From: Broadcast Messaging System
To: DL-BMS_Message_Monitors
Subject: N63 Customer Care Package
Date: Wednesday, January 07, 2015 4:01:50 PM

Publish Date: January 07, 2015
From: Technical Service
Expiration Date: January 14, 2015

DCSnet Message
Important

Subject: **N63 Customer Care Package**

To:BMW Service Managers, Parts Managers, Shop Foremen and Technicians

Technical Service is experiencing a high volume of cases. We are currently in the process of increasing our capacity so that we can address these cases in a timely matter. As of tomorrow, January 8th, 2015, we will be extending hours to process the N63CCP cases.

If you have already created and submitted a case, please refrain from replying to it to inquire about the delay. Doing so will increase the delay time.

Please be patient, as we are doing our best to address all the cases. If there is any further issue, please email us at tc@bmwna.com.

Our apologies for any inconvenience this may cause.

Sincerely,

Yasa Yap
Technical Service

Attachments:

No Attachments No Attachments

Recipients: BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel