



SIB 01 20 16

FOOTWELL MODULE (FRM) EXTENDED LIMITED WTY (ELW) INCREASE TO 15 YRS/186,000 MLES 2026-05-06

This Service Information bulletin (Revision 03) supersedes SI B01 20 16 **dated February 2025**

What's New:

- The footwell module (FRM) extended limited warranty has been increased to 15 Years/186,000 Miles
- Title updated
- Updated attachment
- Model, Situation, and the Claim Information sections updated

MODEL

E-Series	Model Years	Model Description
E70	2007 to 2013	X5 Sports Activity Vehicles (SAV) and the X5 M
E71	2010 to 2014	X6 Sports Activity Coupes (SAC) and the X6 M
E72	2010 to 2011	ActiveHybrid X6 (SAC)
E82	2010 to 2013	1 Series Coupes and 1 Series M Coupe
E84	2013 to 2014	X1 Sports Activity Vehicles (SAV)
E88	2010 to 2013	1 Series Convertibles
E89	2010 to 2014	Z4 Roadsters
E90	2006 to 2011	3 Series Sedans and M3 Sedan
E91	2010 to 2012	3 Series Sports Wagon
E92	2010 to 2013	3 Series Coupes and M3 Coupe
E93	2010 to 2013	3 Series Convertibles and M3 Convertible

Note: Within the models and model years listed above, there are affected and non-affected vehicles.

The Model information above is for informational purposes only, it is not the only deciding factor.

Eligible Vehicles

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

March 2025 New Superseding Vehicle Comment

Important Update to FRM ELW SI B01 20 16 (RC 61 35 90 10 00): For this vehicle, the Footwell Module (FRM) limited warranty for defects in materials and / or workmanship has been supplementarily increased to 15 years / 186,000 miles as determined from the original first in-service / delivery date. This coverage is 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. This FRM ELW-related Vehicle Comment supersedes the two others that were posted prior for this vehicle.

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's "Vehicle Comments" section.

The footwell module's extended limited warranty coverage period has been increased 15 Years / 186,000 Miles from 10 Years / 156,000 Miles with the posted update of this bulletin dated February 2025.

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

Please see bulletin pdf in Supporting Materials
Supporting Materials

[picture_as_pdf B01 20 16 REV04_SR.pdf](#)

[picture_as_pdf B012016_AT_1 ELW RBMT Interim Prd 03_2025.pdf](#)

[picture_as_pdf B012016_AT_2 Cust Letter.pdf](#)

Service Information Bulletin

Warranties

April 27, 2026

B01 20 16

FOOTWELL MODULE (FRM) EXTENDED LIMITED WTY (ELW) INCREASE TO 15 YRS/186,000 MLES

This Service Information bulletin (Revision 04) supersedes SI B01 20 16 dated February 2025

What's New:

- Model, Situation, Procedure, Parts, and Claim Information sections updated
- Latest sample customer letter added.

MODEL

E-Series	Model Years	Model Description
E70	2007 to 2013	X5 Sports Activity Vehicles (SUV) and the X5 M
E71	2010 to 2014	X6 Sports Activity Coupes (SUV) and the X6 M
E72	2010 to 2011	ActiveHybrid X6 (SUV)
E82	2010 to 2013	1 Series Coupes and 1 Series M Coupe
E84	2013 to 2014	X1 Sports Activity Vehicles (SUV)
E88	2010 to 2013	1 Series Convertibles
E89	2010 to 2014	Z4 Roadsters
E90	2006 to 2011	3 Series Sedans and M3 Sedan
E91	2010 to 2012	3 Series Sports Wagon
E92	2010 to 2013	3 Series Coupes and M3 Coupe
E93	2010 to 2013	3 Series Convertibles and M3 Convertible

Note: Within the models and model years listed above, there are affected and non-affected vehicles.

The Model information above is for informational purposes only, it is not the only deciding factor.

Eligible Vehicles

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

March 2025 New Superseding Vehicle Comment

Important Update to FRM ELW SI B01 20 16 (RC 61 35 90 10 00): For this vehicle, the Footwell Module (FRM) limited warranty for defects in materials and / or workmanship has been supplementarily increased to 15 years / 186,000 miles as determined from the original first in-service / delivery date. This coverage is 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. This FRM ELW-related Vehicle Comment supersedes the two others that were posted prior for this vehicle.

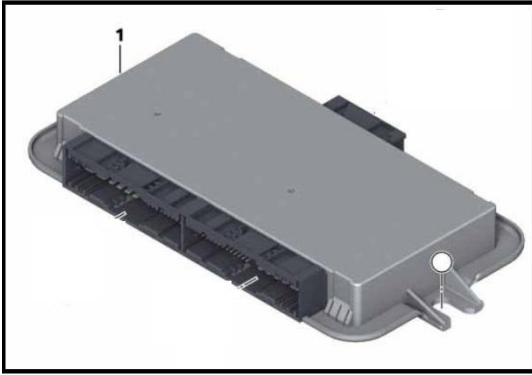
Note: Before performing a repair and submitting a claim, first confirm that the vehicle has the above Notice of Extended Limited Warranty coverage in the WVI's "Vehicle Comments" section.

The footwell module's extended limited warranty coverage period has been increased 15 Years / 186,000 Miles from 10 Years /156,000 Miles with the posted update of this bulletin dated February 2025.

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

Component-Specific Extended Limited Warranty (ELW)



For the eligible vehicles and for the issue described below, BMW of North America, LLC (BMW NA) is supplementarily increasing the extended limited warranty coverage period for the vehicle's **Footwell Module (FRM)** to:

- **15 years / 186,000 miles as determined by the vehicle's original first in-service / delivery date.**

This coverage applies to the vehicle, is transferable, and is subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that apply 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.

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

Note: Many applicable vehicles will be eligible for both a qualifying prior repair reimbursement, and the remainder of the FRM extended coverage period going forward. While some other applicable vehicles will only be eligible for a qualifying prior FRM repair reimbursement when it was performed during the extended coverage active period.

CAUSE

1. The Footwell module (FRM) may have become corrupted after performing a:

- One or more FRM monitored vehicle systems have active malfunctions that cause a constant accumulation of related faults to be stored, and/or after performing a
- Vehicle Test,
- Programming procedure,
- 12V battery jump start, disconnect, replacement, and/or

Or the:

2. Footwell Module itself (FRM) failed (Primary causal part) prior to performing any diagnosis, or repair-related work procedures.

CORRECTION

SI B61 10 26

As a preventive measure to protect the FRM, the primary objective of this Service Information Bulletin is to attempt performing a FRM lamp short-circuit counters “reset” first by using the FRM Diagnostic Adapter (dongle) special tool (SI B04 01 26 for Part Number 83 30 5 B93 3A5).

Other Pre-Existing Vehicle Lighting System-Related Issues and Repairs

After the FRM counters are reset, a vehicle diagnostic and visual check must still be performed to identify the repairs that are needed to address the pre-existing root causes that are responsible for the vehicle electrical system’s short circuits.

It is important to notify the customer that additional vehicle diagnosis may also be required. This additional diagnosis, and the corresponding repair work that is required is not covered by this ELW.

If these issues are not repaired, the counters will start accumulating the fault generated-related data again despite the fact the FRM was reset.

Inaction by the vehicle’s owner to have underlying FRM related issue(s) rectified can potentially result in permanent damage to the FRM in addition to the other required repairs.

An FRM replacement and in conjunction vehicle programming procedure may be required if FRM cannot be reset to allow the other related issues to be addressed.

PROCEDURE

When an applicable vehicle arrives with defective light bulbs, corresponding Check Control Messages, and /or issues with shorts in the related electrical system wiring, identify and document all the issues that may require repair later.

It may also be helpful to review the vehicle’s Repair History (Claims) section located at the bottom of the Warranty Vehicle Inquiry (WVI), and your center’s vehicle history file to identify if there was a recent / prior FRM replacement, and / or other FRM-related electrical system repairs that were performed on the vehicle.

A. Then as a preventative measure to protect the FRM, use the dongle tool first to reset the FRM.

Or:

B. Diagnose, and Replace a Failed FRM, and perform the required Programming Procedure

E92 (3 Series Coupes and M3 Coupe)

If these vehicles’ FRMs cannot be coded after replacement, please refer to SI B61 03 22. Issues with these vehicles’ safety belt extenders are also excluded under this coverage.

PARTS INFORMATION

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

When required, to determine the part number 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.

Part Number	Description	Quantity
Refer to ETK/AIR	Footwell module (FRM)	1

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'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 15 year (180 month) / 186,000-mile extended limited warranty coverage for defects in materials and/or workmanship applies to qualifying repairs performed by authorized BMW centers.

This coverage applies to the vehicle, is transferable, and is subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that apply 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.

For the issues described in this bulletin, the replacement FRM is covered by the remaining portion of the extended limited warranty coverage period.

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, engine damage is not covered, other unrelated issues, and/or that are due to outside influences 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:	6135901000	E7x E8x E9x Footwell module (FRM)
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Obtain the flat rate unit (FRU) allowances for the following that applies.

- A. SI B61 10 26: Using the FRM Diagnostic Adapter (dongle) special tool to reset the FRM lamp's short-circuit counters**

Labor Operation	Description	Labor Allowance
61 99 000	Work time (WT) to reset the FRM with the FRM reset dongle tool (Main work)	3 FRU
Or:		
61 99 000	Work time (WT) to reset the FRM with the FRM reset dongle tool (Plusposition)	2 FRU

If you are using a Main labor operation code for another repair, then only claim the work time allowance that applies to the Plusposition type labor operation.

Or:

B. Diagnose, and Replace a Failed FRM that would not Reset.

Labor Operation	Description	Labor Allowance
00 00 006	Carrying out vehicle test (Main work)	As applicable
Or:		
00 00 556	Carrying out vehicle test (Plus work)	As applicable
And:		
61 21 528	Supporting voltage of the vehicle electrical system / recharging vehicle battery	As applicable
And, as needed:		
61 00 006*	Carrying out vehicle diagnosis, ABL (Work time)	WT FRU
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU
And:		
61 35 616	61 35 616 Replacing FRM (After vehicle diagnosis)	As applicable

And/or:

Without an Open Programming and Encoding Technical Campaign (See below)

Labor Operation	Description	Labor Allowance
61 35 616	Replacing FRM (After vehicle diagnosis)	As applicable
And:		
61 00 710	Programming/encoding control unit(s) (Associated work, without Car Access System) (includes deleting the fault memory)	As applicable
Or:		
61 00 720	Programming/encoding control unit(s) (Associated work, with CAS) (includes deleting the fault memory)	As applicable

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, 00 58 500, 61 99 000 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.

Vehicle Programming and Encoding - FRM Replacement

During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

After replacing the FRM, perform and submit for updating the vehicle's software to the required I-level or higher through the technical campaign.

Please be sure to also perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any other open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

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.

(*) Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement

BMW of North America, LLC (BMW NA) will **reimburse** certain costs for qualifying customer-pay repairs that were performed on an eligible vehicle **prior** to the release of this updated component-specific extended limited warranty coverage.

Note: The footwell module's extended limited warranty coverage period has been increased to 15 Years / 186,000 Miles from 10 Years /156,000 Miles with the posted update of this bulletin dated March 2025.

A qualifying customer pay repair must primarily be for a covered FRM repair for the issues described in this Service Information Bulletin. 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, engine damage is not covered, other unrelated issues, and/or that are due to outside influences 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 under the following reference:

- BMW ELW Footwell Module

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 Footwell Module
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 topic 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



BMW

March 2025

Footwell Module (FRM) Extended Limited Warranty (ELW) Increase To 15 Years/186,000 Miles

Certain applicable Model and Model Year BMW E7x, E84 SAVs/SACs, E8x, E9x Sedans, Coupes, Convertibles, E89 Roadsters, and E91 Sports Wagons may be affected.

What is the specific issue?

Either while performing diagnosis and/or a vehicle software update procedure, or after a 12-volt battery disconnect, or a 12-volt power supply interruption on an affected vehicle, the Footwell Module (FRM) may fail (Consequential).

This can be caused by either a compatibility issue with certain combinations of vehicle software i-Levels and the version of the Footwell Module's hardware that is installed in the vehicle.

Or, the Footwell Module (FRM) itself failed prior to performing any vehicle diagnosis, or any other related repair work procedures.

Have you previously paid for this type of FRM repair?

Prior to the release of this latest update to this component-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 previously paid repair costs that qualify.

Addressing and repairing other vehicle issues and/or issues caused by installed 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 under the following reference:

- **BMW ELW Footwell Module**

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 Footwell Module
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

**BMW Footwell Module (FRM) 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.

Prior Repair Review Questions	Answers - One per Row	
Did a prior repair to your vehicle address an issue with the FRM like the ones that are described in this letter?	Yes, next	No
Did you pay for this repair?	Yes, next	No
Does the repair facility's documentation confirm that the FRM was the cause of the issue with your vehicle?	Yes, proceed to the checklist	No

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

Note: Within the applicable BMW models and model years, there are affected and non-affected vehicles.

A qualifying customer pay repair must primarily address an FRM-related issue that is described in this letter. Also, the repair facility 's procedures to correct the issue 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.



BMW

7600 S GRANT STREET
BURR RIDGE, IL 60527
DO NOT MAIL REPAIR ORDERS TO THIS ADDRESS



September 2025

Effective with the date above, this **Important Vehicle Limited Warranty Information** applies to the BMW model with the Vehicle Identification Number (VIN) **WBADW3C59DJ123456**.

Dear BMW Owner/Lessee:

For the above-referenced vehicle, BMW of North America, LLC ("BMW NA") is extending the limited warranty for your vehicle's:

- **Footwell Module (FRM) to 15 years / 186,000 miles, whichever occurs first, as determined from your vehicle's original first in-service / delivery date.**
- **Many applicable vehicles will be eligible for both a qualifying prior repair reimbursement, and the remainder of the FRM extended coverage period going forward. While some other applicable vehicles will only be eligible for a qualifying prior FRM repair reimbursement when it was performed during the extended coverage active period.**

Due to vehicle software and hardware compatibility issues with a correctly fitted vehicle, either while performing electronic system diagnosis, a vehicle software update procedure, or after a 12-volt battery disconnect / power supply interruption, the Footwell Module (FRM) may fail consequentially, or the Footwell Module itself (FRM) may have failed.

This component-specific extended limited warranty (ELW) applies to defects in materials and/or workmanship. This coverage is subject to the same vehicle eligibility requirements and limitations that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

This is a notice of a "component-specific" limited warranty extension. This is not a notice of a Recall or Service Action.

If your vehicle is experiencing a situation like the one described above, please contact your authorized BMW center to schedule an appointment to have the issue with your vehicle diagnosed.

After the BMW center confirms that the scope of your vehicle's issue, and that this extended limited warranty coverage corresponds and applies to the required vehicle repair, and your vehicle qualifies, the authorized BMW center will perform the applicable covered FRM replacement repair, or a BMW approved reset procedure (when available) free of charge.

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 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, especially those parts that have embedded vehicle / version information that does not match and/or is not compatible with the vehicle being repaired.

BMW NA will also reimburse certain costs for qualifying customer-pay repairs that were performed prior to the release of this component-specific extended limited warranty coverage as described in this letter.

We are determined to exceed your expectations, and we hope that this focused extended limited warranty coverage will further enhance your ownership experience.

Sincerely,

BMW of North America, LLC

Company
BMW of North America, LLC
BMW Group Company

Mailing Address
PO Box 1227
Westwood, NJ
07675-1227

Website
www.bmwusa.com



**BMW FRM - Extended Limited Warranty (ELW)
Previous Customer-Pay Repair – Required Documentation Checklist**

VIN: WBADW3C59DJ123456

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. When all your responses below are "Yes," and after completing the Checklist, proceed to page three (3) for further instructions.

Prior Repair Review Questions	Answer - One per Row	
Was the the FRM replaced to correct an issue like the ones described in this letter?	Yes, next	No
Did you pay for this repair?	Yes, next	No
As determined by your vehicle's original first in-service / delivery date (age) when the repair was performed, was the vehicle still within 15 years (180 Mths)/186,000 miles?	Within 15/186, Yes, next	No
Did the repair facility's diagnosis confirm an issue with the FRM? (It did not fail because of 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.

Required Repair Order (RO) or Invoice Documentation - Checklist

For a previous repair reimbursement request, please include a copy of your completed page 2 document (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.



BMW FRM ELW
Previous Customer-Pay Repair - Reimbursement Request

VIN: WBADW3C59DJ123456

Eligible and Qualifying Previous Customer Pay Repairs

BMW of North America, LLC (BMW NA) will reimbursement certain costs for qualifying customer-pay repairs that were performed on eligible vehicles prior to the release of this component-specific extended limited warranty.

A qualifying customer pay repair must primarily be for a repair to address a covered issue with the the vehicle's FRM. Also, the repair facility's procedures to address the situation described 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 exclusion criteria that applies to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks (Including that the vehicle's true mileage can be determined).

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 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, especially those parts that have embedded vehicle information that does not match and/or is not compatible with the vehicle being repaired.

Requesting Reimbursement

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 submit your reimbursement request on-line at www.BMW-RP.com under the following reference:

- BMW ELW Footwell Module

Reimbursement Request Procedure

The on-line process is initiated by attaching/sending PDF files of the supporting documentation for the prior repair (A copy of a completed page two (2) checklist, together with the other required documentation).

The alternative method to request reimbursement, either by mail, or by fax, is provided below:

BMW Customer Reimbursement Center
Attention: BMW ELW Footwell Module
P.O. Box 54067
Hurst, TX 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.

