

AURIC AUTO

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**

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**

- **Service Booking: Estelle Smeda(021) 670 1128 / Ganeefa Simon (021) 670 1199**

- **Motorplan Extensions: Poovie Nair (021) 6701119**

 **poovie.nair@bmwdealer.co.za**

- **New Vehicle Sales: Matthew James (021) 670 1120**

 **james@bmwdealer.co.za**

- **Used Vehicle Sales:Mark Cryans (021) 670 1142**

 **mark.cryans@bmwdealer.co.za**

- **Finance and insurance: Miriam Van Schyff(021) 670 1150**

 **miriam.vanderschyff@bmwdealer.co.za**

- **Parts and vehicle spares; Faried Mohamed (021) 670 1170**

 **faried.mohamed@bmwdealer.co.za**