



SIB 01 03 19

2019-10-21

N63T REAR MONITORING OXYGEN SENSORS: LTD WTY EXTENSION TO 10 YEARS/120,000 MILES

This Service Information Bulletin replaces SI B01 03 19 dated April 2019 (Revision 01).

What's New:

- The F01 (750i xDrive Sedan) production start date has been corrected
- The Correction and Warranty Information sections have been updated
- The Parts Information section has been updated.
- The Customer Reimbursement Center's mailing address has been updated

MODEL

F01 (750i Sedan) (N63T Engine) Model Year 2014 produced 7/01/2013 to 6/27/2014	F01 (750i xDrive Sedan) (N63T Engine) Model Year 2014 produced 7/03/2013 to 6/25/2014	F02 (750Li Sedan) (N63T Engine) Model Year 2014 produced 7/01/2013 to 6/26/2014	F02 (750Li xDrive Sedan) (N63T Engine) Model Year 2014 produced 7/01/2013 to 6/27/2014
F06 (650i Gran Coupe) (N63T Engine) Model Year 2014 produced 3/1/2013 to 2/27/2014	F06 (650i xDrive Gran Coupe) (N63T Engine) Model Year 2014 produced 3/1/2013 to 2/26/2014	F07 (550i Gran Turismo) (N63T Engine) Model Year 2014 produced 8/8/2013 to 6/13/14	F07 (550i xDrive Gran Turismo) (N63T Engine) Model Year 2014 produced 8/19/2013 to 6/20/2014
F10 (550i Sedan) (N63T Engine) Model Year 2014 produced 7/1/2013 to 6/30/2014	F10 (550i xDrive Sedan) (N63T Engine) Model Year 2014 produced 7/24/2013 to 6/23/2014	F12 (650i Convertible) (N63T Engine) Model Year 2014 produced 3/1/2013 to 2/26/2014	F12 (650i xDrive Convertible) (N63T Engine) Model Year 2014 produced 3/1/2013 to 2/26/2014
F13 (650i Coupe) (N63T Engine) Model Year 2014 produced 3/4/2013 to 2/27/2014	F13 (650i xDrive Coupe) (N63T Engine) Model Year 2014 produced 3/1/2013 to 2/26/2014		



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:

Please see SI B01 03 19 (DC 11 78 90 05 00). For this vehicle, the Rear Monitoring Oxygen (O2) Sensors 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.

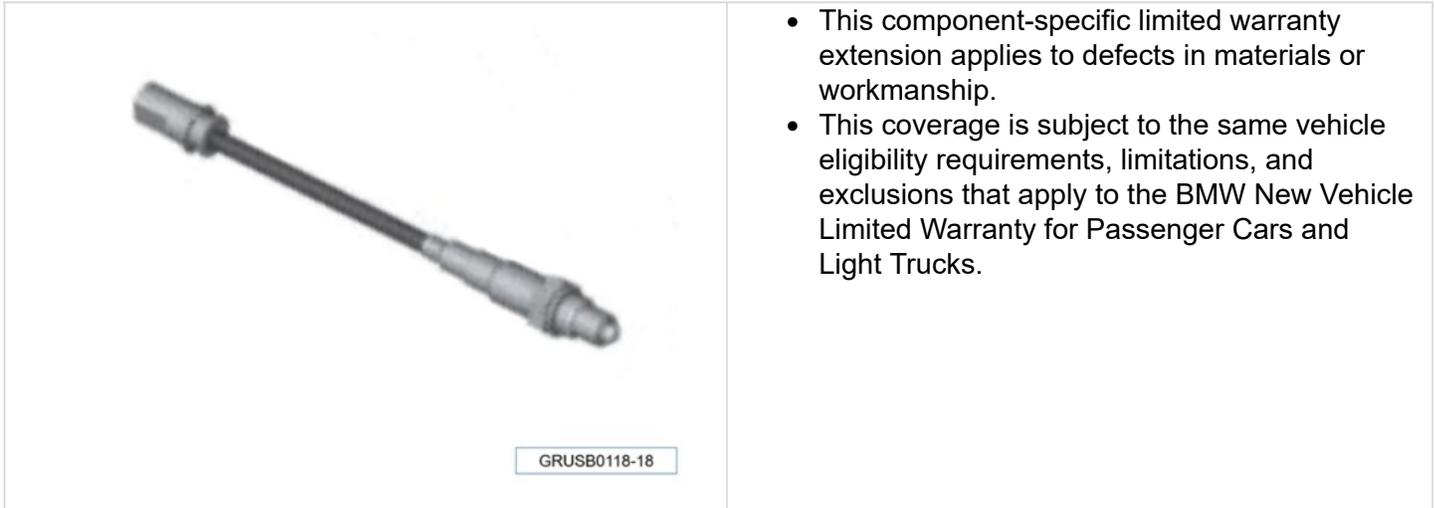
Note: Before performing a repair and submitting a claim, first confirm that the vehicle has the above Notice of Limited Warranty Extension in the DCSnet Warranty Inquiry Vehicle Comments section.

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

INFORMATION

For the eligible vehicles, BMW of North America, LLC (BMW NA) is extending the limited warranty for the vehicle's **Rear Monitoring Oxygen (O2) Sensors** to:

- **10 years/120,000 miles as determined by the 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.



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 will be sending VIN-specific customer notification letters in a phased release.

SITUATION

The malfunction indicator lamp (MIL) lights up, after performing the Vehicle Test diagnosis, fault(s) relating to the rear monitoring oxygen sensor(s) may be recorded in the DME fault memory.

The possible DME fault memory entries for this Situation can be one or more of the following:

12A101 - oxygen sensor after catalytic converter, system check: signal stationary at rich
12A102 - oxygen sensor after catalytic converter, system check: signal stationary at lean
12A201 - oxygen sensor after catalytic converter 2, system check: signal stationary at rich
12A202 - oxygen sensor after catalytic converter 2, system check: signal stationary at lean
12A308 - oxygen sensor after catalytic converter, dynamics, from rich to lean: slow reaction
12A408 - oxygen sensor after catalytic converter 2, dynamics, from rich to lean: slow reaction
12A701 - oxygen sensor after catalytic converter, electrical: short circuit to B+
12A801 - oxygen sensor after catalytic converter 2, electrical: short circuit to B+
12A902 - oxygen sensor after catalytic converter, electrical: short circuit to ground
12AA02 - oxygen sensor after catalytic converter 2, electrical: short circuit to ground
12AB04 - oxygen sensor after catalytic converter, electrical: line disconnection
12AC04 - oxygen sensor after catalytic converter 2, electrical: line disconnection
12AD01 - oxygen sensor after catalytic converter: signal stationary at lean
12AE01 - oxygen sensor after catalytic converter: signal stationary at rich
12AF01 - oxygen sensor after catalytic converter, from lean to rich: delayed reaction
12AF08 - oxygen sensor after catalytic converter, in coasting overrun mode, from rich to lean: delayed

reaction
12AF10 - oxygen sensor after catalytic converter, in coasting overrun mode, from lean to rich: delayed reaction
12AF11 - oxygen sensor after catalytic converter, in coasting overrun mode, from rich to lean: delayed reaction
12AF20 - oxygen sensor after catalytic converter, in coasting overrun mode, lean: signal stationary
12AF21 - oxygen sensor after catalytic converter, in coasting overrun mode, rich: signal stationary
12B001 - oxygen sensor after catalytic converter, from rich to lean: delayed reaction
12B008 - oxygen sensor after catalytic converter 2, in coasting overrun mode, from rich to lean: delayed reaction
12B010 - oxygen sensor after catalytic converter 2, from lean to rich: delayed reaction
12B011 - oxygen sensor after catalytic converter 2, from rich to lean: delayed reaction
12B020 - oxygen sensor after catalytic converter 2: signal stationary at rich
12B021 - oxygen sensor after catalytic converter 2: signal stationary at lean
12B301 - oxygen sensor after catalytic converter, actuation: short circuit to B+
12B302 - oxygen sensor heating after catalytic converter, actuation: short circuit to ground
12B304 - oxygen sensor heating after catalytic converter, actuation: line disconnection
12B401 - oxygen sensor heating after catalytic converter 2, actuation: short circuit to B+
12B402 - oxygen sensor heating after catalytic converter 2, actuation: short circuit to ground
12B404 - oxygen sensor heating after catalytic converter 2, actuation: line disconnection
12B701 - oxygen sensor heating after catalytic converter, function: internal resistance too high
12B801 - oxygen sensor heating after catalytic converter 2, function: internal resistance too high
12BE08 - oxygen sensor after catalytic converter, dynamics, from lean to rich: slow reaction
12BF08 - oxygen sensor after catalytic converter 2, dynamics, from lean to rich: slow reaction

CORRECTION

If one or more of the listed fault memory entries (Fault codes) are stored, replace the corresponding affected rear monitoring oxygen (O2) sensor(s) that are identified by the stored fault(s). With the release of this SIB revision/update, effective immediately, performing the related test plan(s) here **is no longer** necessary.

Additionally, any other repair that requires the replacement of the rear monitoring oxygen (O2) sensor(s) (either one or both) due to a defect in material and workmanship is also covered under the terms of the component-specific extended time and mileage coverage described in this bulletin.

PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

Part Number	Description	Quantity
Refer to ETK or AIR	Lambda Monitor sensor	1 or 2

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

When ETK/EPC identifies additional part(s) that must also be replaced/installed in-conjunction with performing this covered repair, these additional items are also covered under the terms of this extended limited warranty.

Also refer to ETK/EPC and the ISTA repair instructions for information on one-time use fasteners/screws and other 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.

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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.

Should these component fail again, these component are 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 applicable labor operations provided below.

Defect Code:	1178900500	F0x F1x N63T US Lambda oxygen sensor monitor
Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to AIR	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to AIR	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to AIR	Connect an approved battery charger/power supply (indicated in AIR as Charging battery)
And, as necessary:		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module

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

And, as necessary:

Replacing the Left Rear Oxygen Monitoring Sensor

Labor Operation:	Labor Allowance:	Description:
11 78 540	Refer to AIR	Replacing the oxygen monitoring sensor, left (after vehicle diagnosis)

Or:

Replacing the Right Rear Oxygen Sensor Monitoring

Labor Operation:	Labor Allowance:	Description:
11 78 543	Refer to AIR	Replacing right oxygen sensor monitoring sensor (after vehicle diagnosis)

Or:

Replacing Both Rear Oxygen Sensor Monitors

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Labor Operation:	Labor Allowance:	Description:
11 78 545	Refer to AIR	Replacing both oxygen sensor monitors (after vehicle diagnosis)

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

Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement

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 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 and/or the diagnosis and repair of other unrelated issues. 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 under the following reference:

- **B-ELWR 2019 N63T Rear Monitoring Oxygen (O2) Sensors 10Y120M**

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: B-ELWR 2019 N63T Rear Monitoring Oxygen (O2) Sensors 10Y120M
 P.O. Box 54067
 Hurst, Texas 76054

Fax number: 877-434-2992

Please allow 4-6 weeks for processing your request.

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

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 or via telephone at 1-800-831-1117.

Supporting Materials

[picture as pdf B01 03 19 Customer Letter \(Draft\).pdf](#)

[picture as pdf B010219 Attachment 1 DME Fault Memory Entries.pdf](#)

Month 2019

This “**Important Limited Warranty Information**” applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **AAAAAAA1234567890**.

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:

- **Rear Monitoring Oxygen (O2) Sensors**

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

Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement

BMW of North America, LLC

Month 2019

VIN AAAAAAA1234567890

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 under the following reference:

Covered Component Code

B-ELWR 2019 Rear Monitoring Oxygen (O2) Sensors 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 2019 Rear Monitoring Oxygen (O2) Sensors 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.

For all other questions, please contact BMW's Customer Relations and Services via email at 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.

Rear Monitoring Oxygen (O2) Sensors: 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 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?

N63T ENGINE - REAR MONITORING OXYGEN (O2) SENSORS: LIMITED WARRANTY EXTENSION TO 10 YEARS/120,000 MILES

The Possible DME Fault Memory Entries (SITUATION)

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