



SUBJECT**Add-On Policy: Expediting Customer Interaction and Increasing Workshop Efficiency****MODEL**

All

INFORMATION

With the release of the current version of the Warranty Policy and Procedures manual on February 2, 2015, the Warranties department is pleased to announce the following policy update:

When a maintenance service (including “combined with” items) shows “Recommended” or “Due,” based on the current key read; or is eligible by time; or a “required” repair applies, such as a Recall, Service Action or Service Package, these item are **not** considered “Add-ons.”

No service management sign-off is required.

Also, if a customer’s stated concern leads to multiple defects (repairs), these repairs are also **not** considered “Add-on” repairs.

For example, if a Check Engine light diagnosis leads to multiple claimable repairs, each additional repair performed and claimed is not considered an “Add-on” repair. It does not require service management sign-off.

PROCEDURE

How does this impact you?

In the Service Drive

To reduce the time spent with your customers:

- You only have to note the customer’s concerns on the RO and obtain a signature on the hard copy as normal. Then:
- Release the customer to the loaner (AMP) desk or to the waiting area as normal.
- The Service Advisor can now read the key and enter additional lines for the required maintenance, services and/repairs (Recall, Service Action, Service Package). (Please verify parts availability and the customer’s time/schedule.)
- Follow up with the customer on the completion status of the maintenance services and/or repairs that are being performed.

In the Workshop

Reduced administrative burden on the technician:

- Eliminates the need to obtain management approval for these additional repairs, which allows the technician to continue working on the vehicle.
- Allows the technician to repair the vehicle uninterrupted, and to finish it sooner.

Please see Section 5, Page 2 of the BMW Warranty Policy and Procedures manual for details.

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