

## N63 Customer Care Package FAQ

1. Q: Is the N63 Customer Care Package and Timing Chain Check / Replacement a Service Action or Recall?

A: No. It is a complimentary engine care package exclusively for N63- equipped vehicles. The Timing Chain Check / Replacement can be performed in conjunction with the Customer Care Package as long as parts are available. If parts are not available, please schedule the customer for a later date.

2. Q: Why does the Customer Care Package and the Timing Chain Check / Replacement display in DCS Vehicle History Inquiry as a Recall or Service Action?

A: Although this is neither a Recall nor a Service Action, we took the opportunity to provide a premium service to our N63 customers and voluntarily flag vehicles for this package. These services will remain flagged on the vehicle until it is checked and completed. Defect codes starting in "00" are flagged automatically in DCS Vehicle History Inquiry.

3. Q: Is the N63 Customer Care Package and Timing Chain Check / Replacement only covered under the New Vehicle Limited Warranty?

A: No. There are no time or mileage limitations. Please follow Warranty claim submission instructions contained in the bulletins SI B11 06 14 and SI B11 16 14.

4. Q: How do I replenish the kits for the Customer Care Package? Do we still put in a TC case?

A: No. With this updated communication, Parts orders will no longer require TeileClearing (TC), however it is critical that we monitor CCP kit component replenishment orders. In order to replenish your CCP kits send an email to [N63CCP@bmwna.com](mailto:N63CCP@bmwna.com) with the following information:

VIN – Noted in subject line  
Parts Requested  
Dealer Name and Number  
Dealer Contact Person and Phone Number  
Dealer Ship to Address

Orders will be entered as VOR; this is the most efficient and effective way to ensure your receipt of the parts.

**Note:** If you have a TC case already submitted, continue with that process until your parts are replenished. Sending an e-mail to the N63CCP e-mail box in addition to a pending TC case is not required.

5. Q: Why are the Customer Care Package Kit sent by VOR?

A: Orders will be entered as VOR; this is the most efficient and effective way to ensure your receipt of the parts.

6. Q: Does Warranty require a TC case for the Timing Chain Check / Replacement SI B11 16 14 and or the Vehicle Order (VO) update?

## N63 Customer Care Package FAQ

A: Yes. Timing Chain replacement and Vehicle Order changes require a TeileClearing (TC) case.

7. Q: SI B11 06 14 N63 Customer Care Package states, "when applicable, also perform the procedure described in SI B61 30 14, BMW Maintenance Program: 12-Volt Battery Replacement Measure together with performing the N63 Customer Care Package." Since an oil service is being performed in conjunction with SIB 11 16 14 Timing Chain Check / Replacement, should the battery be replaced as well even if the oil service is not showing due or recommended?

A: Yes. SI B61 30 14 states, Vehicles with N63 engine; The Key Reader/ISPA Light application will not show a "combined" battery replacement with engine oil service counter # 1 and # 3. Disregard this and replace the battery while performing the engine oil service.

**Note:** Only applicable to vehicles that are still covered by the BMW Maintenance Program. This program is valid for 4 years or 50,000 miles, whichever occurs first, and if the battery was not replaced within the last 12 months.

8. Q: Would SI B61 30 14 BMW Maintenance Program: 12-Volt Battery Replacement Measure still apply if the vehicle is outside of 4 years or 50,000 miles but the customer has purchased a Maintenance Program Upgrade?

A: No. The 12-Volt Battery Replacement Measure is only valid for 4 years or 50,000 miles, whichever occurs first.

9. Q: Can SI B61 30 14 BMW Maintenance Program: 12-Volt Battery Replacement Measure be performed even if kits and timing chains are not in-stock and cannot be performed?

A: Yes. This can be performed independently of the Customer Care Package and Timing Chain Check/Replacement. Please ensure a battery replacement was not performed in the last 12 months. Please see SI B61 30 14 for details.

10. Q: In certain situations, there will be overlapping labor associated with the N63 Customer Care Package and Timing Chain Check / Replacement. How should the overlapping labor operation time be accounted for?

A: The Warranty Policy and Procedures Manual states to use Work Time if the labor time cannot be reduced with the available associate and/or plus labor operations. The system will allow the use of work time under these defect codes.

**Note:** Work Time does not require a separate punch time in these instances.

11. Q: SI B11 06 14 Customer Care Procedure Attachment, page 5, states a vehicle may have to be reassembled temporarily, and placed in vehicle hold storage until the parts required arrive? Will this reassembly time be reimbursed?

A: No. Please perform the Customer Care Package and or Timing Chain Check / Replacement/Replace ONLY when you have a full kit available.

## N63 Customer Care Package FAQ

12. Q: Are we required to submit a TC case for every Customer Care Package SI B11 06 14 repair or only after the initial kits have been utilized?

A: No. With this updated communication Parts orders will no longer require TeileClearing (TC), however it is critical that we monitor CCP kit component replenishment orders. In order to replenish your CCP kits send an email to [N63CCP@bmwna.com](mailto:N63CCP@bmwna.com) with the following information:

VIN – Noted in subject line  
Parts Requested  
Dealer Name and Number  
Dealer Contact Person and Phone Number  
Dealer Ship to Address

Orders will be entered as VOR; this is the most efficient and effective way to ensure your receipt of the parts.

**Note:** If you have a TC case already submitted, continue with that process until your parts are replenished. Sending an e-mail to the N63CCP e-mail box in addition to a pending TC case is not required.

13. Q: SI B11 16 14 states; After completing all necessary repairs included in the N63 Customer Care Package and the Timing Chain Check / Replacement, the vehicle must be test driven for up to 30 minutes to assure the highest standard of performed repairs. How will we be reimbursed for the test drive?

A: Please claim the 30 minute test drive under defect code 85 80 02 80 NA. This information will be updated in SI B11 06 14 and SI B11 16 14. This defect code can only be claimed one time.

14. Q: Why are Customer Care Package Labor Operations not paying the FRUs listed in the KSD2?

A: SI B11 06 14 states until the release of the February 2015 KSD2, you must use the FRU allowances listed in the 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.

15. Q: We are unable to perform the program procedure on certain vehicles while performing SI B11 16 14 N63 Timing Chain Check / Replacement. What do we do?

A: The Vehicle Modification (VO) is not available at this time for earlier production E7x and F0x/F10 vehicles due to a system issue and is under investigation at this time. Continue to perform all other items listed in the Customer Care Package. If the VO is required, please contact TC for further assistance.

16. Q: Do we still need to perform the Customer Care Package and Timing Chain Check / Replacement on a vehicle which already had an N63 engine or Timing Chain replaced previously?

## N63 Customer Care Package FAQ

A: Yes, please follow SI B11 06 14 for the inspection process on the Customer Care Package. Also, please follow SI B11 16 14 to perform the Timing Chain Check / Replacement and other items listed.

17. Q: Should we perform the Customer Care Package and the Timing Chain Check / Replacement on our in-stock CPO and used vehicles?

A: No. Due to the availability of parts and the priority customers at hand, please sell the vehicle as you would normally. Please remember the Customer Care Package and Timing Chain Check / Replacement is not a Recall or a Service Action.

Note: If Customer Care Package kits and Timing Chain parts are available, and all of your priority customers are taken care of, you may schedule your customers and lastly schedule your in-stock vehicles.