

BMW



CSC-10056703-9813



1-111-TJNUM_1234567-111-2-333-444-555-666

Customer Name 1
Customer Name 2
Address 1
Address 2
City State ZIP



August 2014

This **“Important Limited Warranty Information”** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of **WBANB535X0** [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 **Supplemental Restraint System’s (SRS) front passenger air bag seat occupancy sensor (OC3) mat** on the above referenced vehicle to:

15 years without mileage limitation, as determined by your vehicle’s original in-service date.

This “component-specific” limited warranty extension applies to defects in materials and workmanship and is transferable to any subsequent purchaser of your BMW vehicle.

This is notice of a “limited warranty extension” only. This is not a notice of a Recall or Service Action.

If a repair is required during the extended limited warranty coverage period, eligible work performed by an authorized BMW center in the United States (including Puerto Rico) will be completed free of charge.

In the event your vehicle’s Supplemental Restraint System/Air Bag malfunction indicator is illuminated, please contact your nearest authorized BMW center in the U.S or Puerto Rico to schedule an appointment for inspection, diagnosis and repair.

Your authorized BMW center will review the scope of repair covered by the limited warranty extension. Diagnosing and repairing other unrelated issues is not covered under this warranty extension.

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

B-ELWR 2014 OC3 Mat

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

bmwusa.com

777-3000-0714

Previous Customer-pay Repair Reimbursement – Limited Warranty Extension

BMW of North America, LLC



August 2014

VIN WBANB535X01 [REDACTED]

Under this extended limited warranty, BMW of North America, LLC will provide reimbursement for eligible customer-pay repairs performed prior to the release of this customer notification.

If you previously paid for a repair that you believe would now be covered under this limited warranty extension, please submit your reimbursement request online at www.BMW-RP.com.

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 2014 OC3 Mat
P.O. Box 561089
Dallas, TX 75356

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.

For all other questions, please contact BMW's Customer Relations and Services via email at Customerrelations@bmwusa.com or via telephone at 1-800-831-1117.

Please have your 17-character Vehicle Identification Number (VIN) available and include the VIN with all communications.

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 a repair's eligibility 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?