

BMW **Customer Relations** 1 800 88 3000

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09/2021



BMW OWNERSHIP ADVANTAGES





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# WELCOME TO THE WORLD OF SHEER DRIVING PLEASURE

Congratulations on becoming the owner of a brand new BMW!

We are thrilled to welcome you into our family and share with you the pleasure of driving a BMW. We promise this feeling remains as unique today, as it will for many years to come.

Enjoy discovering the many BMW Services that are available to you. Should you have any queries, kindly contact your preferred BMW Authorised Dealer, who is ready to attend to your requests.

Head of Aftersales  
BMW Malaysia

The right decision always pays off.

Only BMW Authorised Service Centres offer trained service technicians, approved special tools and equipment in a clean environment that meets BMW standards. Nobody knows your BMW as well as BMW service technicians: specially trained experts who use state-of-the-art servicing equipment to quickly bring your BMW to the peak of performance.



# BMW SERVICE

## BMW Authorised Service Centres provide the following:

### **Service appointment bookings.**

Each BMW Authorised Service Centre is prepared to make service appointments, in order to minimise the waiting time for the acceptance and return of your vehicle. We encourage you to book your service appointments so that we are ready for you, or you can do it online anytime, anywhere. For more information, please refer to BMW Online Appointment Scheduling.

### **Transparent acceptance.**

BMW Authorised Service Centres will release a work order for every service or repair that attests to the acceptance of your vehicle. A complete service reception will be carried out together with you.

### **Repair estimate at the time of acceptance.**

A BMW Authorised Service Centre will provide a written estimate for all workshop services. If an estimate is not possible at the time of the vehicle's acceptance at the service centre, you will be informed as soon as possible about the estimated repair costs. Whenever you bring your BMW to any BMW Authorised Service Centre, it will be checked and test driven (if necessary) by a trained service expert to determine what exactly needs to be done. Your authorisation to proceed will be requested for any additional repair costs and you will be informed of the new repair amount. Of course, before the return of your BMW, it will be checked again to ensure that it is running smoothly so that you can continue to enjoy sheer driving pleasure from the moment you leave the service centre.

### **Transparent invoice for each workshop service.**

Every BMW Authorised Service Centre delivers an invoice or receipt at the time of return of the car. This document reports a detailed description of maintenance, repair or service conducted, including a list of labour and spare parts used. Your BMW service advisor will be pleased to assist you should any questions arise.





# FAST LANE SERVICE

## Joy is taking the fast lane.

Your BMW belongs on the road. BMW Fast Lane Service makes sure that it gets back there as soon as possible after a service appointment with your BMW Authorised Service Centre. A wide range of maintenance and service tasks are completed quickly and efficiently while you wait in the customer lounge. You can also make the most of your valuable time and use our complimentary internet access, find out more about Original BMW Accessories, view the latest BMW models on display or take advantage of one of the many other facilities on offer (kindly check with our dealers for Fast Lane Service availability). Every BMW Approved Technician knows the most efficient way to perform the tasks on the service schedule. Here is a selection of the tasks that can be completed within 120 minutes covered under the Fast Lane Service (limited to 3 of the following at any one time):

- Oil service
- Inspection
- BMW routine maintenance check
- Brake service
- Exhaust silencer replacement
- Microfilter replacement
- Wheel / tyre replacement



# BMW CARE & COSMETIC REPAIR

## Your BMW is in the very best of hands.

Find out how much you and your BMW can benefit from professional cosmetic repairs and care services. With your BMW Authorised Service Centre, you're always in the best of hands.

Whether it is a dent in the body, a scratch in the paint, a rip in the upholstery or a chip in the windscreen, even the slightest damage can impact the overall appearance of your BMW. This not only reduces the pleasure you get from driving, but also affects the value of your car. Thanks to BMW Care & Cosmetic Repair, your BMW Authorised Service Centre can easily eliminate these traces of everyday wear and tear quickly, accurately and to BMW proven standards of quality.

Furthermore, our extensive range of Original BMW Care Products ensures that your BMW keeps its great overall appearance for a long time. BMW Care & Cosmetic Repair ensures an ever-lasting perfect look for your BMW, and uninterrupted driving pleasure for you.

Applicable only at selected BMW Authorised Dealers.  
Please contact your preferred dealer to find out more.



# BMW GLASS REPAIR

## Giving you a clear view of the road ahead.

A windscreen can get chipped in the blink of an eye. But after careful examination of the chip, your BMW Authorised Service Centre may well be able to eliminate the damage quickly with BMW Glass Repair. So you do not have to pay for a costly new windscreen – a great outlook for you and your BMW!

A small chip in your windscreen can cause more problems than you might realise at first glance, as the damage can spread quickly from the original point of impact. So you need to act fast. Your BMW Authorised Service Centre will personally advise you if the damage can be eliminated with BMW Glass Repair – permanently, quickly and cost-effectively.

BMW Glass Repair is ideal for small chips:

- on windscreens
- up to 5 mm at the point of impact
- that are not in the driver's line of sight or at the edge of the screen

Applicable only at selected BMW Authorised Dealers.  
Please contact your preferred dealer to find out more.





# ORIGINAL BMW PARTS

## Being authentic pays.

When it comes to maintaining the true character and value of your BMW, why settle for less? If you want your BMW to stay a real BMW, trust the original. You know you are getting a product that has been tailor-made for the exact specifications of your BMW. The result: unfaltering dynamic performance in true BMW style.

The outstanding quality and design of Original BMW Parts are the results of sustained research and development, ensuring our technology is always state-of-the-art. Before it enters series production, each component must undergo and pass a series of demanding reliability tests. Because every single Original BMW Part has to meet the same high standards of quality that we apply to our vehicles. This is the only way to ensure that each Original BMW Part functions in seamless harmony with your BMW – so that your vehicle continues to deliver the performance, safety and driving pleasure that you have come to expect.

For added peace of mind, all Original BMW Parts come complete with 2-year warranty.

# ORIGINAL BMW ACCESSORIES

## The perfect expression of YOU.

Your vehicle is an extension of your personality, so it's only right that you have everything you need to truly make it your own. With our extensive range of high-quality Original BMW Accessories, you have a uniquely diverse palette to choose from to bring your individualism to light.

Craft an exhilarating exterior that matches your need for speed, or create sumptuous, stylish interiors that reflect your distinctive taste. From attention-grabbing trim and elegant upholstery, to cutting-edge digital connectivity, unmistakable ambience, or safety accessories, we've got you covered. Select from exceptional add-ons including lightweight alloy rims, a roof box for extra storage, or even an advanced car eye for additional security - it's all up to you.

Discover Original BMW Accessories at your preferred BMW Authorised Dealer.



# BMW LIFESTYLE COLLECTION

## Make BMW a part of everyday life.

Your BMW isn't just a vehicle; it's a lifestyle statement. Whether on the road, or off it, BMW is a symbol of status and pride - one that you can take with you wherever you go.

We mean that in a literal sense; presenting the BMW Lifestyle Collection. This fashion-forward series of exclusive BMW-branded products is the perfect complement to your dynamic lifestyle. From stylish totes and carry-alls, to watches, sunglasses, wallets and even umbrellas, you'll never leave home without taking the joy of owning a BMW with you.

Make sure you take the younger generation along with the ride. You can do that in style with the BMW Kids Collection, featuring the iconic BMW Baby Racer - a must for every budding BMW lover. As they grow more adventurous, the BMW Kids bike and then the full-sized BMW Bikes will continue nurturing their instinct for exhilarating mobility.

Explore the exciting BMW Lifestyle Collection at your preferred BMW Authorised Dealer.







# BMW PRIVILEGES

## Privileges tailored to your perfection.

BMW Privileges elevates your lifestyle with a touch of sophistication.

BMW partners with various renowned brands to curate exclusive lifestyle experiences including unique getaways, tantalising foodscapes and attractive shopping offers.

Complete ownership privileges, only with a BMW.

Download the App at:





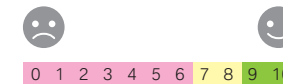
# BMW VOICE OF THE CUSTOMER

## Your voice matters.

We have introduced the new Voice of the Customer survey programme for our customers. This changes the way we collect your feedback to be more customer-friendly. From now on, we will be contacting you via email or SMS.

All you will have to do, is answer 3 short questions.

### 1. Net Promoter Score (NPS).



How likely would you recommend BMW to your friends or colleagues?

### 2. Open Comment.



Please let us know why you gave us this rating.

### 3. Assistance.



Is there anything else we can do for you?

We value your feedback as we are always on the lookout for areas to improve, ensuring you have the best possible experience.





# BMW CUSTOMER RELATIONS

## Personal and ever helpful.

Your satisfaction is important to BMW Malaysia and your BMW Authorised Dealer. If you have any concerns regarding your BMW Warranty and Service, please take the following action:

Kindly contact the Aftersales Management Team at your BMW Authorised Dealer. Fully explain your concerns and ask for assistance in resolving the situation. The Aftersales Management Team is committed to ensuring your satisfaction and continuous patronage. Also, all warranty and service matters are handled and resolved through the BMW Authorised Dealer network.

Should you require further assistance, please contact our Customer Interaction Centre at:

**BMW Customer Relations** 1 800 88 3000

**International:** +603 2172 0088

**Email:** [bmw@my.bmw-apac.com](mailto:bmw@my.bmw-apac.com)

It would be helpful to have details like your vehicle type, registration and / or VIN number (to locate these details, refer to your Owner's Handbook) on hand while contacting us.

Upon receiving your query, we will contact the dealership and work with them to resolve your concerns.

# BMW AUTHORISED DEALERS

Ready to welcome you with open doors.

## Auto Bavaria

www.bmw-autobavaria.com

**Ara Damansara**  
Blok 1, Sime Darby  
Motors City, Jalan PJU 1A/7,  
Ara Damansara, 47301  
Petaling Jaya, Selangor.

Tel : 1300 13 3338  
Fax : 03-7651 9200

**Kuala Lumpur**  
362, Jalan Tun Razak,  
50400 Kuala Lumpur.

Tel : 03-2056 4288  
Fax : 03-2056 4270

**Sungai Besi**  
330, Jalan Sungai Besi,  
57100 Kuala Lumpur.

Tel : 03-9223 3200  
Fax : 03-9223 2338

**Penang**  
15, Jalan Anson,  
10400 Georgetown,  
Pulau Pinang.

Tel : 04-238 7888  
Fax : 04-238 7899

**Sungai Pinang**  
No. 3, Jalan Sungai Pinang,  
10150 Georgetown,  
Pulau Pinang.

Tel : 04-293 2888

## Lee Motors Auto Care

www.bmw-leemotors.com.my

**Alor Setar**  
86C, Lorong Perak 18,  
Kawasan Perusahaan Mergong,  
05150 Alor Setar, Kedah.

Tel : 012-568 7153

## Millennium Welt

www.bmw-millenniumwelt.com.my

**Seremban**  
2-A, Jalan Tun Dr. Ismail,  
70200 Seremban,  
Negeri Sembilan.

Tel : 06-767 6228  
Fax : 06-763 0282

**Batu Pahat**  
28A & 28B,  
Jalan Tanjong Laboh,  
83000, Batu Pahat, Johor.

Tel : 07-4343 288  
Fax : 07-4336 288

**Kuantan**  
Lot 32, Jalan Teluk Sisek,  
25000 Kuantan,  
Pahang.

Tel : 09-516 1666  
Fax : 09-515 6190

## Raza Premium Auto

www.bmw-razapremium.com.my

**Kota Bharu**  
Lot 493 & 183,  
Jalan Kuala Krai, Seksyen 20,  
15050 Kota Bharu, Kelantan.

Tel : 09-744 5333  
Fax : 09-748 0883

## Regas Premium Sabah

www.bmw-regas.com.my

**Kota Kinabalu**  
Lot 17362, Mile 3,  
Jalan Penampang,  
88300 Kota Kinabalu, Sabah.

Tel : 088-703 492  
Fax : 082-703 686

## Seong Hoe Premium Motors

www.bmw-seonghoe.com.my

**Melaka**  
2020, Jalan Semabok,  
Taman Sinn Semabok,  
75050 Melaka.

Tel : 06-288 2228  
Fax : 06-288 2227

## Tian Siang Premium Auto

www.bmw-tiansiang.my

**Butterworth**  
Lot 6235, Jalan Baru,  
13700 Perai,  
Pulau Pinang.

Tel : 04-398 2600  
Fax : 04-398 1600

**Johor Bahru**  
Bangunan RAT Auto,  
Batu 4 1/2, Jalan Skudai,  
81200 Johor Bahru, Johor.

Tel : 07-232 2288  
Fax : 07-238 4889

**Tebrau**  
3B, Jalan Persiaran Desa  
Tebrau, Taman Desa Tebrau,  
81100 Johor Bahru, Johor.

Tel : 07-213 0888

## Quill Automobiles PJ

www.bmw-quillautomobiles.com.my

**Petaling Jaya (Showroom)**  
Ground Floor, Quill 9, 112,  
Jalan Prof. Khoo Kay Kim,  
46300 Petaling Jaya, Selangor.

Tel : 03-7955 6333  
Fax : 03-7960 2072

**Petaling Jaya (Service Centre)**  
No. 14, Jalan 13/4,  
46200 Petaling Jaya,  
Selangor.

Tel : 03-7941 1990

## Ingress Auto

www.bmw-ingressauto.com.my

**Damansara**  
2779, Jalan Damansara,  
Sungai Penchala,  
60000 Kuala Lumpur.

Tel : 03-7721 2288  
Fax : 03-7721 2299

**Puchong**  
No. 3, Lebuhr Puteri,  
Bandar Puteri,  
47100 Puchong, Selangor.

Tel : 03-8063 3222  
Fax : 03-8063 3666

## Regas Premium Auto

www.bmw-regas.com.my

**Kuching**  
No. 8, Jalan Tun Jugah,  
93350, Kuching,  
Sarawak.

Tel : 082-467 777  
Fax : 082-467 788

**Miri**  
Lot 638, Taman Wah  
Shin, Airport Road,  
98000, Miri, Sarawak.

Tel : 085-410 871  
Fax : 085-437 611

**Sibu**  
35, Jalan Lanang,  
96000 Sibu,  
Sarawak.

Tel : 084-344 444  
Fax : 084-341 199

## Wheelcorp Premium

www.bmw-wheelcorppremium.com.my

**Setia Alam**  
No. 1, Jalan Setia Murni U13/AH,  
Setia Alam, Seksyen U13,  
40170 Shah Alam, Selangor.

Tel : 03-3358 3913 / 5626 / 4399  
Fax : 03-3358 5098

**Ipoh**  
No. 99,  
Jalan Kuala Kangsar,  
30010 Ipoh, Perak.

Tel : 05-506 2800  
Fax : 05-506 3100

**Langkawi**  
Lot 67 & 68, Persiaran Dayang 1,  
Dayang Business Centre,  
07000 Kuah, Langkawi.

Tel : 04-966 8628  
Fax : 04-966 8698





# BMW TELESERVICES

## **Relax. You are in good hands.**

With BMW TeleServices, you can enjoy the driving pleasure of tomorrow in the form of increased safety and more time. Experience the new independence of your BMW with the benefits of this service. Your BMW knows when it needs a service, and we will let you know if any maintenance work needs to be done, so you are always reminded when an appointment is around the corner. Wherever you are, your BMW Authorised Service Centre is always on hand to help. Less to think about for you, and more carefree motoring to enjoy.

## DON'T WANT TO REMEMBER EVERYTHING YOURSELF?

## **Your BMW can do that for you.**

Forget about fixed service intervals. If your BMW requires maintenance, all service-related data is relayed to your BMW Authorised Service Centre via BMW TeleServices. Data such as fluid levels or brake pad conditions from the Condition Based Service (CBS) can be analysed immediately. A Service Assistant will then call you to arrange an appointment. Additionally, your BMW Authorised Service Centre can effectively prepare for your upcoming visit by ordering spare parts in advance. You only drive to the workshop if you have to, and there, you will meet well-prepared service staff who know exactly what needs to be done. All of this is to ensure that your vehicle stays at the BMW Authorised Service Centre for as long as it is necessary.

Applicable for certain models only.  
Please contact your preferred dealer to find out more.



# BMW CONNECTED DRIVE

## Take the road with endless assistance.

BMW ConnectedDrive offers a comprehensive package of technology accessible when you are behind the wheel. This includes BMW ConnectedDrive Services and Apps which allow you to seamlessly stay connected to the world inside and outside of your BMW. Additionally, ConnectedDrive Driver Assistance makes every drive easier, safer and more comfortable.

Here are some of the services that may come in handy and maximise your driving experience with BMW ConnectedDrive.

### BMW ConnectedDrive Services and Apps

#### Concierge Services

A personal information service that helps you find restaurants, stores and even provides the address of your destination to the vehicle's navigation system.

#### Intelligent Emergency Call

You can rely on your BMW in the event of accidents. Crash sensors will activate an emergency call to the BMW Call Centre that communicates your location and possible injuries for the deployment of emergency services.

### BMW ConnectedDrive Driver Assistance

#### Surround View

Surround View assists you during parking and while manoeuvring tight situations. The areas recorded by cameras at the sides and behind the vehicle are shown in the Control Display from a bird's eye view.

#### Full-Colour Head-Up Display

A feature that transmits important driving information on the windscreen, that is within your field of vision. Contains driver-relevant information such as speed, speed limits and directions.

Applicable for certain models only.  
Please contact your preferred dealer to find out more.



BMW sets the standard in customer service as much as in automobiles. BMW Roadside Assistance and BMW Accident Hotline have been specially developed for you and your BMW to assure the highest standards of service in the unlikely event of breakdown at home, during a journey, or should an unfortunate accident occur.

With this exclusive mobility package, you are covered anywhere within Malaysia, Singapore, Thailand and Brunei.



# BMW ROADSIDE ASSISTANCE

## Enjoy absolute peace of mind.

BMW Roadside Assistance is available 24 hours a day, 7 days a week, and is a mere call away at 1800 88 8808. We are prepared to assist you with the following services:

### 1. Roadside Assistance Call Centre.

In the event of a vehicle breakdown, customers can call the Roadside Assistance Call Centre using the BMW Toll-Free Number 1800 88 8808, or by calling the Mobile Care Service in the ConnectedDrive option.

### 2. Help on the phone and on-the-spot.

A team of qualified customer contact specialists are on standby 24 hours a day, 365 days a year to provide Lifetime Phone Assistance and BMW Customer Service Vehicle for on-the-spot repairs.

### 3. Towing services.

If it is not possible to repair the damage on-site, BMW Roadside Assistance will cover the cost of towing the vehicle to the nearest BMW Authorised Dealership. Once the vehicle has been diagnosed, the service team will follow-up on the repair process and keep the owner informed of the latest developments.

### 4. Seamless Mobility: Replacement Vehicle, Accommodation, and other Mobility Service Solutions.\*

#### a. Mobility Service Solution.

The seamless mobility offer includes providing 24/7 call center and organisational support, on-site breakdown assistance by a qualified technician (If required) as well as facilitating alternative travel arrangement.

#### b. Courtesy Car.

BMW Authorised dealers will diagnose the breakdown vehicle at the soonest possible time and on case-to-case consideration will arrange a courtesy car subject to the courtesy car availability and complexity of the vehicle repair.

#### c. Hotel Accommodation.

In cases where a vehicle breakdown occurs at a distance of more than 200km from customer's residential address, customer is entitled for an overnight stay at a nearby hotel and can claim back the hotel expenses at BMW Authorised where his/her car has been sent for repair.

### 5. Repatriation.\*

In the event a breakdown occurs abroad and if the car cannot be repaired on-site and the customer requires to be somewhere urgently, complementary repatriation service will be offered if the customer's vehicle needs to be returned more than 200km away from his registered address.

\*Applicable for vehicles registered from 1 January 2017 onwards.

## What to do when you need assistance.

In the event of a breakdown, please call us at:

**BMW Roadside Assistance** 1 800 88 8808

**International:** +603 2282 8039

Please have the following information available for the Customer Service Assistant who will answer your call:

- Your name
- Your BMW Registration Number
- The model and colour of your BMW
- The description of the problem
- Possible causes for breakdown / symptoms of the problem
- Your exact location (if possible, a telephone number you can be contacted at)

Please remember not to leave your car unattended, as work cannot be carried out without your presence.

Refer to terms and conditions on page 40.







# BMW ACCIDENT HOTLINE

## Being there for you, at all times.

Even the most skillful driver at the wheel of the best engineered car cannot always avoid the hazards of the road ahead. That's why BMW now offers all its customers a unique and toll-free BMW Accident Hotline service. If you drive a BMW (irrespective of model or age) and get involved in an accident, trust that we will be there to assist you every step of the way.

The BMW Accident Hotline service comprises of:

- Transportation of your car to a BMW Authorised Service Centre\*
- Organising onward travel\*:
  - Car rental
  - Hotel accommodation
  - Taxi services

Of course, we hope you'll never need the services of BMW Accident Hotline. However, should an unfortunate incident occur, please call us at:

**BMW Accident Hotline** 1 800 88 8808

**International:** +603 2282 8039

\*Charges to be borne by customer.

## Things to do in the event of an accident.

### 1. Stop the car

Remain calm so that you can help those around you and ensure your own safety. If possible, stay at the side strip of the street or highway.

### 2. Warn other motorists

Turn on your hazard warning lights and set up your emergency warning triangle to warn other motorists.

### 3. Help those injured

To the best of your knowledge and abilities, administer aid to those injured and move them to safety.

### 4. Report the accident

In the event of personal injury, material damage, death or at the request of any of the parties involved, the police must be notified immediately, and in any other event, within 24 hours.

The following information must be given when you report the accident:

- Name
- Exact location of accident
- Nature and extent of personal injuries sustained
- Vehicle damage sustained

### 5. Call BMW Accident Hotline

Our assistance team will make the necessary arrangements to get you back on your way as soon as possible. Do not sign any documents with other towing providers not dispatched by BMW Accident Hotline.

### 6. Clear the road of obstruction and secure all the traces of the accident.

Refer to terms and conditions on page 40.

Your new vehicle enjoys a contractual warranty provided by the BMW Authorised Dealer. For vehicles registered on or before 31 December 2020, this warranty is for a period of 5 years commencing from the date of first registration without limitation of mileage.

However, new vehicles purchased on or after 1 January 2021 will come with 2 Years / Unlimited Mileage Manufacturers warranty instead, with an option to upgrade to a 5-Year Warranty and Service Package. Additional service packages are also available.

Scan here for more information on warranty-related topics:



# BMW WARRANTY

## Guaranteed quality.

It is recommended that you maintain, operate and use the vehicle in accordance with the manufacturer's instructions and within the specified operating condition. For detailed information, please refer to the BMW Owner's Handbook.

You are advised to have your vehicle serviced at a BMW Authorised Dealer outlet in accordance with the manufacturer's recommended service intervals. Only BMW Authorised Dealer outlets are recommended to service your vehicles, as they have the approved equipment, spare parts, operational fluids and training standards required and specified by the manufacturer to maintain your vehicle's quality, performance and safety.

## Guidelines to preserve the warranty.

### Trust your BMW Authorised Service Centre

Any repair or replacement performed under this warranty must be carried out by a BMW Authorised Dealer. This warranty will not cover any claim that may arise from any work performed by a non-BMW authorised workshop or any claims in connection therewith.

### Follow the instructions in the BMW Owner's Handbook

Fluids like coolant, oil, lubricant and fuel shall be used as recommended by the vehicles' manufacturer and all further instructions in the BMW Owner's Handbook shall be followed.

### Service your vehicle on time

Service work has to be carried out in accordance with the manufacturer's specifications and recommended maintenance without gaps and on-time. Any damage to or defect in the vehicle caused by poor or insufficient servicing or overdue services will not be remedied under the vehicle's warranty.

Refer to terms and conditions on pages 41-42.





# 24-MONTH BMW TYRE WARRANTY

## A Firm Grip on Safety & Comfort.

The perfect drive can only be achieved with the ideal balance of elements – including the right wheel and tyre combination. This is why BMW Approved Star-Marked Tyres are the gold standard when it comes to full confidence in every drive. For enhanced peace of mind, every tyre purchased from a BMW Authorised Dealer also comes with complimentary 24-month BMW Tyre Warranty, where you enjoy comprehensive protection that covers tyre damage caused by any sharp objects (e.g. puncture) or by hitting the edge of a curb or pothole (e.g. bulging).

The Tyre Warranty is applicable to all Aftersales replacement of Star-Marked Tyres purchased from BMW Authorised Dealers or factory-fitted Star-Marked Tyres for new cars purchases registered up to 31 July 2020.

### Claiming Your Warranty

In the case of a claim, your preferred BMW Authorised Dealer will inspect the cause of the damage and assess the compensation value based on clocked vehicle mileage. Depending on the current mileage of your BMW, you will be compensated up to 100% of the cost of a new tyre with same brand, model, and specification together with labour (tyre replacement and wheel balancing). The compensation will be calculated based on the Recommended Retail Price (RRP) at the time of change.

Scan here for more information on tyre warranty-related topics:



Refer to terms and conditions on pages 43-45.





# BMW SCHEDULED SERVICE

## Concentrate on the essentials.

Ensuring your BMW is properly maintained can help you continue enjoying peak performance for years to come. Choose from our wide range of service packages and options to keep your vehicle in optimum condition at all times.

All scheduled service and maintenance work is conducted at your preferred BMW Authorised Dealer, which means that your car is always in excellent hands.

## THE RIGHT PACKAGE FOR EVERY OWNER

Owners who have purchased their vehicles between 1 June 2015 to 31 December 2020 and have an active BMW Service Package of 5 Years / 100,000km can choose to purchase a package extension to 6, 8 or 10 years.

For vehicles purchased from 1 January 2021 onwards, owners can choose from a range of BMW Service packages.

For a more comprehensive service coverage, you can also opt to upgrade to the BMW Service Plus Package.

Refer to terms and conditions as well as reply card on pages 45-46.



BMW Service Package Comparison

Description	BMW Service Package	BMW Service Plus Package
Engine oil service	✓	✓
Vehicle check service	✓	✓
Air filter service	✓	✓
Fuel filter service	✓	✓
Microfilter service	✓	✓
Spark plug service	✓	✓
Brake fluid service	✓	✓
Front brake service		✓
Rear brake service		✓
Clutch (if worn)		✓
Windshield wiper blade (max. every 12 months following last replacement, if necessary)		✓

Additionally, BMW owners can also opt to extend their service packages for up to 10 years, thus significantly prolonging peace-of-mind.

BMW Service Package Purchase Eligibility

Year of Ownership / BMW Service Package	0	1	2	3	4	5
BMW Service Inclusive Plus 5 Years / 100,000km	✓	✓	✓	✓	✓	✓
BMW Service Inclusive 6 Years / 120,000km	✓	✓	✓	✓	✓	✓
BMW Service Inclusive Plus 6 Years / 120,000km	✓	✓	✓	✓	✓	✓
BMW Service Inclusive 8 Years / 160,000km					✓	✓
BMW Service Inclusive Plus 8 Years / 160,000km					✓	✓
BMW Service Inclusive 10 Years / 100,000km						✓
BMW Service Inclusive Plus 10 Years / 100,000km						✓
BMW Service Inclusive 10 Years / 200,000km						✓
BMW Service Inclusive Plus 10 Years / 200,000km						✓

Scan here for more information on service packages and upgrades:





# BMW ONLINE APPOINTMENT SCHEDULING

## Service appointments made easy.

Condition Based Service is a feature built into your BMW that prompts you when a routine service needs to be scheduled. The task of booking that appointment is quicker and more convenient than ever with Online Appointment Scheduling at your fingertips. Simply follow the steps below to set your next BMW service appointment easily.

### Step 1



Visit BMW Malaysia Website  
[service.bmw.com.my](http://service.bmw.com.my)

### Step 2



Register an account /  
Log in to an existing account.

### Step 3



Select your preferred  
BMW Authorised Dealer.

### Step 4



Book and schedule  
an appointment.

### Step 5



Receive your appointment  
confirmation email.

### Step 6



Send in your car on  
the appointment date.





## BMW ROADSIDE ASSISTANCE & ACCIDENT HOTLINE

### GENERAL TERMS AND CONDITIONS.

- BMW Roadside Assistance & Accident Hotline is a service provided by AWP Services Sdn Bhd, formerly known as Mondial Assistance Services, which is a 24-hour call centre to assist BMW owners/drivers in situations of breakdowns or accidents.
- The customer shall pay all applicable charges for services which are not within the coverage of BMW Roadside Assistance.
- BMW Roadside Assistance & Accident Hotline is a service provided within Malaysia, Singapore, Thailand and Brunei.
- BMW and its service provider shall not be responsible:
  - If the vehicle is or has been modified for participation in rally, racing, speed or duration tests or modified against government regulations.
  - For service provision outside the territorial limits stated.
  - Any criminal act or offence by the insured/driver and/or passengers of the vehicle for any unlawful or illegal purpose.
  - For loss or damage to any property carried in or on the vehicle.
  - For loss or damage directly or indirectly occasioned by or happening or in consequences of war, invasion, act of God, act of foreign enemies, hostilities whether war be declared or not, civil war, rebellion, insurrection, terrorism, military and usurped power, riot, or civil commotion or sabotage or any other events (whether falling into the same genus, species, class or category as the foregoing or not) beyond the control of the driver or the person operating or having control of the vehicle at the time of the accident.

# BMW WARRANTY

## GENERAL TERMS AND CONDITIONS

- This warranty extends to the rectification of clearly identifiable defects in manufacture, materials and/or workmanship only. Such rectification must be done at a BMW Authorised Dealer and does not extend to a replacement of the vehicle and/or any form of compensation.
- This warranty will not be affected by any change of ownership of the vehicle.
- Parts or components of the vehicle which have been replaced under the warranty, become the exclusive property of BMW Authorised Dealers.
- The warranty of parts installed under this warranty will remain concurrent with the expiration of the warranty of the vehicle.
- BMW Authorised Dealers reserve the right to make the final decision in any and all warranty claims. Where BMW Authorised Dealers recognise a warranty claim, they will bear reasonable costs for either repair or replacement or removal and installation, at its option, of that part or component at the most economical shipment and cost.

## EXCLUSIONS

### • Normal Maintenance

Normal maintenance and all associated costs and services, or other adjustments which become necessary throughout the life of the vehicle; or adjustments which may become necessary due to unusual usage are not acceptable as a claim under this warranty.

### • Operational fluids, improper fuel and wear and tear parts

All costs of operational fluids like coolant, oil, lubricants and/or damages caused by improper fuel (insufficient or incorrect) and all wear and tear parts (e.g. filters, brake and clutch parts, spark/glow plugs) are excluded from this warranty unless such parts are found to be defective due to a manufacturing or assembly fault.

### • Glass

Damage to glass due to stone chips, cracks, breakage and scratches etc. are not covered by the warranty.

### • Non-BMW supplied options and alterations

This warranty covers only those items sold as part of the original vehicle and excludes non-BMW supplied options, accessories and/or other items fitted to the vehicle at the instigation of the selling dealer or tampered with at workshops other than at a BMW Authorised Dealer's outlet, or where the identification numbers of marks of the items have been defaced, no claim can be made under this warranty. Neither BMW nor BMW Authorised Dealers accept any responsibility or liability relating to any user or third party if alterations to the vehicle are or have been affected.

### • Environmentally influenced damages

Damage caused by environmental influences such as stone chips, storm lightning, bird droppings, tree sap, acid rain, fallout, industrial dust, flood, water, fire, pollen and other natural deterioration as well as normal deterioration and wear or tear like discolouration, fading, deformation and blurring.

### • Incidental or consequential damages

BMW and BMW Authorised Dealers do not assume liability for incidental or consequential injury to persons, damage to vehicle or property including but not limited to loss of time, inconvenience or loss of use of the vehicle, etc. This warranty does not cover costs for car rental, accommodation, taxi service, telephone charges, loss of earning/profits or income of any form of depreciation etc.

### • Existing fault

This warranty will not apply to any component, assembly or associated component damaged as a result of continued operation of the vehicle after it has become (or ought to have become) apparent to the driver that some faults exist in the vehicle.

### • Cause beyond reasonable control of BMW

This warranty does not cover loss, damage or defects which arise or are caused by collision, accident, theft, riot, war, acts of God, acts of terrorism or any other causes beyond reasonable control of BMW or BMW Authorised Dealers. Modification or adjustments which may be required due to alterations in local legislation or conditions after the original registration of the vehicle are beyond the control of BMW or BMW Authorised Dealers and are therefore not acceptable as a claim against this warranty.

### • Misuse

The liability of BMW and BMW Authorised Dealers is excluded if damage or impairment of performance is directly or indirectly caused by misuse of in cases where the vehicle is used in a way not in compliance with the use for which it is designed (e.g. exceeding any of the manufacturer's specified maximum speeds, driving over kerbs and potholes, revolutions, load capacities, improper storage, exposure to natural or unnatural elements, lack of usage, neglect etc.), used for competitions and contests, or used for the provision of e-hailing or delivery services.

### • Production tolerances

Productions tolerances within the vehicle manufacturer's specification are deemed acceptable.

### • Interference from high frequency radio signals

This warranty does not cover any repairs that may have resulted from interference due to high frequency radio signals.

### • Wear and tear in the interior

Wear and tear defects in the interior - including interior trims, covers, arm rests and door handles - are not covered under this warranty unless they are to be found defective due to manufacturing faults.



BMW TYRE WARRANTY

1. GENERAL TERMS

- 1.1 The BMW Tyre Warranty programme (hereinafter referred to as "Tyre Warranty") is only applicable for vehicles driven for personal use and is not applicable to vehicles used for commercial purposes (e.g. car-for-hire, taxi, driver car services).
- 1.2 For factory-fitted tyres marked with a star (for new cars purchases registered up to 31 July 2020), or for purchasing a replacement (aftersales) tyre marked with a star (hereinafter referred to as "star-marked tyres") and upon receipt of the warranty certificate, the star-marked tyres may be covered by the Tyre Warranty. The Tyre Warranty covers:-
  - a) all aftersales replacement tyres marked with a star (hereinafter referred to as "star-marked tyres"); or
  - b) factory-fitted tyres marked with a star for vehicles registered prior to 1 August 2020.

2. RISKS COVERED BY THE TYRE WARRANTY

- 2.1 The star-marked tyres with valid tyre warranty certificates are covered by BMW Malaysia Sdn. Bhd. (hereinafter referred to as "the Warrantor") within the framework of the Tyre Warranty provided that there is no other existing guarantee and/or insurance covering the tyre of the vehicle. The Tyre Warranty is only valid for the genuine star-marked tyres purchased at BMW Authorised Dealers in Malaysia.
- 2.2 The Tyre Warranty only covers the damages on the star-marked tyres due to the following:-
  - a) damage due to pointed and/or sharp objects (e.g. nails, pieces of glass, etc); or
  - b) damage due to direct collision with the edges of kerb stones and/or potholes.

3. COVER IN THE CASE OF CLAIM

- 3.1 In the event a claim is made within the duration of the Tyre Warranty as stated in the tyre warranty certificate and is covered in paragraphs 2.2a-2.2b above, the Warrantor will provide compensation for the same brand, model, and specification together with labour (tyre replacement and wheel balancing) according to the following table of clocked vehicle mileage of the damaged tyre:

Vehicle Mileage in KM	0-8,000	8,001-16,000	16,001-24,000	24,001-32,000	32,001-40,000	40,001 and above
Depreciation value	0%	20%	40%	60%	80%	100%
Compensation value	100%	80%	60%	40%	20%	0%

\*Vehicle mileage clocked upon dealer inspection

The compensation value is calculated based on the prevailing Recommended Retail Price (RRP) of Warrantor.

- 3.2 The compensation value above is strictly subject to validity of the Tyre Warranty and verification on the cause of the damage to the tyre(s) by BMW Authorised Dealers.

4. EXCLUSIONS

- 4.1 The Tyre Warranty compensation does not cover damages arising from the following:-
  - a) normal wear and tear of the tyre; or
  - b) tyre defect caused by:-
    - i. vehicle owner (hereinafter referred to as "the Warrantee") and/or Warrantee's auxiliaries and/or representatives and/or car user's wilful and malicious treatment;
    - ii. Warrantee and/or Warrantee's auxiliaries and/or representatives and/or car user's improper and/or incorrect use of the tyre;
    - iii. vehicles accidents (except for situations stated in paragraph 2.2 above, and subject to verification by a BMW Authorised Dealer);
    - iv. direct exposure to fire, explosion, storm, hail stones, lightning, earthquakes and/or flooding;
    - v. serial-defect, construction-defect and manufacturing-defect, damages caused by third parties (e.g. producers, suppliers, providers, repair contract, insurance or other costs of guarantee, costs of insurance or costs of assumptions which come into effect or have come into effect);
    - vi. any kind of war including but not limited to civil war, internal turmoil, strike, lock-out, confiscation and/or other mandatory interventions and/or from nuclear energy;
    - vii. participation in driving events with racing characteristics and/or from test drives in similar characteristics of car-racing;
    - viii. changes to the original construction of the vehicle (e.g. tuning) and/or fitting of purchased parts/accessories, which are not approved by Warrantor;
    - ix. input of a part known to be in need of repair, unless the damage in need of repair is verifiable in connection herewith or that the part at the time of damage is at least provisionally repaired in agreement with the Warrantor;
    - x. excessive/uneven wear and tear as a result of false adjustment of the track and camber, inaccurate tyre pressure and/or use of defective bumpers (e.g. saw tooth formation, brake plates, erosion); or
    - ix. use of vehicle for commercial transport of persons or freight such as but not limited to taxi services, dispatch services, self-driven rental services and/or building site vehicle rental services.

- 4.2 The Tyre Warranty does not cover circumstances of tyre use which merely curtails driving comfort without any limitation to the functionality of the tyres which includes but is not limited to subtle loss of tyre-pressure, running noises, vibration, problems relating to road handling and chassis frame of the vehicle and there is no verifiable defect on the tyre(s).

- 4.3 The Tyre Warranty does not cover:-

- a) wheel alignment; or
  - b) towing charges.

5. AREA OF APPLICATION

The Tyre Warranty is only applicable to purchase and use of vehicle and/or star-marked tyres in Malaysia.

6. PRE-REQUISITE FOR THE WARRANTY

- 6.1 Warranty certificate with BMW Authorised Dealer's stamp must be included in all submission of application for tyre replacement in order for the claim to be valid under the Tyre Warranty.

6.2 Compensation under the Tyre Warranty will only be paid out for purchase of new star-marked tyres purchased by the Warrantee directly from BMW Authorised Dealers.

7. **ELIGIBILITY OF CLAIM**

7.1 To enable the warranty and claim by Warrantee, the damaged tyre must be verified by a BMW Authorised Dealer or the tyre manufacturer subject to the terms and conditions stated herein.

7.2 The replacement of the damaged tyre can only be done at BMW's Authorised Dealers using a genuine star-marked tyre.

8. **BEGIN AND END OF THE TYRE WARRANTY**

8.1 The Tyre Warranty is attached to the vehicle the tyres are mounted on and the Tyre Warranty is not transferable.

8.2 The Tyre Warranty is valid within 24 months from the date of purchase from a BMW Authorised Dealer or as stated on the warranty certificate, whichever is earlier. Compensation value will be based on mileage difference from the date of tyre purchase and current clocked vehicle mileage. The Tyre Warranty coverage is not affected by the discontinuation of the vehicle series production.

8.3 The Tyre Warranty will automatically and immediately cease upon:-

- a) the sale of the vehicle or star-marked tyre out of Malaysia; or
- b) with the commercial resale (e.g. vehicle used for commercial purposes as defined in paragraph 1.1 above).

9. **CHANGE NOTICE**

The Warrantor may, at any time, and at its sole discretion, modify these terms and conditions, with or without notice to the Warrantee. Please check with the nearest BMW Authorised Dealers for the latest and updated terms and conditions.

## BMW SCHEDULED SERVICE

**GENERAL TERMS AND CONDITIONS**

- To be eligible for these benefits, the vehicle must have been driven appropriately.
- The BSI or BSI extension programme is provided in accordance with, and is subject to, the Condition Based Service (CBS) system in your BMW vehicle.
- Services provided by BMW Roadside Assistance and service claims covered under liability for material defects remain unaffected.
- Customer who purchased BSI or BSI Plus extension shall adhere to the service intervals displayed in the vehicle or the due servicing according to the vehicle's specification. Vehicle services must only be carried out at BMW Authorised Service Centres throughout the warranty period.
- BMW vehicles with active or expired BSI 5 years / 100,000km package can purchase these BSI packages within twelve (12) months after the expiration of the package.
- Disclaimer: By purchasing BSI or BSI Plus, the customer receives the vehicle-bound right to have the following listed maintenance and wear-and-tear work performed on the vehicle within the agreed upon term, starting from the date of the first registration or until the agreed upon mileage has been reach (whichever is reached first applies) at all participating BMW Authorised Dealers. During the sale of the vehicle within the term, the guarantee entitlement is transferred to the buyer.

## Registration for subsequent owners

All you need to do is fill in this reply card and mail it or email a scanned copy to [bmw@my.bmw-apac.com](mailto:bmw@my.bmw-apac.com)

Chasis number

Surname, first name

Address

City, State, Postcode

E-mail address

Mobile no.

Home no.

Business no.

Date

Purchased from

Signature

☐ **YES, I have read and understood the BMW Group Malaysia Privacy Policy (available at [www.bmw.com.my/privacy](http://www.bmw.com.my/privacy)), and I consent to my personal data being processed and used by BMW Group Malaysia for the purposes indicated in the BMW Group Malaysia Privacy Policy.**

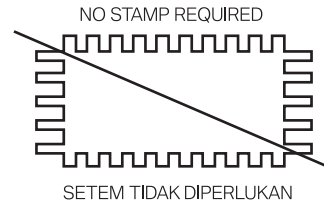
YA, saya telah membaca dan memahami 'BMW Group Malaysia Privacy Policy' (layari [www.bmw.com.my/privacy](http://www.bmw.com.my/privacy)), dan saya bersetuju untuk data peribadi saya yang diberikan di sini, diproses dan digunakan oleh BMW Malaysia untuk tujuan yang dinyatakan dalam Pernyataan Data Perlindungan dan data peribadi saya diberikan kepada kumpulan syarikat BMW yang dinyatakan seperti di muka surat belakang untuk tujuan yang dinyatakan.

**If you wish to receive further communication about BMW products and services, provision of your personal data is required. Provision of your personal data is voluntary. However, failure to provide full and accurate data may result in you not being able to receive further communication from BMW Group of companies.**

Jika anda ingin menerima maklumat selanjutnya tentang produk dan perkhidmatan BMW, pemberian data peribadi anda adalah dikehendaki. Pemberian data peribadi anda adalah secara sukarela. Bagaimanapun, kegagalan untuk memberikan data yang lengkap dan tepat boleh menyebabkan anda tidak dapat menerima komunikasi selanjutnya daripada kumpulan syarikat BMW.

Reply card





**REPLY PAID / JAWAPAN BERBAYAR  
MALAYSIA**

No. Lesen : BRS 0826 SEL

**BMW Malaysia Sdn Bhd**

Company Registration No. 200301010311 (612731-A)

P.O. Box 112

43007 Kajang

Selangor