



SIB 72 01 25

2025-04-09

## G1x/G3x FALSE ALERT RF SEAT OCCUPIED W BELT UNBUCKLED- EXTENDED LTD WARRANTY

<input type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
<input type="checkbox"/>	THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) FRIENDLY

### MODEL

E-Series	Model Year	Model Description	Production Dates (**see below)
G11	2016 to 2019	750i xDrive (Canadian vehicles registered in the US)	October 16, 2015 to June 11, 2018
G12	2016 to 2019	740Li Sedan	July 30, 2015 to June 20, 2018
G12	2017 to 2019	740Li xDrive Sedan	February 9, 2016 to June 20, 2018
G12	2016 to 2019	750Li Sedan	October 19, 2015 to June 20, 2018
G12	2016 to 2019	750Li xDrive Sedan	July 1, 2015 to June 20, 2018
G12	2017 to 2019	BMW ALPINA B7 xDrive	June 14, 2016 to June 20, 2018
G12	2017 to 2019	M760Li xDrive Sedan	September 5, 2016 to June 19, 2018
G12	2017 to 2018	740Le xDrive Sedan	June 16, 2016 to February 23, 2018
G12	2017 to 2018	740Le xDrive Sedan	June 16, 2016 to February 23, 2018
G30	2017 to 2018	530i Sedan	November 3, 2016 to June 25, 2018
G30	2017 to 2018	530i xDrive Sedan	November 3, 2016 to June 25, 2018
G30	2017 to 2018	540i Sedan	November 9, 2016 to June 25, 2018
G30	2017 to 2018	540i xDrive Sedan	November 9, 2016 to June 25, 2018
G30	2018	M550i xDrive Sedan	January 11, 2017 to June 20, 2018
G30	2018	530e iPerformance Sedan	February 22, 2017 to June 25, 2018
G30	2018	530e xDrive iPerformance Sedan	February 23, 2017 to June 25, 2018
G32	2018	640i xDrive Gran Turismo	July 1, 2017 to June 25, 2018

**Note: The Model information above is for informational purposes only. It is not the only deciding factor; see the Eligible Vehicles information below.**

### Eligible Vehicles

**(\*\*) Not all the Vehicle Models in the above Model Year(s) are included. For certain Models, inclusion is dependent and determined by the “ending” production date information listed above.**

To assist you in identifying those vehicles that have this component-specific extended limited warranty (ELW) coverage ELW, the following Vehicle Comment will show in the VIN-specific Warranty Vehicle Inquiry (WVI).

### US Market Model Vehicles

**SI B72 01 25 (RC 65 77 90 06 00): For this vehicle, the Supplemental Restraint Systems (SRS) Front Passenger's Seat Occupancy Capacitive Interior Sensor (CIS) Mat for defects in materials and/or workmanship that causes a false seat occupancy alert to occur has been extended to 10 years / 120,000 miles as determined from the vehicle's original in-service / first delivery date. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty. Issues related to this component's seat heating function are excluded under this extended coverage.**

### Canadian Market Model Vehicle (G11) – Registered in the US

**SI B72 01 25 (RC 65 77 90 06 00) (G11 Canadian Market Vehicle Model):** For this vehicle, the Supplemental Restraint Systems (SRS) Front Passenger’s Seat Occupancy Capacitive Interior Sensor (CIS) Mat for defects in materials and/or workmanship that causes a false seat occupancy alert to occur has been extended to 10 years / 120,000 miles as determined from the vehicle’s original in-service / first delivery date. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty. Issues related to this component’s seat heating function are excluded under this extended coverage.

**Note:** Before performing a repair and submitting a claim, first confirm that the vehicle has the above Notice of Extended Limited Warranty coverage in the WVI “Vehicle Comments” section.

If you have ELW eligibility and/or coverage questions, please contact the Warranty department through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections prior to performing any repair.

SITUATION

A situation may occur where the front passenger seat is not occupied; however, a “fasten seat belt” warning and a front passenger seat air bag deactivation message appears.

If the situation is currently present, sit in the seat and move the seat to a slightly different position. The POL (Passenger Occupancy Light) light should now function correctly.

In some cases, the Air bag Warning Light was illuminated, and the following Advanced Crash Safety Module (ACSM) fault is stored:

- **930A1C** - Front passenger seat occupancy detection transmitting fault (moisture)

CAUSE

Any, or all, of the following can contribute to this situation:

Possible Causes		Coverage
A.	Electronic devices (For example, smart phones, laptops, tablets, etc) are connected to the vehicle’s USB charging port, or cigarette lighter power as a power supply and then placed on the passenger seat.	N/A
B.	The passenger seat is wet/fluid contaminated (e.g., very high humidity, wet clothing, spilled liquids, or rain from open windows/sunroofs).	N/A
C.	Insufficient shielding of the seat heater/CIS mat wiring**.	ELW
D.	Ground connection for the seat heater/CIS mat is not fully secured	ELW

Component and Issue-Specific Extended Limited Warranty (ELW)

For the eligible vehicles, BMW of North America, LLC (BMW NA) is extending the limited warranty for the repair described in this Service Information Bulletin to:

- **10 years / 120,000 miles as determined from the vehicles original first in-service / delivery date**

This component and issue-specific limited warranty extension applies to defects in materials or workmanship.

This coverage applies to the specific vehicle (VIN), the remaining portion of the ELW is transferrable to each subsequent owner, and it is subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that applies to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

**Note:** This bulletin is notice of a limited warranty extension. This is NOT a notice of a Recall or Service Action.

## Customer Notification Letter

Even though this is NOT a Recall, BMW NA is sending VIN-specific customer notification letters.

**Note: Causes items A, B, other seat CIS mat system-related components/seat heating, and/or other SRS issues are excluded from this extended coverage.**

## CORRECTION

### Front Passenger's Seat Capacitive Interior Sensor (CIS) Mat

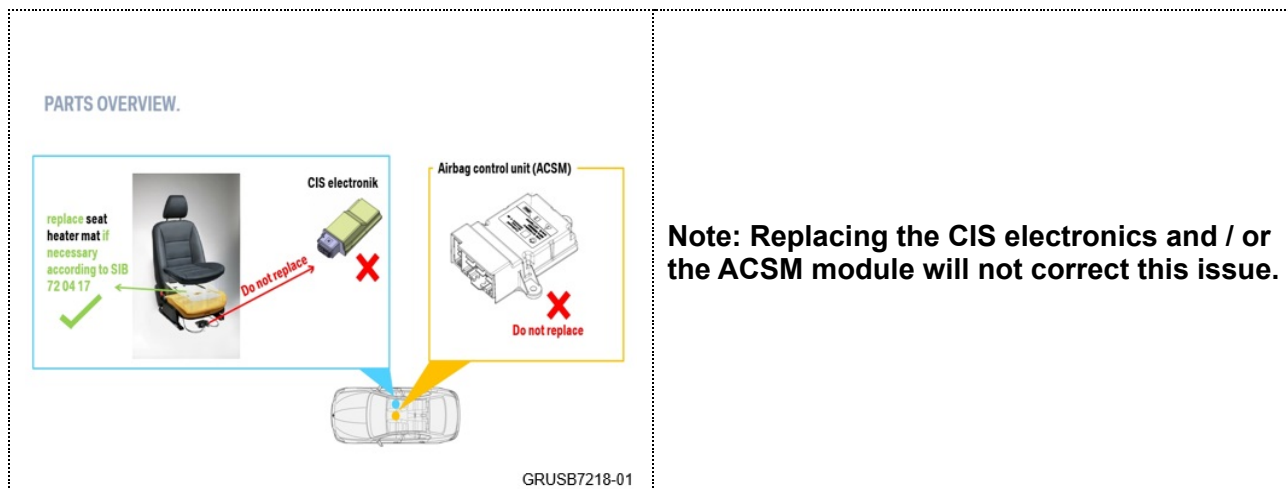
Consultation with the customer whether objects were possibly laid on the front passenger seat, or the seat was subjected to moisture (e.g., from rain through an open window, wet clothes or towel, or the spilling of fluids on the seat cushion surface).

Perform a non-invasive check for moisture/stains on the seat and at the CIS evaluation electronics module electrical connector.

Check the seat CIS mat's ground connection and re-secure it as necessary.

If there are no obvious moisture/stains, the next step is to check the vehicle's installed seat heater/CIS mat sensor part number and its revision index number against a corresponding matrix.

The matrix will help you determine if the installation of the seat CIS mat wiring repair kit is required to address an inadequate shielding condition with the seat occupancy CIS mat's connection wiring.



## PROCEDURE

**Note: Before performing this seat heating wiring repair kit retrofit/installation procedure and submitting a claim, first confirm that the vehicle has one of the above coverage notices in the Warranty Vehicle Inquiry's (WVI) Vehicle Comments section.**

**Also review the Repair History (Claims) section below in the WVI to confirm that a prior claim for this wiring repair kit retrofit/installation procedure has not already been submitted and accepted. This would include Repair Code 52 10 90 01 00 claim submissions.**

Use AIR to identify the vehicle's installed seat option, and to determine if there are also any optional seat accessories installed, this information is required other steps later in the procedure.

### AIR's Optional Equipment Listings

<p>Optional equipment</p> <p>Optional equipment fitted at the factory:</p> <p>0459 Seat adjuster, electric, with memory</p> <p>0465 Through-loading system</p> <p>0481 Sports seat</p> <p>0488 Lumbar support, driver and passenger</p>	<p>Optional equipment</p> <p>Optional equipment fitted at the factory:</p> <p>0453 Climate-controlled seats, front</p> <p>0456 Comfort seat with memory</p> <p>0461 Electric seat backrest adjustment, rear</p> <p>04AW Instrument panel 'Sensatec'</p> <p>04HA Seat heating, front and rear</p> <p>04K7 Interior trim alu.rhomb.w.accent strip</p> <p>04NE Blow-by heater</p> <p>04T7 Massage function, driver / fr. passenger</p> <p>04T8 Extended exterior mirror package</p>
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### Applicable Option Codes

<b>G11</b>	0456 Comfort seat with memory		04T7 Massage function, driver / fr. passenger
<b>G11</b>	0456 Comfort seat with memory	0453 Climate-controlled seats, front	04T7 Massage function, driver / fr. Passenger
<b>G12</b>	Base – Standard Seat/No Code		
<b>G12</b>	0456 Comfort seat with memory		
<b>G12</b>	0456 Comfort seat with memory	0453 Climate-controlled seats, front	
<b>G12</b>	0456 Comfort seat with memory	0453 Climate-controlled seats, front	04T7 Massage function, driver / fr. passenger
<b>G30</b> <b>G32</b>	481 – Sports seat		
<b>G30</b> <b>G32</b>	0456 Comfort seat with memory		
<b>G30</b> <b>G32</b>	0456 Comfort seat with memory	0453 Climate-controlled seats, front	

The “Find” function (CTRL – F) can be used in AIR to locate the option codes.

For conditions that are like the situation described above:

1. Verify with the customer that no objects were lying on the seat that could have caused the warnings.

Note: Electronic devices that are placed on the front passenger seat, e.g., laptop computers, mobile phones, etc., could cause the front passenger airbag warning lamp to activate.

This behavior occurs primarily with devices that are connected to the vehicle electrical system via a USB cable or other charger adapter.

In vehicles with an acoustic safety belt warning, this could cause the warning signal to sound.

2. Moisture on the seat surface can also cause a faulty seat occupancy detection. In this case ACSM fault 930A1C will be

- Perform a **non-invasive** check for signs of moisture.
    - a. If moisture is found, dry the mat and clear the fault. Moisture caused by outside influence is a non-warranty issue.
    - b. If no moisture is found, proceed to the next steps
- To continue Step # 3, refer to the attachment for information on checking the seat heater/CIS mat’s ground connection and the installed part number, and its revision index number against a corresponding matrix, this will help you determine if the installation of the seat CIS mat wiring repair kit is required.
- B720125\_AT\_1 Repair Procedure 04\_2025

**PARTS INFORMATION**

**Only order these parts in the quantities needed to address customers’ vehicles that have confirmed failures.**

Part Number:	Description:	Quantity:
52 10 5 A5B C60	Passenger seat heating repair kit G11 / G12 / G30 / G32	1 if needed

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalogue, or other approved BMW Group resources, according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

**CLAIM INFORMATION**

For eligible US-specification BMW vehicles that are registered and operated in the United States (including Puerto Rico), the component-specific 10 years (120 months) / 120,000-mile extended limited warranty coverage for defects in materials and/or workmanship applies to qualifying repairs performed by authorized BMW centers.

Damage and/or issues caused by outside influences are not covered under the BMW limited warranties.

This coverage described above applies to the specific vehicle (VIN), it is transferrable to the subsequent owners, and is subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that applies to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

**The existing limited warranty coverage for the whole vehicle and other components has not changed.**

This coverage supersedes the coverage that is provided under the BMW Certified Pre-Owned Program or any BMW Group Vehicle Service Contract that applies to the vehicle.

**Non-Qualifying Repairs**

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico, or the diagnosis and repair of issues that are outside the intended scope of this extended coverage, other unrelated issues, and/or that are due to outside influences (Including seat CIS mat water/fluid intrusion-related damage) are not covered by this limited warranty extension. This exclusion also applies to repairs that were performed using (including those repairs that result from using) non-genuine BMW parts and/or used BMW passenger car or light truck parts.

**Qualifying Repairs – Claim Submission**

Repair Code:	6577900600	G1x G3x Shielding CIS mat
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Obtain the flat rate unit (FRU) allowances for the following that applies.

Labor Operation	Description	Labor Allowance
00 00 006	Carrying out vehicle test (Main work)	As applicable
Or:		
00 00 556	Carrying out vehicle test (Plusposition)	As applicable

61 21 528	Supporting voltage of the vehicle electrical system / recharging vehicle battery	As applicable
And, as needed:		
61 00 006*	Performing vehicle diagnosis – test module (Including inspecting the CIS ground wire connection and tightening if necessary)	Work time (WT)
Or		
00 58 500*	Diagnosis Worktime Flat Rate (See below)	2 FRU
And:		
52 14 502	Removing and installing (front) passenger seat (Plusposition)	As applicable
And:		
00 71 787	Repair kit, repair front passenger seat heating (CIS) (Associated work, seat removed)	6 FRU

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006, or exclude (including 61 21 528) when the Vehicle Test is included in another repair.

Work time labor operation codes 61 00 006 and 00 58 500 are not considered Main labor operations.

### BMW Group's AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number (last seven (7) characters of the VIN), and click on the "Search" icon. If the "Vehicle Selection" window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the "Flat Rate Units" button and enter a flat rate labor operation code number "without spaces" in the field to the right, click on the "Search" icon to display the corresponding listing of "Flat rate unit group details" that are available and their corresponding FRU allowances.

### Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement

**Note:** A printed copy of the "interim reimbursement procedure" attachment can be provided to the customer until the owner direct notification mailing occurs.

See attachment B720125\_AT\_1 ELW RBMT Interim Prd 04\_2025

Under this extended limited warranty, BMW of North America, LLC (BMW NA) will provide reimbursement for qualifying customer-pay repairs that were performed on an eligible vehicle **prior** to the release of this component-specific limited warranty extension.

**A qualifying customer pay repair must primarily be for the repair to address a covered issue with the Supplemental Restraint System's (SRS) Passengers Seat Occupancy (CIS) Sensor Mat. Also, the repair facility's procedures to address the above situation must have been performed correctly, adequately, and completely, as required by the applicable BMW Group approved repair standards and instructions.**

Customer-pay repairs are subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

### Repairs that Do Not Qualify for Reimbursement

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico, or the diagnosis and repair of issues that are outside the intended scope of this extended coverage, other unrelated issues, and/or that are due to outside influences (Including seat CIS mat water/fluid intrusion-related damage) are not covered by this limited warranty extension. This exclusion also applies to repairs that were performed using (including those repairs that result from using) non-genuine BMW parts and/or used BMW passenger car or light truck parts.

Requesting Reimbursement for a Previous Repair That Qualifies

For a customer to request reimbursement for a qualifying customer-pay repair performed either by an authorized BMW center or independent repair shop located in the United States (including Puerto Rico), please have him/her submit his/her reimbursement request online at [www.BMW-RP.com](http://www.BMW-RP.com) under the following reference:

- BMW ELW RF Seat CIS Mat 10Y120M

Reimbursement Request Procedure

The online process is initiated by attaching/sending PDF files of the supporting documentation for the prior repair.

The letter also includes alternative methods to request reimbursement, either through the mail or by fax as described below:

BMW Customer Reimbursement Center  
Attention: BMW ELW RF Seat CIS Mat 10Y120M  
P.O. Box 54067  
Hurst, Texas 76054

Fax number: 877-434-2992

Please allow 4-6 weeks for processing your request.

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

Supporting Materials

[picture\\_as\\_pdf B720125\\_AT\\_1 Repair Procedure 04\\_2025.pdf](#)  
[picture\\_as\\_pdf B720125\\_AT\\_2 ELW RBMT Interim Prd 04\\_2025.pdf](#)



**PROCEDURE – CONTINUED FROM SI B72 01 25**

3. Prior to replacing components, inspect the connection of the CIS mat ground wire to the structure at the lower right side of the backrest (circled).



The eyelet on the ground wire should make solid connection to the structure with no free play.

If free play is identified, repair as needed.



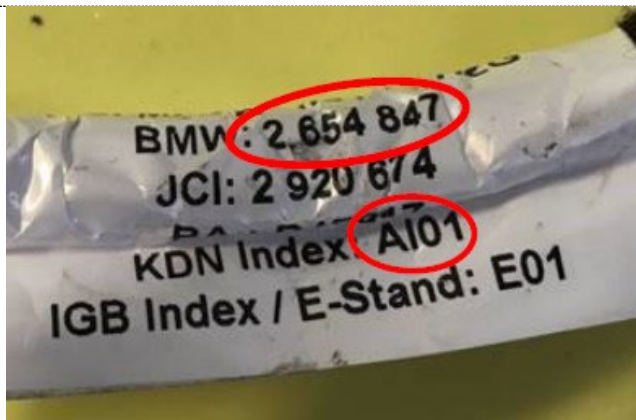
Secure ground screw to eliminate free play to the structure.

Torque specification: **4.5 Nm** (+/-0.5)

4. If steps 1 to 3 did not identify those items as the cause of the false right front seat occupied notice, access the bottom seat cushion per Repair Instructions so that the i installed:

- Front passenger's seat heating / CIS mat part number, and its
- Change Index number can be determined.

To access the label's information, loosen seat mounting, open the central connector, fold seat to the back, completely.



In this example, the BMW **Part Number 2 654 847** is shown (circled).

The corresponding KDN (Revision) Index number "AI01" is shown (circled).

**5. Seat CIS Mat Check One (1)**

Obtain the vehicle's passenger seat heater/CIS mat part number and its KDN (Revision) index "AI" number that is currently installed in the vehicle.

**Vehicle Seat Option and Seat Accessory Configurations / Install Seat CIS Mat Wiring Repair Kit Matrix**

G11	0456 Comfort seat w/memory		04T7 Massage function, driver / fr. passenger	
G11	0456 Comfort seat w/memory	0453 Climate-controlled seats, front	04T7 Massage function, driver / fr. Passenger	
Series	Seat Options	Seat Option Codes	Part Number	Change Index (less than <)
G11	Comfort Seat w/Memory + + Massage	SA 456 + 4T7	7 739 629	AI10
G11	Comfort Seat w/Memory + + Massage	SA 456 + 4T7	7 354 594	AI07
G11	Comfort Seat w/Memory + + Massage	SA 456 + 4T7	7 478176	AI07
G11	Comfort Seat w/Memory + Ventilation + Massage	SA 456 + 453 + 4T7	7 357 629	AI10
G11	Comfort Seat w/Memory + Ventilation + Massage	SA 456 + 453 + 4T7	7 354 595	AI09
G11	Comfort Seat w/Memory + Ventilation + Massage	SA 456 + 453 + 4T7	7 748 178	AI09
G12	Base – Standard Seat	No Option Code Number		
G12	0456 Comfort seat with memory			
G12	0456 Comfort seat with memory	0453 Climate-controlled seats, front		
G12	0456 Comfort seat with memory	0453 Climate-controlled seats, front	04T7 Massage function, driver / fr. Passenger	
Series	Seat Options	Seat Option Codes	Part Number	Change Index (less than <)
G12	Base – Standard Seat	No Option Code Number	7 354 590	AI06
G12	Base – Standard Seat	No Option Code Number	7 478 172	AI07
G12	Comfort Seat w/Memory	SA 456	7357416	AI06
G12	Comfort Seat w/Memory	SA 456	7354596	AI04
G12	Comfort Seat w/Memory	SA 456	7478179	AI06
G12	Comfort Seat w/Memory + Ventilation	SA 456 + 453	7 357 629	AI10
G12	Comfort Seat w/Memory + Ventilation	SA 456 + 453	7 354 595	AI09
G12	Comfort Seat w/Memory + Ventilation	SA 456 + 453	7 748 178	AI09
G12	Comfort Seat w/Memory + Ventilation + Massage	SA 456 + 453 + 4T7	7 357 629	AI10
G12	Comfort Seat w/Memory + Ventilation + Massage	SA 456 + 453 + 4T7	7 354 595	AI09
G12	Comfort Seat w/Memory + Ventilation + Massage	SA 456 + 453 + 4T7	7 748 178	AI09

<b>G30 / G32</b>	0481 Sports seat		
<b>G30 / G32</b>	0456 Comfort seat w/memory		
<b>G30 / G32</b>	0456 Comfort seat w/memory	0453 Climate-controlled seats, front	

<b>Series</b>	<b>Seat Options</b>	<b>Seat Option Codes</b>	<b>Part Number</b>	<b>Change Index (less than &lt;)</b>
G30 / G32	Sport Seat	SA 481	7450449	AI04
G30 / G32	Sport Seat	SA 481	7387697	AI07
G30 / G32	Sport Seat	SA 481	7478180	AI05
G30 / G32	Sport Seat	SA 481	7387761	AI02
G30 / G32	Sport Seat	SA 481	7387708	AI04
G30 / G32	Sport Seat	SA 481	7478181	AI04
G30 / G32	Comfort Seat w/Memory	SA 456	7379629	AI10
G30 / G32	Comfort Seat w/Memory	SA 456	7354592	AI08
G30 / G32	Comfort Seat w/Memory	SA 456	7478175	AI09
G30 / G32	Comfort Seat w/Memory + Ventilation	SA 456 + 453	7379629	AI10
G30 / G32	Comfort Seat w/Memory + Ventilation	SA 456 + 453	7354593	AI10
G30 / G32	Comfort Seat w/Memory + Ventilation	SA 456 + 453	7478177	AI11

- If the **Change Index number is lower / less than (<)** what is specified in the table above for the matching vehicle seat option(s) and part number, then:
  - A. Install the wiring repair kit for the front passenger seat heating/CIS mat.
- If the **Change Index number is equal to (=), or greater than (>)** what is specified in the table above for the matching vehicle seat option(s) and part number, then:
  - B. Proceed to the next and final check (Step 6).

#### 6. CIS Mat Check Two (2) for all the Seat Configurations above

- If the installed CIS mat part number in the vehicle is one of the four listed in the column to the right, then

52 10	2 654 846
52 10	2 654 847
52 10	2 654 848
52 10	4 810 481

- C. Install the wiring repair kit for the front passenger seat heating/CIS mat sensor.

**If the vehicle passes checks 1 and 2 listed above, the seat heater/CIS mat wiring repair kit installation for the issue described in this Service Information Bulletin does not apply.**

#### 7. Check the validity of the installation of the seat CIS mat sensor repair kit by:

- Ensuring no faults or check control messages are displayed
- Confirming operation of the seat occupancy function with an adult in the seat

**Note: The new seat CIS mat has improved shielding and does not require the cable straps mentioned in prior bulletin versions.**



# BMW

April 2025

## **False Alert the Right Front Seat is Occupied / Seat Belt Unbuckled - Extended Limited Warranty (ELW) 10 Years/120,000 Miles Coverage for Qualifying Repairs**

For certain applicable Model Year BMW G12 (7 Series Sedans), G30 (5 Series Sedans), and G32 (6 Series Gran Turismos) vehicle models.

### **What is the specific issue?**

A situation may occur where the front passenger seat is not occupied, however, a "fasten seat belt" warning and a front passenger seat airbag deactivation message appears. Additionally, the SRS airbag warning indicators may also be illuminated.

For your Affected Vehicle model, this issue could be because to the Supplemental Restraint Systems (SRS) front passenger's seat occupancy Capacitive Interior Sensor (CIS) Mat connecting wiring may not be adequately shielded against external interference.

### **Have you previously paid for this type of seat CIS mat-related repair?**

Prior to the release of this component and issue-specific extended limited warranty, if you previously paid for a repair that addressed / corrected an issue like the ones described above, you may be eligible to be reimbursed for certain paid repair costs that qualify.

Other seat CIS mat sensor system-related components/seat heating issues (Including seat CIS mat water/fluid intrusion-related damage), and/or other SRS issues, and/or issues caused by installation of non-genuine BMW parts and/or used BMW passenger car or light truck parts are not covered under this extended limited warranty.

To request a reimbursement review of your previous customer pay repair invoice (Authorized BMW center or an independent repair shop), please submit your request on-line at [www.BMW-RP.com](http://www.BMW-RP.com) under the following reference:

### **• BMW ELW RF Seat CIS Mat 10Y120M**

#### **Reimbursement Request Procedure**

The on-line process is initiated by attaching/sending legible PDF files of the required supporting documentation for the previously paid repair. Please refer to page two (2) of this document and BMW-RP.com for additional information about what repair order (RO)/invoice documentation is required.

Please include a copy of the completed page two (2) reimbursement request checklist together with the other applicable required documentation.

The alternative method to request a reimbursement with the required documentation, either through the mail or by fax, is described below:

BMW Customer Reimbursement Center  
Attention: BMW ELW RF Seat CIS Mat 10Y120M  
P.O. Box 54067  
Hurst, Texas 76054

Fax number: 877-434-2992

### **Please allow 4-6 weeks for processing your request.**

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

Sincerely,

BMW of North America, LLC

**Company**  
BMW of North America, LLC  
BMW Group Company

**Website**  
[www.bmwusa.com](http://www.bmwusa.com)

### **BMW Seat CIS Mat Extended Limited Warranty (ELW) Previous Customer-Pay Repair Reimbursement – Required Documentation Checklist**

Reimbursement for a qualifying customer pay repair is available to the BMW owner/lessee who incurred the expense. The questions below will assist you in reviewing your repair order/invoice documentation.

<b>Prior Repair Review Questions</b>	<b>Answer - One per Row</b>	
Did the prior repair to your vehicle address an issue with the passenger's seat CIS mat like the one that is described in this letter?	Yes, next	No
Did you pay for this repair?	Yes, next	No
As determined by your vehicle's in-service date (age), and the mileage when the repair was performed, was the vehicle still within 10 years (120 Mths) / 120,000 miles, whichever occurs first?	Within 10/120, Yes, next	No
Does the repair facility's documentation confirm that the seat CIS mat sensor was the issue with your vehicle? The issue was not caused by an outside influence.	Yes, proceed to the checklist	No

When a Prior Repair Review Question's result is a "No" response, no further action is required.

**A qualifying customer pay repair must primarily be for the repair to address a covered issue with the Supplemental Restraint System's (SRS) Passengers Seat Occupancy (CIS) Sensor Mat. Also, the repair facility's procedures to address the above situation must have been performed correctly, adequately, and completely, as required by the applicable BMW Group approved repair standards and instructions.**

#### **Required Repair Order (RO) or Invoice Documentation - Checklist**

For a previous repair reimbursement request, please include a completed copy of this page 2 Required Documentation Checklist (one per repair/request) together with legible copies (either a scan, photo, PDF, and/or screenshots) of the following documentation with your name, address, and your preferred contact telephone number(s) and email address(es).

This documentation must include the following information:

- ☐ Customer name and address
- ☐ Vehicle Identification Number ("VIN")
- ☐ The date of repair
- ☐ The mileage when the repair was performed
- ☐ Itemized list of labor charges for all repairs\* including diagnosis
- ☐ Itemized list of parts (Part numbers), including any miscellaneous items, billed for all repairs\*

(\*) For repair orders containing multiple repair line items, reimbursement consideration will only be given to those line-item expenses that are directly related to the specific repair that is now covered by this component issue and repair-specific extended limited warranty.

#### **Required Proof of Payment Documentation**

Please provide a copy of at least **one** of the following items as valid proof of payment:

- ☐ Repair order (RO)/invoice stamped and dated as "PAID"
- ☐ Cancelled check
- ☐ Signed credit/debit card receipt
- ☐ Credit/debit card statement

**BMW of North America, LLC ("BMW NA") reserves the right to review and adjust/reduce the amount that will be reimbursed based on what is normally recognized as customary, fair, and reasonable, to diagnose, perform a repair, or replace a component (including the applicable and scope of replacement parts, and related materials) to address an operational issue with the vehicle.**

**Except for reasonable account number protection measures, illegible, altered/modified, incomplete, non-authentic and/or fabricated repair order/invoice documentation will not be accepted.**