



SUBJECT

BMW i Charging Station/Wallbox: Limited (Parts) Warranty Policy, Procedures and Servicing

MODEL

I01 (i3 and i3 with Range Extender)

I12 (i8)

INFORMATION

	<p>BMW i Charging Station/Wallbox BMW of North America, LLC (“BMW NA”) provides a 36-Month BMW i Charging Station Limited Warranty against defects in materials and workmanship (customer home and center installations). The term of this warranty begins on the product’s/products’ initial purchase date. This date must be indicated on the original invoice or bill of sale.</p>
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Charging stations and related components replaced under this warranty receive the remainder of the original 36-month limited warranty.

Note: The BMW i Charging Station “Cable Manager” component is not covered under this limited (parts) warranty.

Important

To receive important updates about technical enhancements and available firmware upgrades, please ensure your customer registers the BMW i Charging Station.

To register the BMW i Charging Station, please visit www.bmw-i-charging.com or call 877-400-7603.

A copy of the customer’s warranty statement is attached.

SITUATION

BMW NA, Schneider Electric (the BMW i Charging Station/Wallbox manufacturer), Bosch Automotive Aftermarket Service Solutions (BMW’s Installation Services provider, when applicable) and your BMW i center will be working together to support component replacements and repairs that are eligible for coverage under the BMW i Charging Station Limited Warranty.

This bulletin provides the procedures for the applicable process flows and claim submissions for the BMW i Charging Station/Wallbox, including labor costs for those customers that purchased the Bosch installation and

service through your BMW i center.

PROCEDURE

There is no repair required **unless** the customer is currently experiencing a problem with his or her charging station or your center is experiencing a problem.

When a service call (offsite/in-home or at your BMW center) confirms a warranty repair/replacement is required, please follow procedure A, B or C as outlined below.

A. Customers who purchased the BMW i Charging Station/Wallbox and the Bosch Home Installation and Service

The Bosch Certified Electrician/service technician will schedule and pick up a replacement charging station/wallbox from your BMW i center's Parts department.

Repair Order Write-Up

Upon the service technician's arrival, the Service department will have or will open a repair order (RO) using the customer's BMW i Vehicle Identification number (VIN), and create the following line item:

- Bosch Automotive offsite BMW i Charging Station/Wallbox service call

Your Parts department will bill out the corresponding required part number(s) to this line item and release the parts to the service technician, along with "signing off" on the RO.

Repair Order Completion and Closeout

Once Bosch completes the offsite replacement of the customer's defective charging station/wallbox, their service technician will identify the removed part(s) with the RO number and VIN, and return the removed parts to your BMW i center's Parts department.

The Bosch service technician will also invoice your BMW i center for their service/swap-out labor fee in the amount of \$250.00.

On the repair order, please invoice the Bosch service/swap-out labor fee. Add another line for the \$75.00 center processing allowance and the document receipt of the returned parts on the RO.

Have the service technician sign his or her copy and the center's copy of the closed RO and provide a copy to the Bosch service technician.

To submit a claim through DCSnet for procedure "A"

From the corresponding RO:

- Generate and submit a Warranty Type 2W Parts warranty claim using the Defect Code listed below.
- Claim sublet Code 3 in the amount of \$325.00 (this includes a \$75.00 processing allowance in addition to the \$250.00 Bosch labor charge)
- Also claim the Applicable BMW i Charging Station/Wallbox part number(s).

B. Customers who purchased the BMW i Charging Station/Wallbox and arranged their own installation (non-Bosch Installations)

Important: Labor reimbursement costs for replacement are not applicable to these BMW i Charging Station “over-the-counter part sales.”

To submit a claim through DCSnet for procedure “B”

Use the standard “over-the-counter” parts warranty procedure:

Create an RO using the customer’s BMW i Vehicle Identification number (VIN); generate and submit a Warranty Type 2W Parts warranty claim using the Defect Code below:

- Create an RO using the customer’s BMW i Vehicle Identification number (VIN)
- Invoice the applicable BMW i Charging Station/Wallbox part number(s) only (no labor)
- Generate and submit a Warranty Type 2 parts warranty claim using the Defect Code.

C. BMW Centers’ i Charging Station/Wallbox Installations

Please utilize procedure “A” or “B” as applicable and submit a claim on a BMW i Vehicle Identification number (VIN, center or customer owned).

Note: Procedure “A,” repair/replacement performed by Bosch at a BMW center will be slightly different than an offsite/in-home customer service call and repair visit.

Please state in the claim comments that this repair is for a BMW i Charging Station/Wallbox that is installed at your center.

PARTS INFORMATION

The BMW i Charging Station/Wallbox part number is reimbursed at the Dealer Net price with no handling.

Part Number	Description	Quantity
61 90 2 346 992	Wallbox (BMW i Charging Station)	1

After claim payment, the BMW i center will ship the “returned requested” to the Warranty Parts Return Center (WPRC) through the normal parts return procedure (DCSnet Part Tag and Packing Slip).

The part must be returned and received by the WPRC to prevent a claim debit.

DCSNET CLAIM SUBMISSION

BMW i Charging Station/Wallbox claim submissions will always be a Warranty Type 2W Parts warranty through DCSnet.

Since the vehicle’s odometer mileage readings (in, out and install) are not relevant to this situation, please see the “DCSnet Mileage Procedure_OTC Parts Wty” attachment for the mileage entry work around.

WARRANTY INFORMATION

The BMW i Charging Station/Wallbox Limited Warranty is 36 months as determined from the original invoice/bill of sale date.

This limited warranty only applies to eligible BMW i Charging Station/Wallbox installations in the United States (including Puerto Rico).

Should the BMW i Charging Station/Wallbox fail again, this component is covered by the remaining portion of

the limited warranty coverage period.

Defect Code:	61 90 00 12 IC*	BMW i Charging Station Limited Warranty
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*Note: The vendor code for this item is the letters "i" and "c."

And, if applicable:

Sublet - Bosch installations only

Sublet Code 3	\$325.00	Bosch service call/swap-out labor reimbursement
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Invoice this amount on the repair order as noted above with no handling or markup.

ATTACHMENTS

View PDF attachment [B012114 BMW i Charging Station](#).

View PDF attachment [B012114 BMW i Charging Station Wty.](#)

View PDF attachment [B012114 DCSnet Mileage Procedure OTC Parts Wty.](#)

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