

From: [REDACTED]  
Sent: Tuesday, November 13, 2018 5:46 PM  
To: [REDACTED] Martinez  
Subject: [REDACTED]

Hello [REDACTED]

I apologize for the delay.

The BMW repair instructions must be followed for the proper function of the vehicle and it's system.

The coolant system on BMW vehicles can be complex so this operation must be done by a trained technician following the most up to date repair instructions with the proper equipment. If the cooling system is not addressed correctly the vehicle and its components can overheat and be permanently damaged.

No, there is no other way of performing these operations and the specific tools outlined in the instructions must be used.

Let me know if you have any additional questions.

Thank you,

[REDACTED]

BMW [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

From: [REDACTED] Martinez [REDACTED]  
Sent: Tuesday, November 13, 2018 4:00 PM  
To: S [REDACTED]  
Subject: [REDACTED]

Hello [REDACTED]

I have an issue where an insurer is trying to subvert the system by not paying for the proper fill procedures, the proper leak test procedures, the proper bleed procedures based on the premise that the estimating database "includes" the "bleed" of the radiator. Now on this car, I have advised that it has an auxiliary system and a main system plus a cooling unit for the turbo system which is not in the estimating database.

We printed instructions per AIR and still they do not believe that the system requires special tools, procedures and such. They gleefully revert back to the base guide in the estimating system that states that "a" radiator bleed is "included". The instruction printed and provided were these below.

REP-TAT-P1700-12-G11\_B58 : HIGH TEMP BLEED  
REP-TAT-P1700-12-G11\_B58\_2 : LOW TEMP BLEED  
REP-TAT-P-1700-04-G11\_B58 : HIGH TEMP FILL  
REP-TAT-P-1700-04-G11\_B58\_2 : LOW TEMP FILL  
REP-TAT-P-1700-05-G11\_B58 : HIGH SIDE LEAK TEST  
REP-TAT-P-1700-05-G11\_B58\_2 : LOW SIDE LEAK TEST

Please let me know:

If there is another way to perform these operations and also what are the potential ramifications if they are not followed?

Can these procedures be performed without the tools listed?

Redundantly, are special skills or tools required to perform this?

Best,

[REDACTED] Martinez