



SI B11 03 17  
Engine

October 2017  
Technical Service

## N20 AND N26 ENGINE TIMING CHAIN AND OIL PUMP DRIVE CHAIN: LIMITED WARRANTY EXTENSION TO 7 YEARS/70,000 MILES

New information provided by this revision is preceded by this symbol .

This Service Information bulletin supersedes SI B11 03 17 dated September 2017.

### What's New:

- A Consequential Repair(s) statement has been added to the Warranty Information section.

### MODEL

E84 (X1 sDrive28i) with N20 engine produced from 6/2012 to 2/2015	E84 (X1 xDrive28i) with N20 engine produced from 6/2012 to 2/2015	E89 (Z4 sDrive28 Roadster) with N20 engine produced from 6/2011 to 2/2015	F10 (528i Sedan) with N20 engine produced from 8/2011 to 2/2015
F10 (528i xDrive Sedan) with N20 engine produced from 8/2011 to 2/2015	F22 (228i Coupe) with N20 engine produced from 7/2013 to 2/2015	F22 (228i Coupe) with N26 engine produced from 10/2014 to 2/2015	F22 (228i xDrive Coupe) with N20 engine produced from 6/2014 to 2/2015
F22 (xDrive Coupe) with N26 engine produced from 10/2014 to 2/2015	F23 (228i Convertible) with N20 engine produced from 10/2014 to 2/2015	F23 (228i xDrive Convertible) with N20 engine produced 11/2014 2/2015	F25 (X3 sDrive28i) with N20 engine produced from 3/2014 to 2/2015
F25 (X3 xDrive 28i) with N20 engine produced from 3/2012 to 2/2015	F26 (X4 xDrive 28i) with N20 engine produced from 3/2014 to 2/2015	F30 (320i Sedan) with N20 engine produced from 2/2013 to 2/2015	F30 (320i xDrive Sedan) with N20 engine produced from 2/2013 to 2/2015
F30 (328i Sedan) with N20 engine produced from 6/2011 to 2/2015	F30 (328i xDrive Sedan) with N20 engine produced from 6/2012 to 2/2015	F30 (328i Sedan) with N26 engine produced from 2/2012 to 2/2015	F30 (328i xDrive Sedan) with N26 engine produced from 6/2012 to 2/2015
F31 (328i xDrive Sports Wagon) with N20 engine produced from 12/2012 to 2/2015	F32 (428i Coupe) with N20 engine produced from 6/2013 to 2/2015	F32 (428i xDrive Coupe) with N20 engine produced from 3/2013 to 2/2015	F32 (428i Coupe) with N26 engine produced from 7/2013 to 2/2015
F32 (428i xDrive Coupe) with N26 engine produced from 7/2013 to 2/2015	F33 (428i Convertible) with N20 engine produced from 10/2013 to 2/2015	F33 (428i xDrive Convertible) with N20 engine produced from 2/2014 to 2/2015	F33 (428i Convertible) with N26 engine produced from 11/2013 to 2/2015
F33 (428i xDrive	F34 (328i xDrive Gran	F34 (328i xDrive Gran	F36 (428i Gran Coupe)

Convertible) with N26 engine produced from 2/2014 to 2/2015	Turismo) with N20 engine produced from 6/2013 to 2/2015	Turismo) with N26 engine produced from 6/2014 to 2/2015	with N20 engine produced from 2/2014 to 2/2015
F36 (428i xDrive Gran Coupe) with N20 engine produced from 3/2014 to 2/2015	F36 (428i Gran Coupe) with N26 engine produced from 4/2014 to 2/2015	F36 (428i xDrive Gran Coupe) with N26 engine produced from 4/2014 to 2/2015	



**Note:** The “Model” information above is for informational purposes only, it is not the only deciding

factor.

To determine vehicle eligibility and that this coverage applies, always perform a VIN-specific DCSnet Warranty Inquiry first; please refer to the “Eligible Vehicles” section of this bulletin for further details.

### INFORMATION

For the above-referenced vehicles, BMW of North America, LLC (“BMW NA”) is extending the limited warranty for the **engine timing chain and the oil pump drive chain** to:

- **7 years/70,000 miles as determined by the vehicle’s original in-service date**

This “component-specific” limited warranty extension applies to:

- Defects in materials or workmanship; and is also
- 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.

	<p>For the eligible BMW vehicles, the limited warranty extension applies to the:</p> <p>Drive chain for oil pump (2)</p> <p>In conjunction and when necessary, the parts listed below may only be claimed when their replacement is required to “properly” perform a covered repair of the drive chain for oil pump:</p> <p>Oil Pump Chain Module (1)</p> <p>Item #1 Chain Drive includes the gears, chain and tensioning device.</p> <p>The bolts are reusable as per the applicable repair instructions.</p>
<p>And:</p>	
	<p>For the eligible BMW vehicles, the limited warranty extension applies to the:</p> <p>Timing chain (1)</p> <p>In conjunction and when necessary, the parts listed below may only be claimed when their replacement is required to “properly” perform a covered repair of the timing chain</p> <p>Chain tensioner and guide rail (2)</p> <p>Slide rail (3)</p> <p>Sprocket (4)</p> <p>Chain tensioner with seal (5)</p>

**Note: This bulletin is a notice of a component-specific “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 a problem with the timing chain and/or drive chain for oil pump.

### Customer Notification Letter

This is **NOT** a Recall. However since this is a Warranty Extension, BMW NA will be sending customer notification letters.

## 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:

**For this vehicle, the timing chain and drive chain for the oil pump limited warranty for defects in materials or workmanship has been extended to 7 years/70,000 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 for Passenger Cars and Light Trucks. Please see [SIB11 03 17\(DC 11 41 90 69 00\)](#).**



**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.

**The “model year” production start (SOP) and end date (EOP) for a specific “model variant” within a “Series” will vary, please do not use a vehicle’s production date as the sole determinant for this coverage.**

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

## SITUATION

Whining noise from the lower engine area near the engine oil pump that increases frequency when increasing the engine RPM.

## CAUSE

Wear on the engine oil pump chain drive sprockets.

## CORRECTION

Replace the engine oil pump drive chain module, timing chain, timing chain tensioner, slide rail, tensioning rail and guide rail.

## PROCEDURE

1. Verify the noise is present and compare to the noise found on the TIS Website using the following path:
2. Select “Service Reference” from the top menu bar.
3. Select “Service Videos.”
4. Select “General Search.”
5. Select “[11] Engine” and “Submit.”

Select "V11 01 17 February 2017 – "N20/N26 High Pitched Engine Noise from Lower Engine Area"

- 6. If the engine noise is the same as the sound file on the TIS website then submit a TC Case with "N2X Engine Noise" in the subject line and wait for a response.

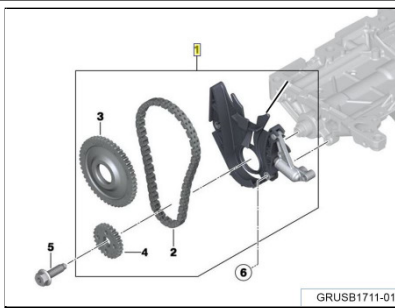
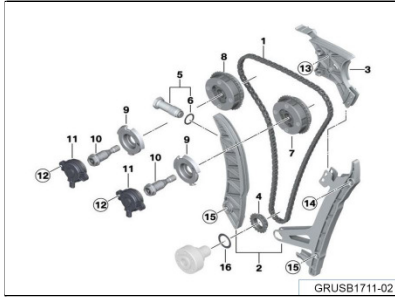
**Do not replace any oil pump chain module or timing chain module components without TeileClearing authorization.**

- 7. When authorization is provided, replace the following components as per Repair Instruction 11 41 010 "Removing and installing/replacing chain module for oil pump (N20, N26)".

And

Replace the timing chain module as per Repair Instruction 11 31 051 "Replacing timing chain (N20, N26)".

Change engine oil and filter.

 <p style="text-align: right; font-size: small;">GRUSB1711-01</p>	<p><b>Oil Pump Chain Module Overview</b>                  Replace item #1 in the illustration.                  Item #1 Chain Drive includes the gears, chain and tensioning device.                  The bolts are reusable as per the applicable repair instructions.</p>
 <p style="text-align: right; font-size: small;">GRUSB1711-02</p>	<p><b>Timing Chain Module Overview</b>                  Replace the following components in the illustration.                  #1 – Timing chain                  #2 – Chain tensioner and guide rail                  #3 – Slide rail                  #4 – Sprocket                  #5 – Chain tensioner with seal</p>

**Note: This bulletin is a notice of a component-specific "limited warranty extension. This is NOT a notice of a Recall or Service Action.**

## PARTS INFORMATION

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

Part Number	Description	Quantity
11 41 7 605 366	Chain Drive	1
11 31 8 648 732	Timing chain	1
11 31 7 592 877	Chain tensioner and guide rail	1
11 31 7 603 944	Sprocket	1

11 31 7 592 850	Slide rail	1
11 31 8 685 091	Chain tensioner with gasket ring	1
11 21 7 614 270	Collar screw	1
Refer to EPC	Engine oil filter kit	1
11 23 7 600 595	Washer – Manual transmission vehicles only – Enter the vin number into ETK to determine the requirement.	1

### Bulk Materials - Sublet

83 21 2 365 950	0W-30 BMW Engine Oil 1 liter	Up to 5.3 liters
	Or	
83 21 2 449 994	0W-30 BMW Engine Oil Bulk	Up to 5.3 liters
82 14 1 467 704	Antifreeze*	As needed

\*Replacing drained quantity with a "50/50 antifreeze/water solution"

## WARRANTY INFORMATION

The timing chain and drive chain for the oil pump limited warranty extension to 7 years/70,000 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 Vehicle Service Contract that applies to the vehicle.

Should these components fails again, they 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 labor operations provided below that apply.

<b>Defect Code:</b>	<b>1141906900</b>	
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 62 282	Refer to KSD2	Replace the oil pump chain module and timing chain module

		(including replace the engine oil and engine oil filter) (Main work)
Or:		
00 62 987	Refer to KSD2	Replace the oil pump chain module and timing chain module (including replace the engine oil and engine oil filter) (Plus work – Vehicle already in the workshop)

### BMW Maintenance Program

If the vehicle has a “active” maintenance program and the “Engine oil” Service task shows “Recommended or Due” in the Service status field or it “qualifies” to be performed based on the “60-day Bundling” procedure (See SI [B01 06 13](#)), then:

- Perform the “Engine oil” Service task; and
- “Reset” the CBS data.

Claim and submit the engine oil and filter “part numbers” under the:

- BMW Maintenance Program (Defect Code).

Claim the remaining repair-related items that are outlined in this Service Information bulletin under:

- Defect Code “11 41 90 69 00” with flat rate labor operation “00 62 987.”

And:

### Sublet – Bulk Materials

Sublet Code 4	See sublet reimbursement calculation below	Reimbursement for used quantities of required operating fluids, including engine oil only when it is not claimed under the BMW Maintenance Program (applicable BMW part numbers). Please do not use these part numbers for claim submission.
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BMW Antifreeze/Coolant for the amount needed to replace what was drained with a “50/50 coolant/water solution” at dealer net plus your center’s handling (BMW part number).

Reimbursement for other used quantities of required operating fluids (applicable BMW part numbers) at dealer net plus your center’s handling.

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

### Consequential Repair(s)

When additional, other work and/or parts are required as a “**direct result**” of the issue described in this bulletin, claim these items under the defect code listed above together the applicable labor operations listed in KSD2.

Explain and itemize this consequential repair work on the repair order and in the claim comment section.

### Overlapping Labor Procedure – Other Repairs

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

- 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**

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 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 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 2017 Timing Chain/Oil Pump Drive Chain 7Y70M**

### **Reimbursement Request Procedure**

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

The website, the customer-pay reimbursement attachment to this bulletin and the soon to be mailed customer letters all provide information as to “what” documentation is needed to be supplied to support a prior repair.

Alternative methods to request reimbursement, either through the mail or by fax, are also provided.

**A copy of the “Customer-pay” reimbursement attachment may be printed and provided to the customer.**

Monday, October 2, 2017

## **ATTACHMENTS**

View PDF attachment [B110317 Prior Customer-pay Repairs](#).

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**N20 and N26 Engine Timing Chain and Oil Pump Drive Chain – Limited Warranty Extension to 7 Years/70,000 Miles**

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

Under this extended limited warranty, 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 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.

**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:

- **B-ELWR 2017 Timing Chain and Oil Drive Chain 7Y70M**

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

**Alternative Method to Request Reimbursement**

Mail or fax your request and documentation to:

BMW Customer Reimbursement Center  
Attention: B-ELWR 2017 Timing Chain and Oil Drive Chain 7Y70M  
P.O. Box 561089  
Dallas, Texas 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 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.



# N20 AND N26 Engine Timing Chain and Oil Drive Chain – Limited Warranty Extension to 7 Years/70,000 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 qualifying 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 pertain to the recall repair 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?