



SIB 01 12 19

2020-10-30

FRONT GRILLE UPPER/LOWER ACTIVE AIR FLAPS: LTD WTY EXT TO 15 YEARS/150,000 MILES

This Service Information bulletin supersedes SI B01 12 19 **dated May 2020**

What's New:

- Cause and Procedure sections updated
- Part Information section updated
- Warranty Information section updated
- MY 2018 & MY 2019 G01, MY 2019 G02, and MY 2017 & MY 2018 G30 vehicles added.

MODEL

E-Series	MY	Model Description	Production Dates	Engine
G01	2018 & 2019	X3 xDrive30i	July 13, 2017 – July 29, 2019	B46O
G01	2019	X3 sDrive30i	March 29, 2018 – July 29, 2019	B46O
G01	2018	X3 M40i	July 12, 2017 - August 1, 2018	B58M
G02	2019	X4 xDrive30i	May 17, 2018 – July 27, 2019	B46O
G12	2018	750i Sedan	February 10, 2017 - February 26, 2018	N63R
G12	2018	750i xDrive Sedan	February 9, 2017 - February 26, 2018	N63R
G12	2018	ALPINA B7 xDrive	February 28, 2017 - February 22, 2018	N63R
G30	2017 & 2018	530i Sedan	November 3, 2016 – June 25, 2018	B46O
G30	2017 & 2018	530i xDrive Sedan	November 3, 2016 – June 25, 2018	B46O
G30	2018	540i Sedan	June 19, 2017 - June 25, 2018	B58M
G30	2018	540i xDrive Sedan	June 26, 2017 - June 25, 2018	B58M
G30	2018	M550i xDrive Sedan	June 11, 2017 - June 26, 2018	N63R
G32	2018	640i xDrive Gran Turismo	February 15, 2017 - June 25, 2018	B58M

Note: The Model information above is for informational purposes only, it is not the only deciding factor.

The MY 2018 & MY 2019 G01, MY 2019 G02, and MY 2017 & MY 2018 G30 vehicles has been added to this bulletin update dated October 2020.

The 2018 MY G32 with the B58M engine has been added to this bulletin update dated May 2020.

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 12 19 (DC 51 64 90 01 00). For this vehicle, the Radiator Grille Upper and Lower Active Air Flaps limited warranty for defects in materials or workmanship has been extended to 15 years/150,000 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.

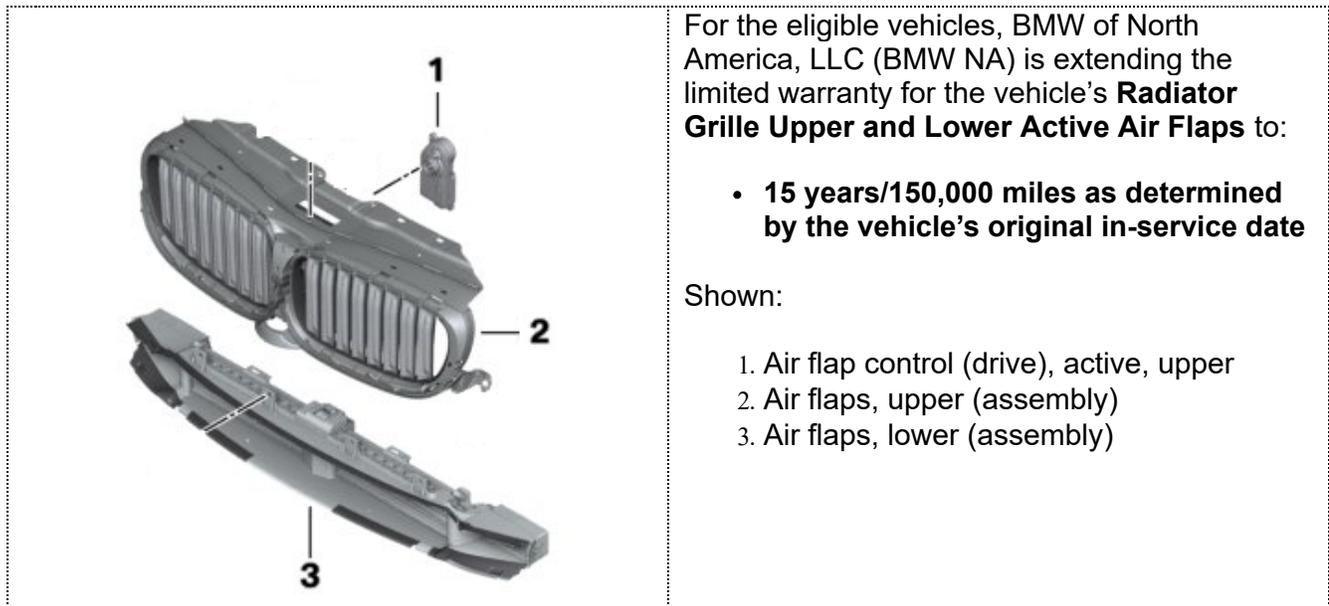
Note: Before performing a repair and submitting a claim, first confirm that the vehicle has the above Notice of Limited Warranty Extension in the DCSnet Warranty Inquiry Vehicle Comments section.

If you have 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.

Note: For applicable MY 2017 G12, G30 vehicles and specific other MY 2018 G30 model vehicles, an extended limited warranty coverage of 10 years/120,000 miles applies to the upper and lower active air flaps on these vehicles, please refer to [SI B01 01 19](#).

SITUATION

Component-Specific Limited Warranty Extension



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.

Air flap issues caused by debris/blockage from outside influences is not a defect in materials or workmanship and is not claimable.

During the extended limited warranty coverage period (Eligible vehicles that are beyond the 4 year/50,000 mileage New Vehicle Limited Warranty coverage), Active Air Flap cosmetic defect issues are not covered.

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 is sending VIN-specific customer notification letters.

CAUSE

A check control message or MIL (Malfunction Indicator Lamp) may be illuminated with faults stored related to the upper and/or lower active air flap(s).

Potential causes include:

- Faulty upper air flap actuator (G01, G12, G30, G32)
- Faulty lower air flap assembly (G01, G12, G30, G32)
- Software error in the DME affecting the upper flap (G01 only)

CORRECTION

Follow the instructions in the PROCEDURE section.

PROCEDURE

Depending on the root cause, vehicle model, and location of flap (upper or lower), the vehicle may require any, or a combination repair of one or more corrections:

- Updated air flap actuator
- Updated air flap assembly
- Software update

Follow the diagnostic suggestions in [SI B51 21 19](#) to determine which repair is required for each specific vehicle.

For the G01, determine the vehicle's current I-level first by either using AIR or the Key reader/ISPA NEXT application.

PARTS INFORMATION

Please refer to the Electronic Parts Catalog (ETK/EPC), using the customer's VIN to locate the applicable replacement part numbers.

Part Number	Description	Quantity
Refer to ETK	Air flap control (drive), active, upper (see below)	1
Or:		
Refer to ETK	Air flaps, upper (assembly)	1
And/or:		
Refer to ETK	Air flaps, lower (assembly)	1

- **Important:** If the **Air flap control (drive), active, upper** is the issue and it **is available separately** (per ETK), then only replace the upper flap drive to correct this issue.
- 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 15 years/150,000 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.

Note: For applicable MY 2017 G12, G30 vehicles and specific other MY 2018 G30 model vehicles, an extended limited warranty coverage of 10 years/120,000 miles applies to the Upper and Lower Active Air Flaps on these vehicles, please refer to SI B01 01 19.

Active cooling damper control-related fault codes/repairs that are caused by debris/blockage from outside influences is not a defect in materials or workmanship and is not claimable.

During the extended limited warranty coverage period (Eligible vehicles that are beyond the 4 year/50,000 mileage New Vehicle Limited Warranty coverage), Active Air Flap cosmetic defect issues are not covered.

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

Defect Code:	5164900100	G12 N63 G30 B58 air flap control system
:		
Labor Operation	Description	Labor Allowance
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Connect an approved battery charger/power supply (indicated in AIR as Charging battery)	Refer to AIR
And, as necessary:		
61 00 006	Performing vehicle diagnosis – test module	Work time (WT)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead 00 00 006

And, as required for the:

G01 and G12 (excluding the ALPINA B7)

Labor Operation	Description	Labor Allowance
51 64 700	Replacing top flap control (including the drive only, if available and applicable) (after vehicle diagnosis)	Refer to AIR
Or:		
51 64 705	Replacing bottom flap control (after vehicle diagnosis)	Refer to AIR
Or:		
51 64 715	Replacing top (including the drive only, if available and applicable) and bottom air flap control (after vehicle diagnosis)	Refer to AIR

Or, as required for the:

G30 and G32 (excluding the ALPINA B7)

Labor Operation	Description	Labor Allowance
51 74 610	Replace upper air flap control active (after vehicle diagnosis)	Refer to AIR
Or:		
51 74 600	Replace the upper air flap (after vehicle diagnosis)	Refer to AIR
Or:		
51 74 602	Replace upper air flap and air duct (after vehicle diagnosis)	Refer to AIR
Or:		
51 74 601	Replacing bottom air duct (lower) (after vehicle diagnosis)	Refer to AIR
Or:		
51 74 620	Replace upper air flap control active and air duct lower (after vehicle diagnosis)	Refer to AIR

Or, as required for the:

G12 (ALPINA B7 Model only)

Labor Operation	Description	Labor Allowance
51 99 000	A. Work time for replacing top flap control (including the drive only, if available and applicable) (after vehicle diagnosis)	15 FRU
Or:		
51 99 000	B. Work time for replacing bottom flap control (after vehicle diagnosis)	11 FRU
Or:		
51 99 000	C. Work time for replacing top (including the drive only, if available and applicable) and bottom air flap control (after vehicle diagnosis)	15 FRU

And, additionally for

Vehicle's equipped with an ACC Sensor that require a Bottom Air Flap replacement:

Labor Operation	Description	Labor Allowance
66 99 000	Work time to prepare the lower active flap for the re-install of the ACC sensor (with 51 64 705, 51 64 715, ALPINA repair B or ALPINA repair C)	3 FRU
And:		
66 31 502	Adjusting ACC sensor	Refer to AIR

Work time labor operation codes 61 00 006, 51 99 000 and 66 99 000 are not considered a Main labor operation.

For the above and for any addition work that is required, as applicable to your center, please refer to **SI B01 01 20 or B01 07 20** for claiming your diagnosis work time, job/repair work time (WT), WT and repair-related explanation procedures.

And, for the:

G01 Only (When necessary as outlined in the SI B51 21 19 PROCEDURE section)

Labor Operation	Description	Labor Allowance
61 00 730	Programming/encoding control unit(s)	Refer to AIR

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

During the workshop visit for this repair procedure, the above vehicles may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

If you should have this situation, update the vehicle to the required I-level or higher by performing and submitting for it through one of these open Technical Campaigns instead.

Please be sure to also perform any additional work the campaign repairs require and/or close the remaining open programming and encoding the Campaign repairs as outlined in the corresponding Service Information Bulletin.

Only if the situation above does not apply, the additional flat rate labor operation code above to perform the programming and encoding procedure is then claimable within the work procedures and coverage guidelines described in this bulletin.

Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)

The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software I-level. If one or more control module failures occur during this programming procedure:

Please claim this consequential control module-related repair work (including performing the IRAP Control Unit Recovery procedure first as required, refer to the SIB in AIR) under the defect code listed in this bulletin with the applicable AIR labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section

For control module failures that occurred prior to performing this programming procedure:

When covered under an applicable limited warranty, claim the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis).

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.

The MY 2018 & MY 2019 G01, MY 2019 G02, and MY 2017 & MY 2018 G30 vehicles has been added to this bulletin update dated October 2020.

The 2018 MY G32 with the B58M engine has been added to this bulletin update dated May 2020.

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 2020 Radiator Grille Air Flaps 15Y150M**

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 2020 Radiator Grille Air Flaps 15Y150M
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

Supporting Materials

[picture_as_pdf B011219V5_Customer Letter.pdf](#)



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



November 2020

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

- **Radiator Grille Air/Vent Flaps**

On the above-referenced vehicle to:

- **15 years/150,000 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 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.

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
 www.bmwusa.com

Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement

BMW of North America, LLC

November 2020

VIN WBAJ [REDACTED]

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.

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 2020 Radiator Grille Air/Vent Flaps 15Y150M

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 2020 Radiator Grille Air/Vent Flaps 15Y150M
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.

Radiator Grille Air/Vent Flaps: Limited Warranty Extension to 15 Years/150,000 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?

Frequently Asked Questions (FAQ) – Limited Warranty Extension

1. Which BMW Group models in the U.S. are potentially eligible for this component-specific Limited Warranty Extension?

Model Year 2017 – 2019 BMW vehicles with the B46O engine, produced between November 2016 and July 2019 are potentially eligible.

Series	Model Year	Model	Production Dates	Engine
G01	2018 & 2019	X3 xDrive30i	July 2017 – July 2019	B46O
G01	2019	X3 sDrive30i	March 2018 – July 2019	B46O
G02	2019	X4 xDrive30i	May 2018 – July 2019	B46O
G30	2017 & 2018	530i Sedan	November 2016 – June 2018	B46O
G30	2017 & 2018	530i xDrive Sedan	November 2016 – June 2018	B46O

2. What is the purpose of the Active Air Flaps?

The main benefits of the Active Air Flaps are engine cooling and aerodynamics. The Active Air Flaps behind the Kidney Grille automatically swing open whenever additional cooling air is required. This system activates depending on several temperature thresholds as well as the speed of the vehicle. For example, during the warming-up phase and when operating at low loads, the BMW Active Air Flaps are closed completely to maximize the aerodynamic efficiency.

3. What is the specific issue related to the Active Air Flaps?

A mechanical or electrical issue may lead to a failure and this will cause the Active Air Flaps to remain either stuck open or closed.

4. How does this affect my vehicle?

An Active Air Flaps operational issue or failure will activate the Malfunction Indicator Light (MIL/Check Engine Light).

5. What should I do if I notice this condition (MIL) in my vehicle?

If the MIL is illuminated, please contact an authorized BMW center in the United States (including Puerto Rico) to have your vehicle inspected and, if necessary, repaired.

6. How will my vehicle be repaired to address an issue with the Active Air Flaps?

If it is determined that the Active Air Flaps are a cause for the MIL and is due to a defect in materials or workmanship, your vehicle's Active Air Flaps will be repaired, free of charge, under the terms of this 15 year/150,000-mile extended limited warranty coverage.

Please note that during the extended limited warranty coverage period (eligible vehicles that are beyond the 4 year/50,000-mile New Vehicle Limited Warranty coverage), Active Air Flap cosmetic defect issues are not covered.