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This Service Information bulletin supersedes SI B12 25 09 **dated October 2009**.

**NEW** designates changes to this revision

#### SUBJECT

**TeileClearing for N54 Engine Drivability Concerns**

#### MODEL

E82 and E88 (1 Series), 135i

E60 and E61 (5 Series), 535i and 535i xDrive

E71 X6 xDrive35i

E89 Z4 sDrive35i

**Note:** Effective on Monday, October 19, 2009, E90, E92, and E93 N54 vehicles will **no longer require** TeileClearing authorization for N54 Engine Drivability Concerns.

#### SITUATION

An Enhanced Technical Support (TeileClearing) process has been developed to help identify the root causes of customer complaints relating to N54 engine drivability concerns (e.g., rough running, misfire faults, loss of power, SES lamp on, etc.). This process can also help expedite the defect eradication process, once the root cause has been determined.

#### PROCEDURE

A part replacement authorization must be obtained by submitting a "TC Case" in PuMA, *under the "N54 Engine Drivability" TC Action*, before any of the affected TC parts are replaced. It is important that the technician complete all the required diagnostics before submitting a PuMA case. The responsible TC Technical Specialist will review the submitted PuMA "TC Case" and ensure that all proper diagnostics have been performed.

A replacement authorization will be given in the "TC Case" if the TC Technical Specialist agrees that the affected part needs to be replaced.

A TC Part Replacement Authorization for N54 engine drivability concerns is not required for the replacement procedure described in Service Information bulletins, Service Actions, and Recalls. Please write in the comment section of warranty claim: "Replaced per SIB12xxxx" (substitute xxxx with the SIB number).

Refer to [SI B00 03 07](#) (PuMA Enhancements for TeileClearing Process) for details on creating a "TC Case" in PuMA. Please submit a "Case" in PuMA for regular technical support by the Regional Technical Engineers (RTE) when the affected TeileClearing part replacement authorization is not required, e.g., technical support with coding and programming that does not require TC part replacement.

Please submit a "TC Case" in PuMA with the affected TC part typed first in the subject line, e.g., "**Injector** for cylinder 3 is defective"; "**Knock Sensor** not operating properly", etc.

#### **Before creating a "TC Case" in PuMA:**

- The technician assigned to the vehicle must have training directly related to the vehicle or system in question.

- All available resources must be reviewed. These include, and are not limited to: Service Information bulletins, Service Technology Bulletins (SBT), DCS messages, Service Roundtable, Training Manuals, Repair Instructions, and Functional Descriptions. It is the center's responsibility to be familiar with all published technical information.
- Required checks must be performed, e.g., diagnostic test plans, checking fuel pressures, checking the vehicle service history, etc.
- **NEW** Ensure that the latest version of the N54 Engine Diagnostic Fault Tree (attached to this SIB) was followed. The latest version is "Version 12\_03\_09".
- Ensure that the following bulletins have been reviewed and followed, where applicable:

[B13 04 09](#) "N54 – Cold Start Rough Running with Misfire Faults"

[B13 05 09](#) "N54 – Diagnosis for FC 2AAF"

[B12 02 08](#) "N54 – Diagnosis for DME Fuel Injector Faults"

[B12 05 09](#) "N54 E60, E61-Misfire Faults Stored due to DME Software Errors"

[B12 06 09](#) "N54 E9x, E82, E88-Misfire Faults Stored Due to DME Software Error"

[B12 55 06](#) "N54 – Diagnosis for DME FC 29DC/2FBF"

[B12 10 08](#) "N54 – Aftermarket 'Engine Performance Tuning' Kits"

[B12 20 08](#) "N54 – Various Complaints Caused by Aftermarket 'Tuning Kits'"

- The Shop Foreman and/or Team Leader must be consulted.
- The vehicle must be in the shop.
- In order to aid the Technical Specialists in diagnosis, the diagnostic tester must transmit the required FASTA data, indicating that all relevant test modules have been completed. **DO NOT perform a "quick delete" or delete any fault memory before transmitting FASTA data.**

**Note:** To better understand the particular situation with the vehicle, there will be questions under the "PMP Info TC" tab in PuMA, to be answered before submitting a TC Case. Additionally, under the "Diagnostic TC" tab, there will be questions about diagnostics to be answered before submitting a TC Case. Please provide appropriate responses to these questions, so that the TC Specialists can help you as efficiently as possible.

To contact our TeileClearing Management Team for any TC process inquiries or current TC case escalation, please send an email to [tc@bmwna.com](mailto:tc@bmwna.com).

#### **AFFECTED TEILECLEARING PARTS**

Effective on Monday, October 5, 2009, a **Part Replacement Authorization is required** (please submit a TC Case) **before replacing any of the following parts on the above vehicle models with N54 engines:**

- Ignition Coils
- Injectors

- Lambda Sensors/Probes (Pre and Post Catalytic Converter)
- Knock/Ping Sensor

#### **PARTS INFORMATION**

For the up-to-date list of all parts affected by the TeileClearing process, please refer to the following:

- DCS Message for "PuMA Submission for Authorized Part Replacement"
- PuMA menu item "TC/Actions"
- [SI B00 03 06](#) "TeileClearing (Enhanced Technical Support)"

**Note:** Part Replacement Authorization is not required for shipping or handling damage, and for defects found prior to part installation onto the vehicle. Such damage or defects should not be claimed under warranty and must be treated as AFA Returns. Please refer to BMW Parts Logistics Dealer bulletin V-35-0609-0604 (Center Returns/Claim Policy).

#### **WARRANTY INFORMATION**

**Part Replacement Authorization must be obtained for vehicle repairs requiring replacement of the affected TC parts above.**

Any TC part replacement must be preapproved by the TeileClearing process if it is to be paid by BMW NA. **TC part replacement without prior approval will be subject to debit.** TeileClearing will deny all cases where a customer's vehicle is recalled back to the center to have the part reinstalled in an attempt to obtain "after-the-fact" authorization for the replaced part.

**Claims submitted without prior approval will not be eligible for payment by BMW NA.** When submitting a warranty claim for the replaced part, the PuMA case number must be specified in the comment section.

A TC Part Replacement Authorization for N54 engine drivability concerns is not required for the replacement procedure described in Service Information bulletins, Service Actions, and Recalls. Please write in the comment section of warranty claim: "Replaced per SIB12xxxx" (substitute xxxx with the SIB number).

A TC Part Replacement Authorization is not required if the service is performed during official BMW NA non-working days, i.e., during weekends (Saturdays and Sundays) and any official BMW NA holidays. However, the following requirements must be met:

- The Repair Order (RO) must be opened and dated on a Saturday, Sunday or any official BMW NA holiday.
- A PuMA case must be submitted at the time of the repair on a Saturday, Sunday or any official BMW NA holiday.
- The PuMA case must also state "Replaced part without authorization - TeileClearing Closed".
- All appropriate test modules must be followed.
- FASTA data must be transmitted, verifying that all appropriate test modules were performed using required diagnostic equipment.
- If FASTA data cannot be transmitted due to a system-related issue, the relevant test modules must be printed and kept with the Repair Order in the vehicle file.
- The PuMA case number with a note "Replaced part without authorization - TeileClearing Closed" must be

referenced in the comment section of the warranty claim.

An Administrative Payment can be claimed for each valid TC Case, approved by a TC Technical Specialist. Please refer to Service Information [B01 01 07](#) for additional information.

#### **ATTACHMENTS**

view PDF attachment [B122509N54 engine diagnostic fault tree](#).

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