

SI B11 06 14

Engine January 2015

Technical Service

This Service Information bulletin and attachment supersedes SI B11 06 14 dated December 2014.

PERFORM THE PROCEDURE OUTLINED IN THIS SERVICE INFORMATION ON ALL AFFECTED VEHICLES THE NEXT TIME THEY ARE IN THE SHOP FOR MAINTENANCE OR REPAIRS.

designates changes to this revision

SUBJECT

N63 Engine: Customer Care Package

MODEL

F01 and F02 (7 Series Sedan) produced from 3/2009 to 6/2012

F04 (Active Hybrid 7) produced from 4/2010 to 6/2012

F07 (Gran Turismo) produced from 9/2009 to 6/2012

F10 (5 Series Sedan) produced from 3/2010 to 7/2013

F12 (6 Series Convertible) produced from 3/2011 to 7/2012

F13 (6 Series Coupe) produced from 7/2011 to 7/2012

E70 (X5) produced from 3/2010 to 6/2013

E71 (X6) produced from 7/2008 to 6/2014

E72 (ActiveHybrid X6) produced from 9/2009 to 9/2011

INFORMATION

This bulletin outlines the Customer Care Package program that has been designed exclusively for BMW vehicles with the N63 engine.

Vehicles with the N63 high performance engine are engineered with EfficientDynamics that provides fuel economy without compromising on its “class leading” power and performance.

To ensure these engines keep delivering the ultimate performance, we have designed this Care Package that includes a 6 point check, and if necessary, the replacement of one or more of the following powertrain components:

Hot-Film Air Mass Sensors

PIEZO High Pressure Fuel Injectors

Engine Vacuum Pump  
Fuel System Low Pressure Sensor/Feed Line  
Fresh Air Intake Turbo Seals  
Crankcase Ventilation Lines (Hoses)

This engine care package also includes a multi-point inspection of the vehicle, including tire pressures, fluid levels, safety and convenience features.

Complete all other applicable open Campaigns per the DCS Warranty inquiry and the Key Reader.

Perform all recommended, due or qualifying “time-based” maintenance service tasks as directed by the Key Reader/ISPA Light application.

When applicable, also perform the procedure described in SI B61 30 14, 12-Volt Battery Replacement, under the BMW Maintenance Program, together with performing the N63 Customer Care Package.

After completing all necessary repairs, vehicle needs to be test driven for up to 30 minutes to assure the highest standard of performed repairs.

#### AFFECTED VEHICLES

This Customer Care Package program applies to E70, E71, E72, F01, F02, F04, F07, F10, F12, and F13 vehicles with the N63 engines corresponding to the production dates listed above.

First check if a Service Action label with a code number 721 is already attached to the A-pillar. If a code number 721 has already been punched out, the Campaign has already been performed and no further action is necessary.

Eligible vehicles will show the following Customer Care Package-related Campaign Code:

00 13 47 02 00

S0093U02

This Service Action has been assigned code number 721. After the vehicle has been checked and/or corrected, obtain a label (SD 92-464) and:

Emboss your BMW center warranty number in the middle of the label (1);  
Punch out code number 721 (2), printed on the label; and  
Affix the label to the B-pillar as shown.

If the vehicle already has a label from a previous Service Action/Recall Campaign, affix the new label next to the old one. Do not affix one label on top of another one, because a number from an underlying label could appear in the punched-out hole of the new label.

## PROCEDURE

Refer to the attachment for N63 Engine Care Package Evaluation and Repair Procedures.

The video procedure describing the Customer Care Package technical overview can be viewed on the TIS website, using the following path:

Select "Service Reference" from the top menu bar.

Select "Service Videos."

Select "General Search."

Select "[11] Engine" and "Submit."

Select "V11 07 14 December 2014 – N63 Customer Care Package - Technical Overview."

The video procedure describing the Care Package Program overview can be viewed via the TIS Website, using the following path:

Select "Service Reference" from the top menu bar.

Select "Service Videos."

Select "General Search."

Select "[11] Engine" and "Submit."

Select "V11 08 14 December 2014 – N63 Customer Care Package - Program Overview."

### parts information

Note: Only order the necessary parts, in the quantities needed, for customers' vehicles that have confirmed failures. Such parts can only be ordered through TeileClearing, as the part numbers are blocked. Parts identified as needed in the TeileClearing case will be forwarded to the Parts Department and will constitute the Center's Parts order for this vehicle.

Please supply your correct location code and shipping address in the TC case, so the parts are shipped to the correct location (main store or satellite).

Also, refer to ETK and the repair instructions for one-time use fasteners and component information regarding additional and/or replacement screws, gaskets and seals that need to be installed and claimed.

The following parts list is required for every affected vehicle.

Part Number	Description	Quantity
13 62 8 645 877	Hot-film air mass sensor	2
13 71 8 646 450	Gasket (Intake air duct)	2
17 51 7 585 577	Clamp	2
11 15 8 645 237	Connecting line bank 1	1
11 15 8 645 238	Vent pipe bank 1	1
11 15 8 645 239	Connecting line bank 2	1
11 15 8 645 240	Vent pipe bank 2	1

Use the following parts list, as needed, based on the evaluation results. These parts are optional and not necessary for every affected vehicle.

11 66 8 649 747 Vacuum pump As needed up to 1  
13 53 8 648 937 Piezo injector (this part number is index 11 or greater) As needed up to 8  
13 53 8 651 060 Decoupling element As needed up to 8  
13 53 8 649 966 Fuel feed line with low pressure sensor As needed up to 1

When the PuMA case is received, you will receive an acknowledgment that the case will be processed. If the case details are not sufficient, you will receive a response describing the discrepancy.

The parts will be manually released to your dealer every evening before the close of business, if the case was processed and received before 2:00 PM local time. If the case is processed after this time, the parts will be shipped the following day.

#### WARRANTY INFORMATION

Reimbursement for this Customer Care Package program will be via normal claim entry utilizing the following information:

Defect Code: 00 13 47 02 00

Important: Until the release of the February 2015 KSD2, you must use the FRU allowances listed below in this bulletin to invoice the repair order. Due to a repair procedure change, the FRU allowances for these labor operations in the current KSD2 are no longer valid.

Appeals for FRU payment shortages will not be accepted.

Labor Operation: Labor Allowance: Description:

00 62 111 35 FRU (F12, F13) Carry out basic scope

36 FRU (F01, F02, F04, F07, F10)

38 FRU (E70, E71)

60 FRU (E72)

00 62 112 38 FRU (F01, F02, F07, F10, F12, F13) Replace the basic scope and the fuel delivery line

39 FRU (F04)

41 FRU (E70, E71)

63 FRU (E72)

00 62 113 64 FRU (F12, F13) Replace the basic scope and the vacuum pump

65 FRU (F01, F02, F07, F10)

69 FRU (E70, E71)

72 FRU (F04)

104 FRU (E72)

00 62 114 82 FRU (E70, E71) Replace the basic scope and the injectors  
85 FRU (F01, F02, F07, F12, F13)  
86 FRU (F10)  
91 FRU (F01 xDrive, F02 xDrive, F07 xDrive, F10 xDrive, F13 xDrive)  
92 FRU (F12 xDrive)  
117 FRU (F04)  
121 FRU (E72)

00 62 115 67 FRU (F01, F02, F07, F10, F12, F13) Replace the basic scope, fuel delivery line and vacuum pump  
72 FRU (E70, E71)  
75 FRU (F04)  
108 FRU (E72)

00 62 116 84 FRU (E70, E71) Replace the basic scope, fuel delivery line and injectors  
88 FRU (F01, F02, F07, F10, F12, F13)  
93 FRU (F01 xDrive, F02 xDrive, F07 xDrive, F10 xDrive, F13 xDrive)  
95 FRU (F12 xDrive)  
119 FRU (F04)  
120 FRU (E72)

00 62 117 112 FRU (E70, E71, F01, F02, F07, F10, F12, F13) Replace the basic scope, vacuum pump and the injectors  
117 FRU (F01 xDrive, F02 xDrive, F07 xDrive, F13 xDrive)  
118 FRU (F10 xDrive)  
119 FRU (F12 xDrive)  
153 FRU (F04)  
166 FRU (E72)

00 62 118 114 FRU (E70, E71, F01, F02, F07, F12, F13), 115 FRU (F10) Replace the basic scope, fuel delivery line, vacuum pump and injectors  
119 FRU (F13 xDrive)  
120 FRU (F01 xDrive, F02 xDrive, F07 xDrive, F10 xDrive)  
121 FRU (F12 xDrive)  
155 FRU (F04)  
166 FRU (E72)

The labor operation codes listed above are Main labor operations.

And:

When other additional work and/or parts are required as a direct result of these issues, including the applicable labor operations listed in KSD2, claim these items under the defect code listed above.

And:

## Sublet – Bulk Materials

Sublet Code 4 See sublet reimbursement calculation below Reimbursement for used quantities of required operating fluids (applicable BMW part numbers. Do not use these part numbers for claim submission)

Sublet calculation: Reimbursement for used quantities of required operating fluids (applicable BMW part numbers) at dealer net plus handling.

Enter the material cost in sublet and itemize the amount in the claim comment section.

## Previous Customer-pay Repairs

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 the N63 Engine Customer Care Package and the Timing Chain Inspection Measure.

Qualifying customer pay repairs are the following:

- Hot-Film Air Mass Sensors
- PIEZO High Pressure Fuel Injectors
- Engine Vacuum Pump
- Fuel System Low Pressure Sensor
- Fresh Air Intake Turbo Seals
- Crankcase Ventilation Lines (Hoses)
- Timing Chain

Customer pay repairs, when they were performed, are subject to the applicable New Vehicle/SAV Limited Warranty’s exclusions and limitations, in addition to the vehicle and coverage eligibility requirements.

Repairs performed on ineligible vehicles or the diagnosis and repair of other unrelated issues do not qualify for reimbursement.

To request reimbursement for a “qualifying customer-pay repair” performed either by an authorized BMW center or independent repair shop, please have your customer submit a reimbursement request online at [www.BMW-RP.com](http://www.BMW-RP.com).

## Reimbursement Procedure

To initiate the online process, the customer will be asked to attach PDF files of the required documentation; this is outlined in the attachment below.

Alternatively, they may mail or fax their request and documentation directly to the BMW Customer Reimbursement Center.

For more information, please refer to the PDF attachment:  
“B110614\_Customer\_CP\_Reimbursement Procedure.”

Note: A copy of this attachment can be provided to the customer.