



BMW

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

019351-T2-P1-000636

Sample
Sample
Sample



November 2021

This **“Important Limited Warranty Information,”** effective with the date listed above, applies to the BMW model with the Vehicle Identification Number (VIN) of **5UXCWSEEDSAMPLE03.**

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:

- **Electrical Machine Electronics’ (EME) wiring harness connector (A190*1B)**

On the above-referenced vehicle to:

- **10 years/120,000 miles, as determined by your vehicle’s original in-service date.**

This “repair-specific” limited warranty extension applies to defects in materials or workmanship. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that applies to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

This is a notice of a “limited warranty extension.” It 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 BMW center will confirm your vehicle’s eligibility and review the scope of the repairs to determine if this repair-specific extended limited warranty coverage applies. After vehicle inspection and diagnosis, eligible repair work will be performed by the authorized BMW center 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 also 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

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07675-1227

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Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement

BMW of North America, LLC

November 2021

VIN 5UXCWSEEDSAMPLE03

For the BMW model with the Vehicle Identification Number (VIN) listed above, BMW of North America, LLC (“BMW NA”) will reimburse “qualifying customer-pay repairs” that were performed prior to the release of this repair-specific limited warranty extension.

Customer-pay repairs are subject to the same vehicle and coverage eligibility requirements, exclusions and limitation criteria that applies 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, 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 EME Connector (F15) 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.

Alternatively, you may mail or fax your request, and documentation to:

BMW Customer Reimbursement Center
Attention: B-ELWR EME Connector (F15) 10Y120M
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.



**F15 EME Wiring Harness Connector: 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, reimbursement consideration will only be given to those line-item expenses that are directly related to the specific repair that is now covered by this extended limited warranty.

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?



F15 EME Wiring Harness Connector: Limited Warranty Extension to 10 Years/120,000 Miles

Frequently Asked Questions (FAQ)

1. **With the release of this notification, which BMW Group US models are potentially eligible for this repair-specific Limited Warranty Extension?**

E-Series	MY	Model Description	Engine
F15	2016 to 2018	X5 xDrive40e iPerformance	N20

2. **What is the specific issue with the Electrical Machine Electronics' (EME) Wiring Harness Connector (A190*1B)?**

Due to variations during assembly, the EME wiring harness may be applying too much tension on the EME wiring harness connector (A190*1B).

Over time, with increased tension on this connector and together with the body vibrations that occur normally while driving, the electrical resistance values for the pins located in this connector can increase beyond an acceptable range.

3. **How does this affect my vehicle?**

Should this specific issue occur, your vehicle will store the corresponding fault codes that will be generated.

Additionally, the applicable Check Control Messages (CCMs) that apply will display either for the Malfunction Indicator Lamp (MIL), Powertrain Malfunctions, and/or for the Supplement Restraint System (SRS) together with an illuminated red Air Bag warning light.

4. **What should I do if I notice a similar condition in my vehicle?**

Please contact an authorized BMW center in the United States (including Puerto Rico) to have your vehicle inspected, and as necessary, repaired.

5. **How will my vehicle be repaired?**

If it is determined that due to a defect in materials or workmanship your vehicle's EME Wiring Harness Connector (A190*1B) is causing the issues described above, it will be repaired free of charge under the terms of this 10 year/120,000-mile extended limited warranty coverage.

