



SIB 72 03 25

2025-05-01

## G01/G02 FALSE ALERT RF SEAT OCCUPIED W BELT UNBUCKLED-EXTENDED LIMITED WARRANTY

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

This Service Information bulletin (Revision 01) supersedes SI B72 03 25 **dated April 2025**

### What's New:

- Title updated.
- Repair Procedure attachment updated

## MODEL

E-Series	Model Year**	Model Description	Production Dates
G01	2019	X3 sDrive30i Sports Activity Vehicle (SAV)	March 11, 2018 to November 30, 2018
G01	2018 to 2019	X3 xDrive30i SAV	August 31, 2017 to November 30, 2018
G01	2018 to 2019	X3 M40i SAV	August 31, 2017 to November 30, 2018
G02	2019	X4 xDrive30i Sports Activity Coupe (SAC)	May 10, 2018 to November 30, 2018
G02	2019	X4 M40i SAC	May 10, 2018 to November 30, 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).

**SI B72 03 25 (RC 65 77 90 06 00 / RC 65 77 90 05 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 components 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.

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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:

<b>Possible Causes</b>		<b>Coverage</b>
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 (For example, 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, and/or, when the passenger's seat cover was installed the seat heater/ seat CIS mat was inadvertently pierced by unfavorably positioning of crimp rings that secure the seat cover in place.	ELW
D.	Ground connection for the seat heater/CIS mat is not secure	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.**

There is no immediate repair required unless the BMW vehicle is currently experiencing this problem.

### **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 (for example: 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.

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

The matrix will help you center 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, and/or,
- A CIS mat sensor replacement is necessary because it was inadvertently pierced by unfavorably positioning of the crimp rings that secure the seat cover in place.

**PARTS OVERVIEW.**

**Note: Replacing the CIS electronics or the ACSM module will not correct this issue.**

GRUSB7218-01

## 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.**

Use AIR to confirm the vehicle’s installed seat option, this information is required for another step later in the procedure.

<p>▾ <b>Optional equipment</b></p> <p><b>Optional equipment fitted at the factory:</b></p> <p>0459 Seat adjuster, electric, with memory          0461 Electric seat backrest adjustment, rear  <b>0481 Sports seat</b>          0488 Lumbar support, driver and passenger</p>	<p><b>AIR Seat Option Equipment Identification Example:</b></p> <ul style="list-style-type: none"> <li>• 0481 Sports seat</li> </ul>
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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,**  
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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 stored.

- 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 to Step # 3, refer to the attachment for information on checking the seat heater/CIS mat sensor's ground connection and the installed part number, and its revision index number against a corresponding matrix. This will help you determine if:

**Applicable G01/G02** - Installation of the seat CIS mat wiring repair kit is required and/or replace the seat CIS mat.

Or, for the :

**Applicable G02** - Replace the seat CIS mat.

- B720325\_AT\_1 Procedure 04\_2025

## **PARTS INFORMATION**

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

Use and invoice the part number listed below when it applies.

<b>Part Number:</b>	<b>Description:</b>	<b>Quantity:</b>
52 10 5 A5B C61	Passenger seat heating repair kit G01 / G02	1 if needed

And/or:

To determine the part numbers that applies to the specific vehicle being repaired, enter the VIN/chassis number into either ETK or AIR, this will consider the specific equipment and/or options that are fitted to the vehicle.

<b>Part Number:</b>	<b>Description:</b>	<b>Quantity:</b>
Refer to ETK/AIR	Foam pad, Sport seat (CIS)	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/AIR), are to be selected from the Electronic Parts Catalog, and/or other approved BMW Group's 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.

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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**

Claim this work with the repair code and the labor operations provided below that apply, obtain the flat rate unit (FRU) allowances for the following that applies.

**Diagnosis**

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
And:		
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

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.

**Applicable G01 (Repair Procedure Attachment)**

<b>Repair Code:</b>	<b>6577900600</b>	<b>G01 Shielding and Crimping CIS mat</b>
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And with the diagnosis above that applies to your center together with the work below that was performed.

Labor Operation	Description	Labor Allowance
65 77 611	Replacing seat occupancy mat for (front) passenger seat	As applicable

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And:		
00 71 787	Repair kit, repair front passenger seat heating (CIS) (Associated work, seat removed)	6 FRU

And, after replacing the seat heater /CIS mat

#### Vehicles without an open Programming Technical Campaign

Labor Operation	Description	Labor Allowance
61 00 730	Program/encode control unit(s), includes deleting the fault memory	As applicable

Or:

#### Applicable G02 (Repair Procedure Attachment)

<b>Repair Code:</b>	<b>6577900500</b>	<b>G02 Crimping CIS mat</b>
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And with the diagnosis above that applies to your center together with the work below that was performed.

Labor Operation	Description	Labor Allowance
65 77 611	Replacing seat occupancy mat for (front) passenger seat (Includes removing and installing the seat cover)	As applicable

And, after replacing the seat heater /CIS mat

#### Vehicles without an open Programming Technical Campaign

Labor Operation	Description	Labor Allowance
61 00 730	Program/encode control unit(s), includes deleting the fault memory	As applicable

#### Vehicle Programming and Encoding – Additional Work (RO and Claim Comments Required)

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Repair Code in this bulletin together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis\* that applies.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the applicable Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis\* that applies.

#### 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 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

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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 B720325\_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.

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**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 B720325\\_AT\\_1 Repair Procedure 05\\_2025.pdf](#)[picture\\_as\\_pdf B720325\\_AT\\_2 ELW RBMT Interim Prd 04\\_2025.pdf](#)



### PROCEDURE – CONTINUED FROM SI B72 03 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 alert the right front seat is occupied, access the bottom seat cushion per Repair Instructions so that the 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 “A101” is shown (circled).**

**5. Seat CIS Mat Check**

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 / Install Seat CIS Mat Wiring Repair Kit Matrix / CIS Mat Replacement Matrix**

<b>G01</b>	0481 Sports seat			
<b>Series</b>	<b>Seat Options</b>	<b>Seat Option Codes</b>	<b>Part Number</b>	<b>Change Index (less than &lt;)</b>
G01	Sport Seat	SA 481	7 414 701	A105
G01	Sport Seat	SA 481	7 411 411	A109
G01	Sport Seat	SA 481	6 994 374	A107

<b>G02</b>	0481 Sports Seat			
<b>Series</b>	<b>Seat Options</b>	<b>Seat Option Codes</b>	<b>Part Number</b>	<b>Change Index (less than &lt;)</b>
G02	Sport Seat	SA 481	7 414 701	A105
G02	Sport Seat	SA 481	7 411 411	A109
G02	Sport Seat	SA 481	6 994 374	A107

<b>Repair Code:</b>	<b>6577900600</b>	<b>G01 Shielding and Crimping CIS mat</b>
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<b>G01 Sport Seat (0481)</b>
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- 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.
  - A. Replace the front passenger's seat heating/CIS mat sensor, and
  - B. Install the wiring repair kit, if it hasn't been done already.

<b>G02 Sport Seat (0481)</b>
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<b>Repair Code:</b>	<b>6577900500</b>	<b>G02 Crimping CIS mat</b>
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- 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.
  - C. Replace the front passenger's seat heating/CIS mat.
- For both above, 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:
  - D. This Service Information Bulletin does not apply.

**6. Check the validity of the seat CIS mat repair performed 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 seat mat has improved shielding and does not require the cable straps mentioned in prior bulletin versions.**

**Repair Kit Installation for the Front Passenger Seat Heating/CIS Mat Sensor**



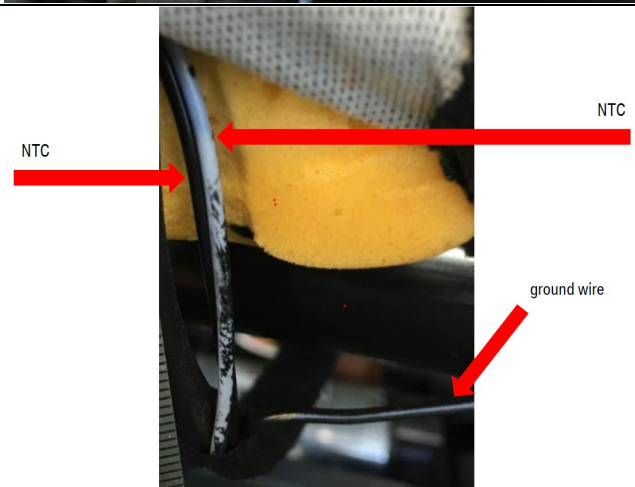
Lift the passenger seat that has already been released from the vehicle, expose the seat heating wiring.



Remove the fabric tape around the wiring



Pull the tape back 3 centimeters

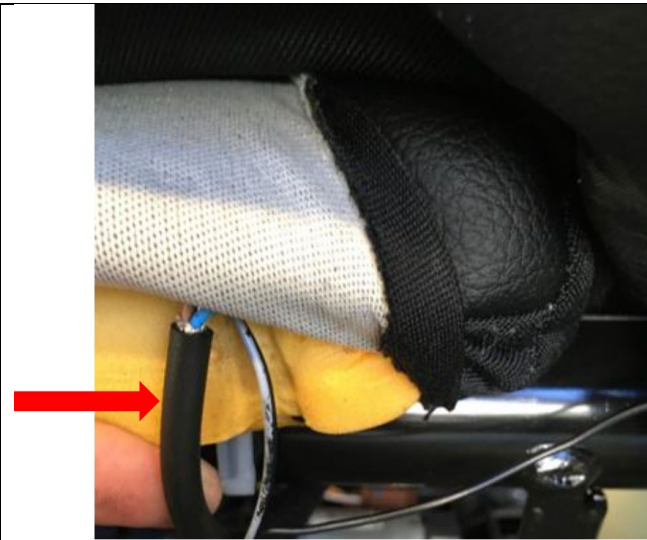


The following cables/cable assemblies are now exposed:

- two NTC cables (negative temperature coefficient lines) for temperature
- Outgoing grounding wire.

IMPORTANT:

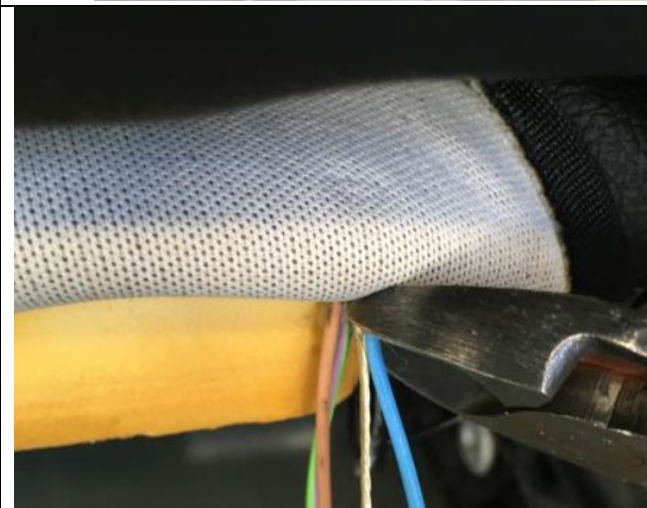
**THESE WIRES MUST NOT BE CUT!**



The following cables/cable assemblies are now exposed:

- Cable assembly (4 cables in a rubber jacket) including shielding.

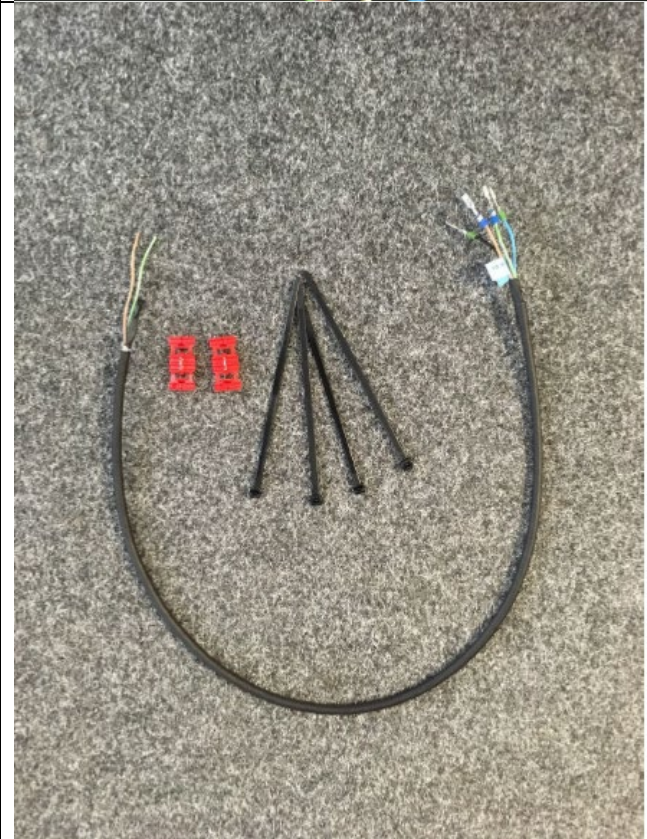
This is the wiring that will be modified



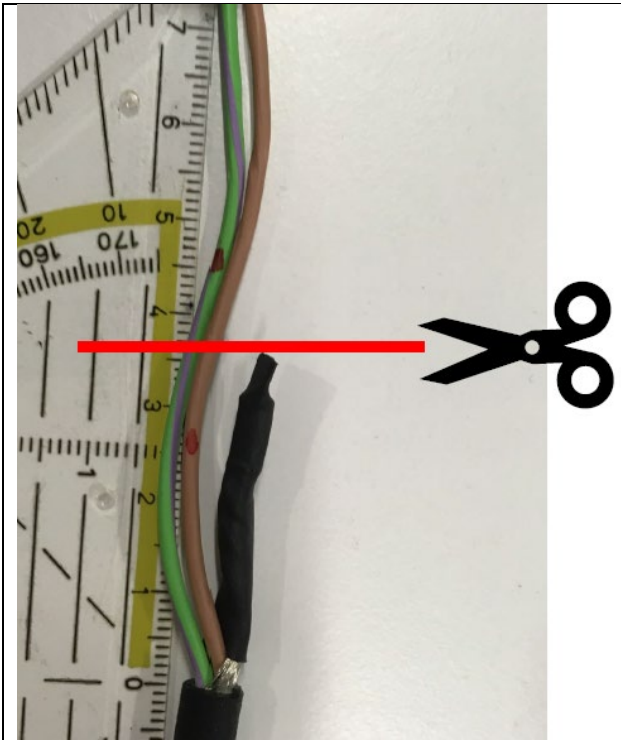
Cut open the cable assembly 2 centimeters before the seat heating element and remove the rubber jacket.

There are 4 wires in the cut cable assembly, but only 2 of which are needed (brown and green/purple).

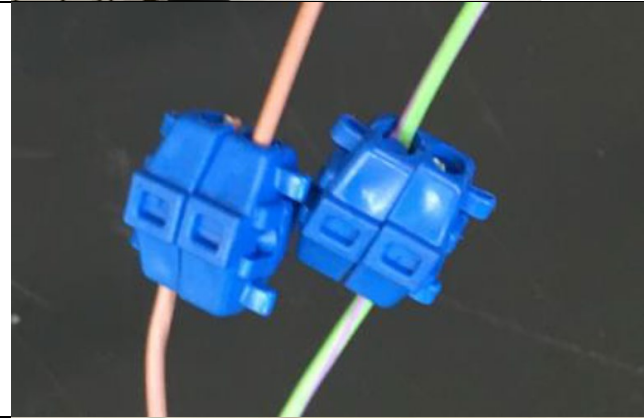
The other two cables (blue and a cable Without a colored jacket) are no longer needed and can be cut off.



This is the repair kit

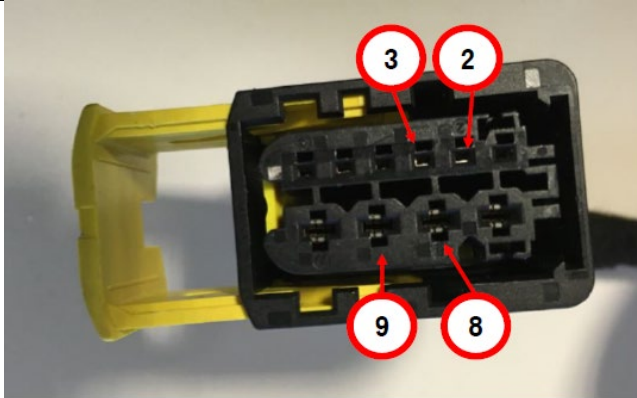


Cut the two wires of the passenger seat heating repair kit so that the two wires match the length of the wrapped cable in the repair kit



The two wires (brown and green/purple) must now be connected to the seat heating repair kit using cutting connectors (included in the repair kit)  
Important: Make sure the repaired wiring is not under tension.

Then route the repair kit cable (parallel along the old cable) to the CIS (capacitive interior sensing) control unit, but do not yet secure it with cable straps.



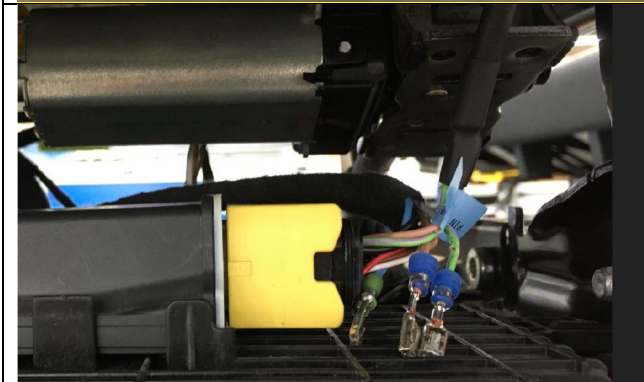
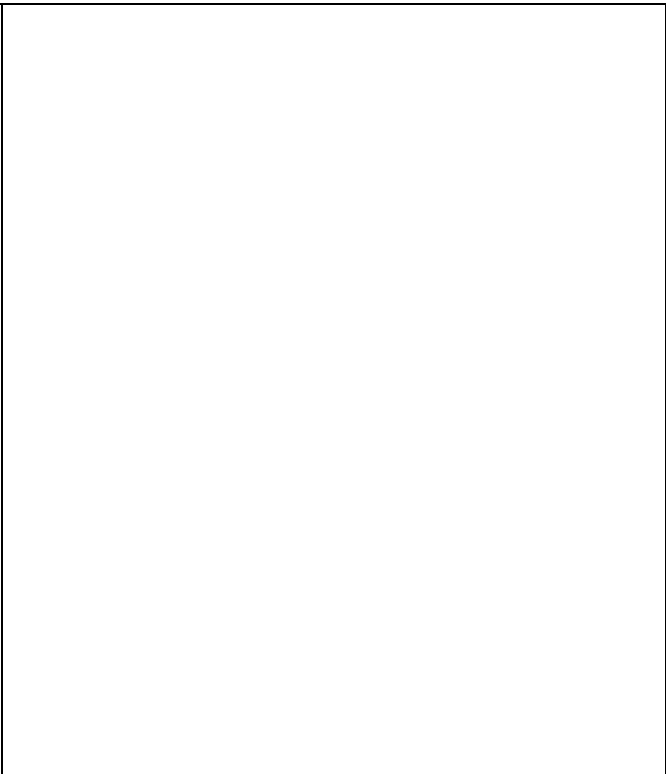
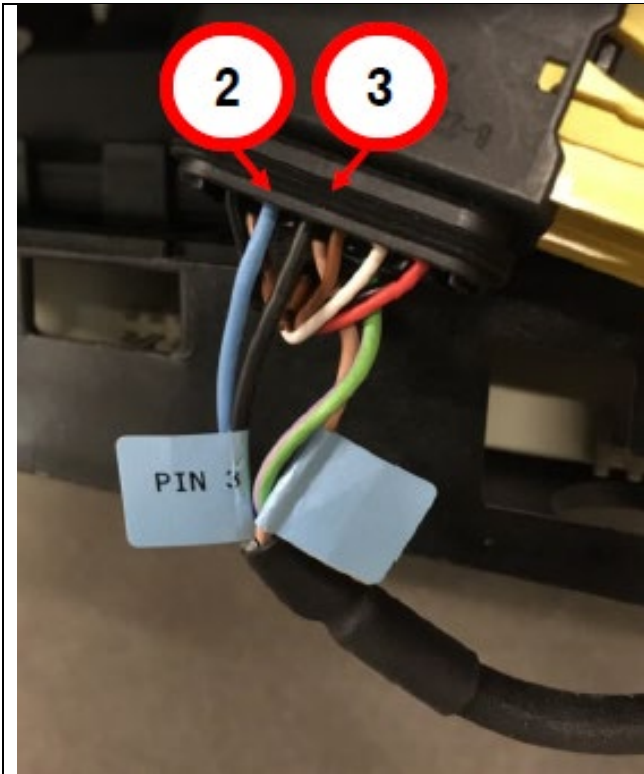
Unpin the 4 old cables from the connector of the CIS control unit and re-pin the 4 cables of the repair kit cable, closely observing the matching Cable color.

The pins on the CIS control unit connector, including cable color, are as follows:

- Pin 2 (blue),
- pin 3 (black),
- pin 8 (brown),
- pin 9 (green/purple)

To do this, replace one cable with the cable of the matching color, one after the other.

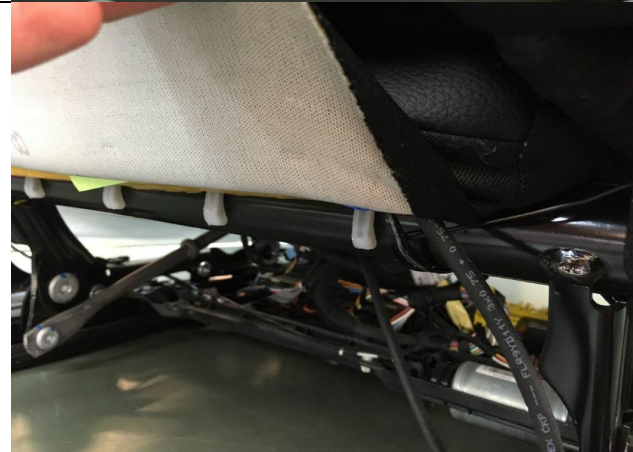
Then plug the connector back into the CIS control unit.



The 4 old cables remain in the wiring harness



Then place the cable harness back into the groove provided for this purpose in the foam cushion



Secure and tighten the entire cable harness with cable straps.

Important: Make sure the repaired wiring is not under tension.

7. Check the validity of the repair by:

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



# 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 X3 SAV and G02 X4 SAC model vehicles.

### **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, and/or, the seat CIS Mat was inadvertently pierced by unfavorably positioning of the crimp rings that secure the seat cover in place.

### **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.**