75356

Fax number: 877-434-2992

Please allow 4-6 weeks for processing your request.

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

### **BMW Owner/Operator Inquiries and Assistance**

For all other questions, please contact the BMW’s Customer Relations and Services via email at [Customerrelations@bmwusa.com](mailto:Customerrelations@bmwusa.com) or via telephone at 1-800-831-1117.

Please have your 17-character Vehicle Identification Number (VIN) available and include the VIN with all communications.

## **ATTACHMENTS**

View PDF attachment [B011418 Customer letter](#).

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**BMW**

P.O. Box 619063  
 Dallas, TX 75261-9063  
 DO NOT MAIL REPAIR ORDER TO THIS ADDRESS



4-777-H346A-0000007-001-000-000-000



July 2018

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

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:

- **"Engine Exhaust-Gas Recirculation (EGR) Valves"**
- **"Engine Exhaust-Gas Recirculation (EGR) Cooler"**

On the above-referenced vehicle to:

- **10 years/120,000 miles as determined by your vehicle's original in-service date.**

This "component-specific" limited warranty extensions apply 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 notice of a "limited warranty extension." This 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 authorized BMW center will determine the vehicle's eligibility and review the scope of repairs that are covered by this component-specific limited warranty extension(s).

After vehicle inspection and diagnosis, eligible repair work will be performed by the authorized BMW center in the United States (including Puerto Rico) free of charge.

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

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

Sincerely,

BMW of North America, LLC

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

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

**Telephone**  
 (800) 831-1117

**E-mail**  
 Customerrelations@  
 bmwusa.com

**Website**  
 bmwusa.com

**Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement****BMW of North America, LLC**

July 2018

**VIN GGGGGGGGGGGGGGGGGG**

Under these extended limited warranties, BMW of North America, LLC (“BMW NA”) will provide reimbursement for “qualifying customer-pay repairs” that were performed on an eligible vehicle **prior** to the release of these component-specific limited warranty extensions.

Customer-pay repairs are subject to the applicable vehicle and coverage eligibility requirements, exclusions and limitations that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

**Repairs that do not Qualify for Reimbursement**

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues. This exclusion applies to repairs, including consequential, that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

**Requesting Reimbursement for a Previous Repair that Qualifies**

If you previously had a “qualifying customer-pay repair” performed either by an authorized BMW center or independent repair shop located in the United States (including Puerto Rico), please submit your reimbursement request “online” at [www.BMW-RP.com](http://www.BMW-RP.com) under the following reference:

**Covered Component Code**

B-ELWR 2018 N57T Exhaust-Gas Recirculation (EGR) Valve/Cooler 10Y120M

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

**Alternative Method to Request Reimbursement**

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

BMW Customer Reimbursement Center  
Attention: B-ELWR 2018 N57T Exhaust-Gas Recirculation (EGR) Valve/Cooler 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.

For all other questions, please contact BMW’s Customer Relations and Services via email at [Customerrelations@bmwusa.com](mailto:Customerrelations@bmwusa.com) or via telephone at 1-800-831-1117.

Please have your 17-character Vehicle Identification Number (VIN) available and include the VIN with all communications.

B-ELWR 2018 N57T Exhaust-Gas Recirculation (EGR) Valve/Cooler 10Y120M

**N57T Engine-Gas Recirculation (EGR) Valve/Cooler: Limited Warranty Extension to 10 Years/120,000 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 components that are 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?