



SUBJECT**BMW Customer-Focused Satisfaction (CFS) Program****MODEL**

E70 (X5)

F01 (7 Series Sedan)

F02 (7 Series Sedan LWB)

F02H (7 Series ActiveHybrid)

F07 (5 Series Gran Turismo)

F10 (5 Series Sedan)

F10H (5 Series ActiveHybrid)

F25 (X3)

Produced from July 1, 2012 to June 30, 2013

SITUATION

Based on customer feedback, BMW has determined that during the first three years of service, some vehicles may require specific additional service work.

BMW of North America, LLC (“BMW NA”) is pleased to announce the Customer-Focused Satisfaction (CFS) Program. This new program’s procedure will be available for your center to address these customers’ concerns, starting with claim repair dates on or after September 1, 2014.

As part of our pledge to deliver the ultimate BMW driving experience, for the above-referenced BMW vehicles, we developed this program to increase our customers’ satisfaction by helping to prevent unexpected repair visits.

PROCEDURE

When performing the vehicle’s first brake fluid service at 24 months, when it shows either “Recommended” or “Due” as determined by the vehicle’s production date, perform the following additional Customer-Focused Satisfaction Program’s “expanded scope” service measures:

- Check all exterior lighting (including fog lights, reverse lights and brake lights).
- Clean and treat the guides with BMW approved rubber care products.
- Check the trunk or tailgate lock/striker adjustments, operation and lubricate.
- Check/correct tire pressures and reinitialize the RDC.
- Charge the battery.

August KSD2 Issue

As a result of a few program development issues, the August KSD2 interface with ISPA Light will **incorrectly**

show that the following vehicles **apply** to this program:

E71 (X6)

F06 (6 Series Gran Coupe)

F12 (6 Series Convertible)

F13 (6 Series Coupe)

This issue will be corrected with the release of the September KSD2.

Until then, please disregard labor operation 00 00 718 for these vehicles. Continue to perform and use the original brake fluid operation 00 00 618. Labor operation 00 00 618 information can be accessed as follows:

- Enter the Chassis Number in KSD, (the last 7 digits of the Vehicle Identification Number [VIN]).
- Click on the “Search” button and enter flat rate labor operation 00 00 618 in the “FR code field” to display the FRU allowance.

WARRANTY INFORMATION

Covered under the terms of the BMW Maintenance Program.

Defect Code:	34 00 00 77 MP	Brake Fluid - Replacement
Labor Operation:	Labor Allowance:	Description:
00 00 718	Refer to KSD2	Brake fluid service with expanded scope

For the applicable vehicles, in the ISPA Light Key Data, the new labor operation code 00 00 718 will replace brake fluid service labor operation code 00 00 618.

Refer to KSD2 for the corresponding flat rate unit (FRU) allowance. Enter the Chassis Number, which consists of the last 7 digits of the Vehicle Identification Number (VIN). Click on the “Search” button, and then enter the applicable flat rate labor operation in the FR code field.

And, as necessary:

Sublet - Materials

Sublet Code 4	\$1.00	Reimbursement for procedure repair-related materials (Please do not use part numbers for claim submission)
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Enter this material cost in sublet and itemize the amount in the claim comment section.

Exterior Halogen and Incandescent Bulb Replacements Only

In conjunction with performing these service measures, if an exterior halogen and/or incandescent bulb(s) on one side of the vehicle is found to be defective, BMW recommends replacing the corresponding bulb on the other side of the vehicle at the same time (both the left and right sides).

Other Repairs Required as a Result of Checking– Invoice Separately

If performing these service measures results in other eligible and covered work, including bulb replacement in sets, claim this work with the applicable defect codes and labor operations listed in KSD2.

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