

Product Quality Update

Situation

- G12, G30 without option 6WB Multifunction instrument display, produced between 1/18/17 and 4/5/17
- G30 vehicles must also be equipped with one of the following:
 - 5AT Driving Assistant Plus
 - 609 Navigation system Professional
 - 610 BMW Head-Up Display
 - Plug-in Hybrid

Product Quality Update

Situation

- When programming the vehicle the Instrument Cluster (KOMBI) fails to program

Cause

- Missing software for KOMBI

Product Quality Update

Field

- Until the release of ISTA 4.06.1x the KOMBI can only be programmed via IRAP
- Before requesting an IRAP session:
 - Vehicle must be on I-level 17-03-509
 - If not, program the vehicle with ISTA 4.04.32 or higher
- SI B62 08 17

Product Quality Update

Situation

- All equipped with COMBOX
- 2G COMBOX Campaign update
- Customer received campaign notification and is requesting the campaign be performed
 - BMW Assist subscription has expired

Product Quality Update

Cause

- Customer reacting late to the COMBOX Campaign notification (BMW Assist subscription expired)

Field

- Prior to performing campaign, dealer should :
 - Verify Campaign status is "open" in either:
 - DCS Warranty vehicle inquiry; Key read or ISPA

Product Quality Update

Field

- If the campaign status is open
 - Verify on the website (bmwassistoffer.com) that a selection was made
 - Assist customer with website information completion
 - Dealer complete the campaign based on customer selection
 - Dealer submits claim and close campaign

Product Quality Update

Field

- If the campaign status is closed (not listed)
 - It is no longer available to the customer
- Offer the Customer Pay option
 - Refer to Aftersales Bulletin B-23-0517-8401
- DCS Message was released on June 7
- SI B84 03 16 and B84 08 16 will be updated shortly

- Video
- Seat belt reminder comes on while driving

Product Quality Update

Models

- G12 and G30

Situation

- Passenger seat belt reminder comes on while driving;
 - Seat is not occupied!

Product Quality Update

Field

- If the problem is present
 - DO NOT disturb the vehicle
 - Contact Samy Sedrak @ 201 571 5269
- If the problem is not present
 - Watch this repair procedure as shown in video

Product Quality Update

Field

- Move the seat all way to the highest position
- Remove the front seat lower cover
- Disconnect the CIS seat controller connector
- Check the connector for corrosion or misaligned pin
- Reconnect the CIS connector
- Secure the lose cable
- Install a zip tie to secure cable

Product Quality Update

Field

- Reinstall the cover and recheck operation.

Product Quality Update

Situation

- G30, G12, F15 and F30
 - A/C not cooling sufficiently

Product Quality Update

Field

- Note the customer A/C setting (front and rear)
- Perform the A/C efficiency test plan using ISTA
- Add dye for leak check or Nitrogen pressure check and mark the leaking area

Product Quality Update

Field

- Parts will be requested by the WPRC for analysis
- Submit detailed information in Warranty
- Submit PuMA Info Only case with your feedback after repair

- Video

- ISTA produced data

Product Quality Update

Brake Rotors Inspection – Pre-delivery

- All vehicles within 10 days to delivery
 - BMW is evaluating brake rotors for corrosion on new cars
 - Pilot program will run until 09/01/2017
 - At least one rotor should show a signs of condition outlined in SIB attachment

Product Quality Update

Brake Rotors Visual Inspection

- Take pictures of each rotor
- Attach photos to Info Only PuMA case titled: **“Brake Rotors Condition –Pre-Delivery”**
- Do not inconvenience customer by the inspection
 - Delivery cannot be delayed
- SI B34 07 17

Product Quality Update
Brake Rotors Visual Inspection



- Mild corrosion, easily removed with brake applications
- **NO FEEDBACK IS REQUIRED**

Product Quality Update
Brake Rotors Visual Inspection



- Advanced corrosion marks with grooving
- **FEEDBACK IS REQUIRED**

Product Quality Update
Brake Rotors Visual Inspection



- Advanced corrosion marks with grooving, or pads imprints
- **FEEDBACK IS REQUIRED**

Product Quality Update

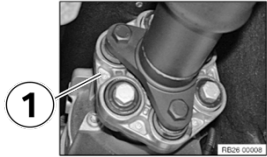
Situation

- Recall Campaign 17V-067: Replace the Flexible Disc on the Rear Driveshaft
- Certain E82/88, E89, E90/92/93, F10, F07 and F01/02 models
- Requires replacement of the flex disc on the front side of the rear driveshaft (transmission/transfer case side)

Product Quality Update

Cause

- Materials selected for the front flexible disc may be subject to premature failure in this application.



Product Quality Update

Field (New*)

- Replace the Flex Disc (no longer an inspection procedure)
- SI B26 01 17 has been updated

Product Quality Update

Situation

- Recall Campaign 17V-067: Replace the Flexible Disc on the Rear Driveshaft
- Certain E82/88, E89, E90/92/93, F10, F07 and F01/02 models*
- Vehicles that were "checked and released" during B26 01 17 will need to return to the dealer to have the flex disc replaced

Product Quality Update

Field

- Replace the Flex Disc (no longer an inspection procedure)
- Customers will be notified with a new customer letter
- SI B26 03 17 has been released

Product Quality Update

Situation

- Knocking noise from the engine compartment
- Affects certain F48 (X1)
- Noise can be heard:
 - Engine start
 - When driving off from a stop
 - When applying brakes

Product Quality Update

Cause

- Damage to the engine mount



Product Quality Update

Cause

- Mount could be cracked or separated



Product Quality Update

Field

- Replace the mount
- SI B22 02 17 has been released

- Video
- Driver assistance malfunction

Product Quality Update

Situation
G30 –MIL illuminated with various NVLD Fault Codes:

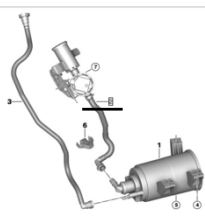
1. FC 194006 – Tank leakage detection; solenoid valve jammed open
2. FC 194401 - Tank leakage detection; communication malfunction
3. FC 194201 - Tank leakage detection; timers malfunction
4. FC 194501 / 194601 – Tank leakage detection, short circuit to B+

Product Quality Update

NVLD Fault Codes

1. FC194006 – valve jammed open

- Follow ISTA test plan, when prompted, replace NVLD (2) with dust filter
- Improved PN 16 13 7 373 623
- Reprogram with ISTA 17-07-50x

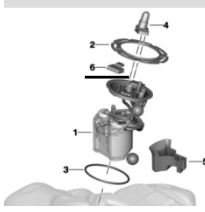


Product Quality Update

NVLD Fault Codes

2. FC194401 – communication

- Follow ISTA test plan
- Replace NVLD temperature / pressure sensor (6)
- Improved PN 16 13 8 485 646



Product Quality Update

NVLD Fault Codes

3. FC194201 – timers malfunction

- Fault does NOT set MIL
- Occurs on low mileage vehicles (below 10 miles), and is related to transportation mode
- Fault can be ignored and deleted
- Fault 194201 will eliminated with ISTA 17-11-50x


Product Quality Update

NVLD Fault Codes

4. FC194501/194601 short to B+

- Wiring harness issue
- Follow diagnosis of NVLD harness
- SI B16 04 17 in preparation

Product Quality Update
Harness pinched between fuel pump cover and body



Thanks to Adam Raymond from Open Road BMW for PuMA case

- Video
- NED overview

Product Quality Update

Situation

- F07, F10, F12 F13, E70, E71 and E72
- Recall 16V-746 Replace Low Pressure Electric In-tank Fuel Pump - Update
- Replacement parts need to be inspected before installation.

Product Quality Update

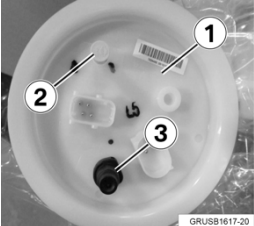
Situation

- Replacement part inspection on part number 16 11 7 934 459 and 16 11 7 934 460
- Verify installation of a black cap.

Product Quality Update

Field

- White Fuel Pump Cover (1)
- Yellow transportation cap for fuel supply (2)
- Black cap for non US supported accessory (3)

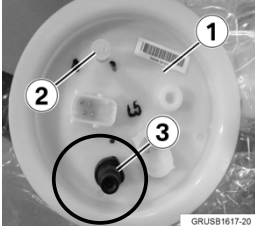


GRUSB1617-20

Product Quality Update

Field

- The black cap (3) must be installed, if missing and a open port is exposed a fuel leak will occur.
- B16 04 16 has been updated.



GRUSB1617-20

Product Quality Update

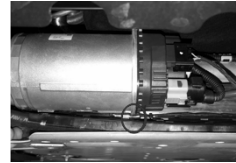
Situation

- G30 530 and 540 with xDrive from start of production
- Failure of the Electrical Power Steering (EPS) assistance
 - No communication with EPS
 - FlexRay communication faults

Product Quality Update

Unfavorable routing of the FlexRay data line to the EPS

- Data line can get pinched or chafed between EPS motor and cable duct



Product Quality Update

Field

- If the line is damaged, follow repair instructions "61 00 ...Notes for repairing wiring harness and lines"
 - Re-route the data line above the ground cable as shown in the video
 - Do not replace the EPS
- SI B32 03 17 to follow

- Video
- EPS failure

Product Quality Update

Information

- New EoS Software
- End of Service Version (EoS) version 4.0 software has been released



Product Quality Update

Information

- Updated to include G30 PHEV
- New software corrects EoS errors on Gen 3 PHEV vehicles
- Software can be downloaded from TKR website
- Refer to SI B04 32 15

Product Quality Update

Situation

- G12 M760i
 - Delivery Stop/Recall – left engine oil cooler supply line
- Engine oil leakage may occur

Product Quality Update

Cause

- The left oil supply line was incorrectly manufactured
- The hose material length was not sufficient and could be pulled from one of the ferrules

Product Quality Update

Field

- When the parts are available B17 04 17 will be updated with the necessary information
- This procedure supersedes the inspection procedure communicated in B17 03 17

- Video
- Enhancements to NED test plans

Hotline Helpful Hints

Situation

- FASTA data missing or incomplete for review by PuMA

Hotline Helpful Hints

Cause

- ISTA+ diagnostic session still open so session does not transmit
- Vehicle was programmed first before diagnosis so vehicle data and faults cleared

Hotline Helpful Hints

Field

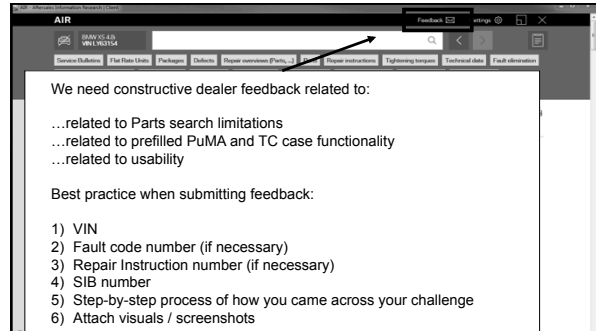
- Recommended to close all ISTA+ diagnostic sessions upon submitting case
- Perform diagnosis sessions first prior to any vehicle programming session

- Video
- Pre-filled PuMA

Workshop Technology

Prefilled information

- 1) VIN vehicle identification number
- 2) Mileage
- 3) Fault code number(s)
- 4) Subject title
- 5) Customer complaint
- 6) VFC (also known as GCC Graphical Complaint Capturing)



World According to Warranty

Fine Grinding of Brake Discs for Vehicles with MPU Coverage

- As announced at the 2017 NAC
 - Fine grinding brake discs, when needed, in conjunction with required brake pad replacement
 - Claim on vehicles with active and qualifying maintenance program coverage

World According to Warranty

Fine Grinding of Brake Discs for Vehicles with MPU Coverage

- Brake pad replacement is determined by the CBS/CBR displaying "Recommended" or "Due"
 - Brake pad thicknesses are at or below 4 mm

World According to Warranty

Fine Grinding of Brake Discs for Vehicles with MPU Coverage

- Very specific claim defect coding usage applies to vehicle that are within:
 - Within 4 years or 50,000 miles; and those that are
 - Beyond 4 years or 50,000 miles

World According to Warranty

Fine Grinding of Brake Discs for Vehicles with MPU Coverage

- Please see SI B34 10 16 for this very important claim submission defect code usage information.

World According to Warranty

Claim Payment for Test Drives

- The Warranty department has received some questions and inquires about claiming time for test driving a vehicle after it has been repaired

World According to Warranty

Claim Payment for Test Drives

- The New Vehicle Limited Warranty
 - Covers necessary technician road tests
 - Pertinent, applicable and required to diagnose or verify a complaint or defect
 - When properly explained and documented on the repair order during write up

World According to Warranty

Claim Payment for Test Drives

- The only exception to this is SI B11 06 14 N63 Engine: Customer Care Package
- This special program pays 5 FRU work time for a 30-minute road test
 - After completing one or more of the repairs outlined in this SIB.

World According to Warranty

Claim Payment for Test Drives

- Please see section 5 page 19 of the Warranty Policy and Procedures Manual, under "Road Tests" for additional information