



G30 QUALITY FEEDBACK

MODEL

G30(530i,530xi,540i,540xi)

SITUATION

The all-new G30 is released in January 2017. To ensure both initial and long-term quality, we ask for your participation in the G30 Early Warning feedback program.

Prompt resolution of reported problems is a major goal of this program. This can only be achieved with your support, by providing us with information.

The cases provided will aid in the evaluation of problems and/or conditions, as well as determining the required action necessary to correct them.

We ask that you **submit a PuMA Info Only case for any observations concerning vehicle quality (including operation) made during the QCI process, or whenever a G30 is in your workshop for repairs or scheduled maintenance.**

The "Customer complaint" information on these reports is extremely important in order to accurately establish the customer's perception of the condition. Please be sure to note any variables that you feel may be related to (or influence) the condition, as well as which procedure was performed to correct the situation. In those instances where faults are stored in the fault memory, please enter those in the fault code field located on the Attachment screen.

BMW of North America requests that all dealers keep defective parts for 4 weeks after the warranty claim is paid, in the event that they are needed for analysis during this early warning launch period.

As an additional incentive, cases are eligible for early warning feedback awards presented during service round table in the month that they were submitted. Participants will not be eligible for multiple awards within the same month. An Early Warning Information Champion will be selected each calendar year from the previous winners, based upon the clarity and detail of the information provided, and awarded \$1,000.

PROCEDURE

- Create PuMA case with the urgency level "For information".
- Please place the abbreviation "EQF" in the title of the PuMA case
- With regard to understandability, please add pictures or other attachments.

Digital images and scanned documents may be attached to these reports. There is a 10MB file size limit.

<ul style="list-style-type: none">GeneralDescriptionAttachmentSupplementLinkInternalManual Translation PreviousNext Overview SavePrintClose Create Report M	Presumed cause (Workshop fault description)* <input type="checkbox"/>
	<input type="text"/>
	<input type="button" value="Edit presumed cause"/> <input type="button" value="Reset selects"/>
	Fault location: Fault type:
	<input type="text"/> <input type="text"/>
	Work performed* <input type="checkbox"/>
	<input type="text"/>
	Work performed effective* <input type="radio"/> Yes <input type="radio"/> No
	Urgency* <input type="radio"/> Info only <input type="radio"/> Reply requested <input type="radio"/> Urgent
	<input type="text"/>

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