

TREAD ACT CUSTOMER REIMBURSEMENT PLAN
(MINI, a Division of BMW of North America, LLC)

If you have paid for the repair described in this letter, and you would like your expenses to be considered for reimbursement, please contact your authorized MINI dealer. Expenses paid to repair facilities outside of the MINI dealer network will be considered; however, the repair procedure must meet MINI standards.

Your authorized MINI dealer will request a copy of this owner notification letter, as well as your previously paid invoice. They will then inspect the vehicle (if it is still in your possession) prior to submitting a claim on your behalf to MINI, a Division of BMW of North America, LLC for reimbursement.

Please note the following:

- Only a repair that is the subject of this safety recall is reimbursable. Consequential expenses such as towing, rental, accommodations, damage repairs, etc will not be reimbursed.
- The Manufacturer's Suggested Retail Price (MSRP) for MINI Genuine Parts will be considered as the guideline for reasonable part charges.
- Repair labor, taxes and hazardous waste disposal, when previously paid, are eligible for reimbursement.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by MINI are not eligible for reimbursement

Your authorized MINI dealer should be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair. If you qualify for such a reimbursement, your MINI dealer will also be able to advise you of the manner in which you can expect to receive reimbursement.

Your authorized MINI dealer should be your primary contact on this issue; however, our Customer Relations and Services Department may be contacted at 1-866-275-6464 for any special assistance that you may require.

In special situations where your authorized MINI dealer cannot be of assistance, you may submit your written request for reimbursement to the following address:

Customer Relations and Services Department
MINI Division
BMW of North America, LLC
P.O. Box 1227
Westwood, NJ 07675-1227

If you intend to submit a request for reimbursement to our Customer Relations and Services department, your vehicle (if it is still in your possession and was repaired at a facility outside of the MINI dealer network) will need to be inspected at an authorized MINI dealer before a claim can be accepted for consideration. This is to ensure that prior repairs at an outside facility meet MINI standards for recall completion.