



**BMW**

47911 HALYARD DRIVE  
STE. 200  
PLYMOUTH, MI 48170  
DO NOT MAIL REPAIR ORDERS TO THIS ADDRESS

019751-T1-P1-000001

Sample  
Sample  
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November 2021

This **“Important Special Tire-Specific Support Program”** information,” effective with the date listed above, applies to the BMW 8 Series model with the Vehicle Identification Number (VIN) of **WBAGV8C08LBP12345**.

Dear BMW Owner/Lessee:

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

Towards that end, for the above-referenced BMW 8 Series vehicle with the original equipment factory installed 20-inch optional wheels fitted with:

- **20-inch Michelin Pilot Sport 3 (PS3 RFT) tires.**

Should these tires on your 8 Series model vehicle experience irregular uneven inner shoulder wear, BMW is administrating a:

- **Special Tire-Specific Support Program for the first 4 years (48 months) without mileage limitation, starting from your vehicle’s original in-service date.**

Tires are warranted by their manufacturer, not by BMW of North America, LLC. Since this type of tire wear is not covered by the tire manufacturer’s warranty, BMW has decided to administer this Special Tire-Specific Support Program should this type of tire wear occur to your 8 Series model vehicle.

This tire-specific support program is subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that applies to repair claim submissions under the standard BMW vehicle coverages and programs.

**This is a notice of a “Special Tire-Specific Support Program” for certain BMW 8 Series vehicles. It is not a notice of a Recall, Service Action, BMW Limited Warranty, or a Wheel and Tire Protection Program.**

If the above-referenced vehicle is experiencing the issue described above, please contact your nearest authorized BMW center in the United States or Puerto Rico to schedule an appointment.

Your BMW center will confirm your vehicle’s eligibility and inspect the Michelin tires. If the issue described above is confirmed, the eligible repair work will be performed by the authorized BMW center free of charge.

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico, eligible vehicles operated with other BMW or aftermarket wheels and tires are not covered by this tire-specific support program. This exclusion also applies to tire issues caused by outside influences, the diagnosis and repair of unrelated issues, and those repairs including consequential that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

The integrity of our products is essential to BMW’s success and our customers’ trust. We are determined to exceed your expectations and we hope that the availability of this Special Tire-Specific Support Program will further enhance your ownership experience.

Sincerely,

BMW of North America, LLC

B-STSP Michelin PS3/20 4YULM (8 Series)

**Company**  
BMW of North America, LLC  
BMW Group Company

**Mailing Address**  
PO Box 1227  
Westwood, NJ  
07675-1227

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## Previous Customer-Pay Repairs – Special Tire-Specific Support Program

### BMW of North America, LLC

November 2021

#### VIN WBAGV8C08LBP12345

For the BMW 8 Series model with the Vehicle Identification Number (VIN) listed above, BMW of North America, LLC (“BMW NA”) will reimburse “qualifying customer-pay repairs” that were performed prior to the release of this tire-specific repair program.

Customer-pay repairs are subject to the same vehicle eligibility requirements, limitations, and exclusions that also apply to the standard BMW vehicle coverages and programs.

#### Repairs that Do Not Qualify for Reimbursement

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico, eligible vehicles operated with other BMW or aftermarket wheels and tires are not covered by this tire-specific support program. This exclusion also applies to tire issues caused by outside influences, the diagnosis and repair of unrelated issues, and those repairs including consequential that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

#### Requesting Reimbursement for a Previous Repair that Qualifies

If you previously had 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 “online” at [www.BMW-RP.com](http://www.BMW-RP.com) under the following reference:

##### Covered Component Code

BR-STSP Michelin PS3/20 4YULM (8 Series)

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: BR-STSP Michelin PS3/20 4YULM (8 Series)  
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.



**BMW 8 Series with Original Equipment 20-inch Michelin Pilot Sport 3 Tires  
Special Tire-Specific Support Program  
4 Years/Unlimited Miles**

**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 eligible Michelin Pilot Sport 3 (PS3 RFT) tire replacement 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?



**BMW 8 Series with Original Equipment 20-inch Michelin Pilot Sport 3 Tires  
Special Tire-Specific Support Program  
4 Years/Unlimited Miles**

**Frequently Asked Questions (FAQ)**

- 1. With the release of this notification, which BMW Group US models are potentially eligible for this Special Tire-Specific Support Program?**

<b>E-Series</b>	<b>MY</b>	<b>Model Description</b>
G14	2020	840i Convertible
G14	2020	840i xDrive Convertible
G14	2020	M850i xDrive Convertible
G15	2020	840i Coupe
G15	2020	840i xDrive Coupe
G15	2019-2020	M850i xDrive Coupe
G16	2020	840i Gran Coupe
G16	2020	840i xDrive Gran Coupe
G16	2020	M850i xDrive Gran Coupe

For the 8 Series model vehicles listed above that are equipped with the factory installed original equipment optional 20-inch wheels with Michelin Pilot Sport 3 (PS3 RFT) tires.

- 2. What is the specific issue with the optional 20-inch wheels with the Michelin Pilot Sport 3 (PS3 RFT) tires on the 8 Series vehicles?**

Over time, with normal operation of the vehicle, irregular uneven inner shoulder wear may occur on one or more of the tires.

- 3. What should I do if I notice a similar condition with my vehicle?**

Please contact an authorized BMW center in the United States (including Puerto Rico) to have your vehicle inspected, and if necessary, repaired.

- 4. How will my vehicle be repaired?**

If it is determined that your 20-inch Michelin Pilot Sport 3 (PS3 RFT) tires on your 8 Series are experiencing the issue described above, your tires will be replaced with another comparable brand of BMW approved tires, free of charge, under the terms of this 4-year, unlimited mileage Special Tire-Specific Support Program.

Checking and adjusting your vehicle's wheel alignment and/or tire replacements for any other reason are excluded from this Special Tire-Specific Support Program.

- 5. How can I access the tire manufacturers' warranty information?**

The tire manufacturers' warranty information is located separately in the BMW Service and Warranty Information Booklet area of the BMW USA website, it can be accessed from the link below:

<https://www.bmwusa.com/explore/bmw-value/bmw-ultimate-service/service-and-warranty-books.html>

Alternatively, you can use the QR code to the right, and for your vehicle, select the Model Year and the BMW model that applies.

You can also go directly to the manufacturer's website for the brand of tires that are currently installed on your BMW vehicle.

