

**SUBJECT****Interior Trim/Components: Wear vs. Defect****MODEL**

All

INFORMATION**New Vehicle/SAV Limited Warranty**

Analysis of interior trim and components by the Warranty Parts Return Center (WPRC) has found that many were replaced under the vehicle's limited warranty for "normal wear" and not for a defect in materials or workmanship.

Certified Pre-Owned (CPO) Certification or Recertification-related Replacements

When performing the Certified Pre-Owned (CPO) Certification or Recertification Process for vehicles still within the terms of the BMW New Vehicle/SAV Limited Warranty, please keep in mind these vehicles are "pre-owned."

Accordingly, restoration of these vehicles to "like-new" condition is not the objective of the Certification Inspection process.

Instead, the purpose is to address all safety-related concerns and conditions that are unusual in nature, given the age and mileage category that applies to the specific vehicle being inspected.

PROCEDURE

The purpose of this bulletin and the corresponding manual is to provide your workshop with information that will help you identify interior trim and components that do and do not require repair/replacement.

The pictures and descriptions shown in the "BMW Warranty Part Replacement" manual are your guide to identify eligible trim and component replacements on vehicles that are still within the terms of the BMW New Vehicle/SAV Limited Warranty.

This manual can be found on the Warranties Documentation site as follows:

CenterNet>Menu>BMW>Aftersales>BMW Warranties Documentation>General References>BMW Warranty Part Replacement Manual (Wear vs. Defect)

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