

# CONGRATULATIONS

I would like to congratulate you on taking delivery of your Premium Selection Pre-Owned BMW.

Thank you for choosing us and we look forward to ensuring you a pleasant and professional BMW experience. As our first act of service to you, we would like to point out some key information about your vehicle:

- Your vehicle's standard BMW Motorplan contract will take care of the maintenance requirements of all major working parts. However the plan does not extend to tyres, fuel, accident damage, top-up oil between services and general wear and tear of the vehicle.
- BMW On Call is available to you 24 hours a day on 0800 600 777. The service includes nationwide roadside assistance from our dealer network and a tow-in service should your vehicle be immobilized by a collision or mechanical failure if you are traveling further afield. BMW on Call is also supported in Botswana, Namibia and Swaziland.
- The owner's manual found in your vehicle contains important information and we advise you to familiarize yourself with the content of the manual in order to enhance your BMW experience.

**Once again, congratulations on your purchase.  
May you enjoy "Sheer Driving Pleasure" and many exhilarating kilometers in your new BMW.**

## THE CUSTOMER SERVICE CONTACT NAME AND TELEPHONE NUMBER FOR OUR DEALERSHIP IS:

**Tracy-Lee Vollenhoven - Customer relationship Manager:**  
(021) 6701100 [tracy-lee.vollenhoven@bmwdealer.co.za](mailto:tracy-lee.vollenhoven@bmwdealer.co.za)

Please Note: (Should BMW call you to follow up on the Sales process, kindly confirm you were provided with these details)

For all other customer and service related issues please contact:

- Service and technical: Mark Thomas (021) 670 1160  
[✉ thomas@bmwdealer](mailto:thomas@bmwdealer)
- Service Booking: Estelle Smeda (021) 670 1128 / Ganeeffa Simon (021) 670 1199
- Motorplan Extensions: Poovie Nair (021) 6701119  
[✉ poovie.nair@bmwdealer.co.za](mailto:poovie.nair@bmwdealer.co.za)
- New Vehicle Sales: Matthew James (021) 670 1120  
[✉ james@bmwdealer.co.za](mailto:james@bmwdealer.co.za)
- Used Vehicle Sales: Mark Cryans (021) 670 1142  
[✉ mark.cryans@bmwdealer.co.za](mailto:mark.cryans@bmwdealer.co.za)
- Finance and insurance: Miriam Van Schyff (021) 670 1150  
[✉ miriam.vanderschyff@bmwdealer.co.za](mailto:miriam.vanderschyff@bmwdealer.co.za)
- Parts and vehicle spares; Faried Mohamed (021) 670 1170  
[✉ faried.mohamed@bmwdealer.co.za](mailto:faried.mohamed@bmwdealer.co.za)