

Mr. Vikram Das
(Received via email)

Your reference
Your message dated 10 October 2012
Department/From Aftersales / BMW India
Telephone +91 124 4566600
Fax +91 124 4566602
E-mail contact.india@bmw.in
Date 16 October 2012
Subject **Your BMW 320d**

Dear Mr Das,

This is in continuation to your email addressed to Mr. Philipp von Sahr, President BMW India and subsequent telecom on 15 October 2012 with Ms. Nitika Redhu, Senior Executive Customer Support.

To begin with, please accept our apologies again for all the inconveniences you have faced and the time spent in dealing with the matter till date. As already informed over the telecom yesterday, your vehicle was inspected by a BMW India Technical Specialist at BMW Authorized Dealership Deutsche Motoren who assisted the Dealership in ensuring all your issues were acknowledged and adequately addressed.

We wish to inform you that all concerns highlighted by you in your email now stand rectified. However, please note that the gearbox, sound system and the steering rack have been thoroughly tested and found to be in series standard.

We apologise again on behalf of the Dealership for the delay in replacing the cup holder and in not placing the order timely. Your feedback has been noted and we will ensure all our processes are in place and the same is not repeated. We believe the service issues concerning your BMW have been addressed under the purview of warranty terms and conditions and we note that the car is ready without any problems, therefore, request you to kindly take the delivery of your vehicle from the Dealer's workshop.

Company
BMW India
Private Limited
A BMW Group Company

Registered Office
DLF Cyber City, Phase II
Building No. 8, Tower B
7th Floor
Gurgaon 122 002
India

Telephone
+91 124 4566 600

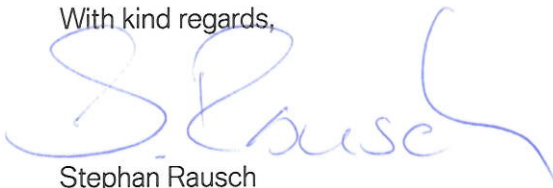
Internet
www.bmw.in

Bank details
Citibank India
520116001
IFSC-Code
CITI0000002

Subject **Your BMW 320d**
Date 16 October 2012
Page 2

We, once again would like to express our appreciation of your time taken and thank you for offering us an opportunity to address the situation. Please do not hesitate to write to us at contact.india@bmw.in for further information or discussion.

With kind regards,



Stephan Rausch
Director Aftersales



Nitika Redhu
Senior Executive Customer Relations

Cc: Mr. Alfred Bacos, Service Manager, Deutsche Motoren.