

Mr. Bharat Acharya
(Received via email)

Your reference bharatsir@hotmail.com
Your message dated 10 July, 2013
Department/From Aftersales / BMW India
Telephone +91 124 4566600
Fax +91 124 4566602
E-mail contact.india@bmw.in
Date 12 July, 2013
Subject **Your BMW 520d**

Dear Mr. Acharya,

We received your email dated 09 July, 2013 addressed to BMW India.

At the outset please accept our humble apologies for the inconvenience caused to you. We regret that you have had to face so much inconvenience with regard to your BMW 520d.

With reference to your concerns, we sincerely request you to give your BMW Authorised dealership Navnit Motors an opportunity to restore your faith in the BMW brand. They are competent and well experienced and have carried out the repairs to your BMW vehicle under the protocols and guidelines set forth by BMW India and under the purview of warranty terms and conditions at no cost to you. We are confident that they have restored your vehicle to series standards.

With reference to your concern regarding the delay, please note that the part required to restore your vehicle to series standards was delayed in Germany. Please be assured that this is a rare case and not at all representative of the service levels followed by BMW India. To ensure that you were mobile throughout this time, your dealership had provided you with a loaner vehicle.

Further, we would like to assure you that your vehicle shall be returned to you only when it is completely restored to service standard. We request you to take a test drive of the vehicle so that you may be able to point out any outstanding issues that you may have and the dealership shall assist you in rectifying them.

Please note that a replacement or refund cannot be considered, as your BMW vehicle is six months old and has run over a thousand kilometres and has been registered under your name.

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BMW India
Private Limited
A BMW Group Company

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DLF Cyber City, Phase II
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Citibank India
520116001
IFSC-Code
CITI0000002

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We sincerely hope we have clarified the situation. If you have any outstanding issues, you may please contact BMW India or the dealership, and we shall be glad to assist you.

With kind regards,



Stephan Rausch
Director Aftersales



Karan Seth
Executive Customer Support

Cc: Mr. Ravi Bhagwat, General Manager, Navnit Motors