

BMW  
Certified Collision  
Repair Center



The Ultimate  
Driving Machine®

bmwusa.com



BMW  
Certified Collision  
Repair Center



The Ultimate  
Driving Machine®

bmwusa.com

# RELAX. THIS CHANGES NOTHING.

## BMW CERTIFIED COLLISION REPAIR CENTER

All Original BMW parts come with a limited warranty for two years without mileage limitation. For more details, terms and conditions, please contact your local BMW center.

© 2012 BMW of North America, LLC. This brochure, or any portion thereof, may not be reproduced without the express written permission of BMW of North America, LLC. The BMW name and logo are registered trademarks. All rights reserved. European vehicles may be shown. Printed in USA CCRC01



# ONCE A BMW, ALWAYS A BMW.

BMW is the ultimate driving machine. And, by choosing BMW, you deserve to enjoy that experience every moment you spend behind the wheel—even after a major collision. As a courtesy to all BMW drivers on the road today, we offer complimentary access to our nationwide network of BMW Certified Collision Repair Centers. 120-hour technician training. Repair procedures tested by BMW engineers. Original BMW parts. Certified results. For restoring your BMW to original vehicle specifications of performance, beauty and safety, BMW Certified Collision Repair Centers have no equal.



Tear along perforation.

## ACCIDENT REPORT

Fill out this report as completely as possible.

### Accident Information:

Date of Accident \_\_\_\_\_ Time of Accident \_\_\_\_\_

Street / Location \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Name of Police / Sheriff \_\_\_\_\_

Police Report No. \_\_\_\_\_

### Other Vehicles and Parties Involved:

Name of Driver \_\_\_\_\_

Home Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Phone # \_\_\_\_\_

Drivers License # \_\_\_\_\_ State \_\_\_\_\_ Exp \_\_\_\_\_

Insurance Company \_\_\_\_\_

Policy # \_\_\_\_\_

License Plate # \_\_\_\_\_ State \_\_\_\_\_

Year of Vehicle \_\_\_\_\_ Make / Model \_\_\_\_\_

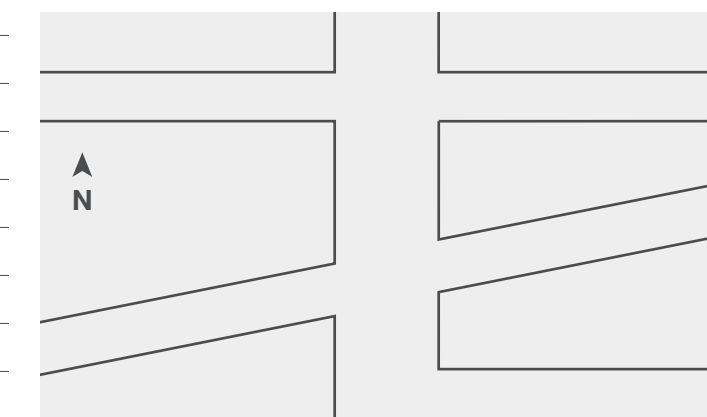
Passengers (y/n) \_\_\_\_\_ How Many \_\_\_\_\_

### Describe How the Collision Happened:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### Diagram of Accident Scene:

Please map the accident details below as accurately as possible.





## WHAT TO DO AFTER AN ACCIDENT

1. **Pull over from traffic.** Stop in well-lit area, if possible.
2. **Turn on hazard lights.** Set out warning triangles or flares.
3. **Check for injuries.** Call 911 for a police officer and, if anyone needs medical attention, request an ambulance.
4. **Call BMW Roadside Assistance.\*** Dial (800) 332-4269 for a free tow to a BMW Certified Collision Repair Center.
5. **Take a picture of the accident, if possible.** Never stand in the road while taking a picture, regardless of traffic.
6. **Exchange insurance information.** See backside for complete Accident Report Form.
7. **Be polite but do not accept blame.** Whether speaking to the other driver or police officer, state the facts accurately but do not claim that you were at fault.
8. **Know your rights.** Insurance companies allow you to take your vehicle to the repair facility of your choice. BMW recommends BMW Certified Collision Repair Centers, where all repairs meet certified standards and specifications.

\*Subject to certain limitations and exclusions. See your Owner's Manual for details.



## WHY CERTIFIED COLLISION REPAIR CENTERS?

### IT'S YOUR RIGHT

You have the choice of where your BMW gets repaired. Don't let the claim process be carried out by the insurance company. Make that choice easy with a BMW Certified Collision Repair Center near you.

### WE HANDLE THE ENTIRE CLAIM PROCESS

A claims adjuster's definition of "restored" may be different than that of our engineers. Fortunately, we have a proven record of working successfully with insurance providers—including fully documented repair procedures.

### CERTIFICATE OF REPAIR

Safeguard your BMW's performance—and its value. All work performed by BMW Certified Collision Repair Centers is guaranteed for as long as you own or lease your vehicle.

### STATE-OF-THE-ART EQUIPMENT

To be part of a BMW-certified program, a collision repair center must be equipped with industry-leading diagnostic instruments, approved measuring equipment, spray booth systems, hand tools, spot welding apparatus and more. In short, BMW has always stood for the highest standards in the automotive industry. And we intend to keep it that way.

### FACTORY-APPROVED REPAIR PROCEDURES

Serious repairs often require your vehicle to be disassembled to some extent. From individual repairs to reassembly, Certified Collision Repair Center technicians use tools and procedures designed from vehicle blueprints for pinpoint accuracy. Approved by BMW engineers, these techniques allow technicians to achieve body tolerances of one millimeter or less\*—far more precise than the industry standard.

\*Depending on vehicle model.

### 120 HOURS OF TRAINING AND COUNTING

Each technician at a BMW Certified Collision Repair Center undergoes more than 120 hours of BMW vehicle-specific training. Meanwhile, continuing education keeps technicians current on newly launched models and the latest advances in automotive repair technology.







## WHAT HAPPENS DURING A COLLISION

### UNSEEN CONSEQUENCES

Damage caused by an accident often runs deep, impacting the complex structural integrity, mechanical and safety systems vital to the performance and electronic features of your BMW. Thus, limiting repairs to the site of impact may not be enough to restore performance.

### A DEEPER UNDERSTANDING

Only BMW Certified Collision Repair Centers possess the technology, tools, equipment and expertise to locate problems beneath the surface, delivering more accurate and precise diagnoses for repairs, both inside and out.

## WHY ORIGINAL BMW PARTS?

### PERFECTLY ENGINEERED

As a BMW owner, you have the right to request that your vehicle is restored with Original BMW parts. Manufactured for superior quality, fit and finish, they are the same as your BMW's original parts—and are best capable of preserving your vehicle's handling and performance.

### EXCLUSIVE WARRANTY

Besides restoring the integrity and safety features of your BMW, all properly installed Original BMW parts come with a two-year warranty.