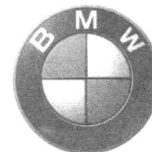


# BMW



September 2015

This **"Important Limited Warranty Information"** applies to the BMW vehicle with the Vehicle Identification Number (VIN) of [REDACTED]

Dear BMW Owner/Lessee:

BMW is committed to delivering the ultimate in product satisfaction to our customers.

Towards that end, BMW is extending the limited warranty for the **front propeller (drive) shaft** on the above-referenced vehicle to:

**10 years/120,000 miles as determined by your vehicle's original in-service date.**

This "component-specific" limited warranty extension applies to defects in materials and workmanship and is subject to the applicable vehicle and coverage eligibility requirements, exclusions and limitations that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

**This is notice of a "limited warranty extension." This is not a notice of a Recall or Service Action.**

If a repair to this component is required, please contact your nearest authorized BMW center in the United States or Puerto Rico to schedule an appointment. Your authorized BMW center will determine the vehicle's eligibility and review the scope of repair covered by this component-specific limited warranty extension.

After vehicle inspection and diagnosis, eligible repair work will be performed by the authorized BMW center in the United States (including Puerto Rico) free of charge.

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other "unrelated" issues are not covered under the terms of this limited warranty extension.

The integrity of our products is essential to BMW's success and our customers' trust. We are determined to exceed your expectations and hope this warranty extension further enhances 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

**Telephone**

(800) 831-1117

**E-mail**

Customerrelations@  
bmwusa.com

**Website**

bmwusa.com

## Previous Customer-pay Repair Reimbursement – Limited Warranty Extension

### BMW of North America, LLC



September 2015

VIN [REDACTED]

Under this extended limited warranty, BMW of North America, LLC will provide reimbursement for “qualifying customer-pay repairs” on eligible BMW vehicles that were performed prior to the release of this customer notification.

If you previously paid for a repair that you believe would now be covered under this limited warranty extension, please submit your reimbursement request online at [www.BMW-RP.com](http://www.BMW-RP.com).

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

### Requesting Reimbursement for a Previous Repair that Qualifies

To initiate the online process, you will be asked to attach PDF files of the required documentation as outlined in the reimbursement checklist on the next page.

Alternatively, you may mail or fax your request and documentation to:

BMW Customer Reimbursement Center  
Attention: B-ELWR 2015 Front Propeller (Drive) Shaft 10Y120M  
P.O. Box 561089  
Dallas, TX 75356

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.

For all other questions, please contact BMW’s Customer Relations and Services via email at [Customerrelations@bmwusa.com](mailto:Customerrelations@bmwusa.com) or via telephone at 1-800-831-1117.

Please have your 17-character Vehicle Identification Number (VIN) available and include the VIN with all communications.

### Non-Qualifying Repairs for Reimbursement

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other “unrelated” issues are not covered under the terms of this limited warranty extension.

## Previous Customer-pay Repair Reimbursement – Documentation Checklist



### BMW of North America, LLC

Reimbursement is available to the BMW Owner/Lessee who incurred the expense.

When submitting a reimbursement for a previous repair, please provide **legible copies** of the following documentation and include your VIN, name, address and your preferred contact telephone number(s):

#### Repair Order (RO) or Invoice

This document should include the following information:

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

\*For repair orders containing multiple repair line items, only the specific line item expenses that relate to the component that is covered by this extended limited warranty will be considered for reimbursement.

#### Proof of Payment

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"
- ☐ Copy of a cancelled check
- ☐ Copy of a signed credit/debit card receipt
- ☐ Copy of a credit/debit card statement

#### Determining if an eligible vehicle's repair qualifies for reimbursement:

Please use the following questions to review your repair order documentation prior to submitting a reimbursement request:

1. Why was the vehicle brought into the repair facility?
2. What was the repair facility's diagnosis?
3. What did the repair facility do to correct the concern and does it qualify?