

BMW Parts Restriction Quick Reference



- **What is the link for enrollment and login?**
 - <https://bmw-partsrestrictions.dekraqc.com/Account/Login>
- **Where can I get help during the enrollment process?**
 - FAQ tab on left side contains all help media.
 - “Contact Us” button on login page creates/sends a support ticket to DEKRA.
 - Send an email to PartsRestrictions.NA@DEKRA.com
- **I’m enrolled, how do I navigate the site?**
 - FAQs and Videos - <https://bmw-partsrestrictions.dekraqc.com/App/Home/FAQData>
 - Parts Restrictions Support Inbox email - PartsRestrictions.NA@DEKRA.com
- **The system says I have been locked out.**
 - Contact DEKRA Support by clicking “Contact Us” button on login screen, or by emailing PartsRestrictions.NA@dekra.com
- **“I can’t see an old request in my dashboard!”**
 - Ensure you are using the Chrome web browser to launch the site.
 - Set the Date Filter to a range wide enough to include the date of the request.
 - Check that Status Filters are set to ALL, by clicking the Funnel icon.
 - If the request still isn’t appearing, contact DEKRA Support by clicking “Contact Us” button on login screen, or by emailing PartsRestrictions.NA@dekra.com
- **“Have my parts been ordered?” “Can I get an ETA on the shipment?”**
 - The “Status” column displays the status of each parts request as it is generated by the Requester, then as it travels to the Approver, and finally to BMW for ordering and shipment. A key to the different status types can be found in the User Guide.
 - Once a request is in the Proceed status, your BMW Field Representative can provide the shipping details. Your BMW Dealership can provide the contact information for your Field Representative.

- **I am a new user. How do I create an account? How do I register my Collision Repair Facility?**
 - Click “Register as Requester”, enter your details, and select your collision center from the list. Click “Submit”
 - Click “CCRC not on list” to contact DEKRA support.
- **How do I get my own account? I took over responsibility of the portal from someone else / the website says there is already another user registered at my facility.**
 - Contact DEKRA Support by clicking “Contact Us” button on login screen, or by emailing PartsRestrictions.NA@dekra.com
- **I do not remember my username or password.**
 - Click “Forgot Password?” on the login page and enter your email address.
- **I am being asked to Proceed to Payment, but when I click the button, I see “An Internal Error has occurred.”**
 - Contact DEKRA Support by clicking “Contact Us” button on login screen, or by emailing PartsRestrictions.NA@dekra.com



Learn More

 [Contact Us](#)

DEKRA North America, Inc.
1945 The Exchange SE, Suite 300
Atlanta, GA 30339
PartsRestrictions.na@dekra.com