

# Where do I send my out of warranty OEM BMW unit for repair?

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## OEM Products

If you're having problems with your OEM(Original Equipment manufacturer) product, we can help. Please follow these steps to ensure the quickest resolution to the problem.

### Step 1: Diagnose The Problem

Contact your local dealer before sending your product to ensure that the problem you are experiencing is not related to a problem with your Vehicle.

### Out-of Warranty OEM Service

Please contact the service center in your area for an estimate and information about repairing out of warranty products.

1-800-421-2284, Option #3 or dial extension 860407

[Contact Us](#)

### Step 3: Mailing Product

**Please note: This is a secure facility No customer drop off or will call service is permitted or offered.**

#### For BMW OEM (Original Equipment Manufacturer)

- Provide a detailed description of the problem(s) for which service is required. · Package the product securely to avoid damage during transit.
- ONLY use a carrier that will provide a complete tracking invoice such as UPS or CERTIFIED US mail.
- **Ship Your product to: Alpine Customer Service USA 2150 195th Street, Torrance CA 90501**
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- **90 day warranty on repairs**

Include your name, address, daytime phone number, and e-mail if available. Your return address must be able to receive UPS packages.

Posted by: [Alpine KB](#) - Thu, Oct 12, 2017 at 8:49 PM. This article has been viewed 1068 times.

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