



## **BMW MALAYSIA WARRANTIES. GENERAL TERMS & CONDITIONS.**

Your BMW New Car Warranty commences upon the first date of vehicle registration. All new car purchased will comes as standard with two years unlimited mileage manufacturer warranty. BMW Repair Inclusive (BRI) of three years warranty in addition to the two years manufacturer warranty is also available for purchase upon new car purchase.

With the BRI in extension to the manufacturer warranty, you will have complete peace of mind without a moment of thinking about the cost of maintenance and repair for a longer period. However, normal wear and tear are not covered unless they are to be found due to manufacturing faults. The BRI is valid on the years and distance covered upon the warranty package purchased during first date of vehicle registration. The BRI is attached to the vehicle and will, therefore, transfer to the subsequent owner if the vehicle is sold.

Other exclusions include but are not limited to:

- **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.

- **Wear and tear, for examples below but not limited to:**

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.

Wear and tear defects for suspension – including shock absorbers, mountings, suspension links and ball joints are not covered under this warranty unless they are to be found defective due to manufacturing faults.

- **Operational fluids, improper fuel and consumables**

All costs of consumables and operational fluids like coolant, oil, lubricants and/or damages caused by improper fuel (insufficient or incorrect) 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 modification**

This warranty covers only those items sold as part of the original vehicle and excludes non-BMW supplied options, modifications through tuning and/or coding, 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 Malaysia nor BMW Authorised Dealers accept any responsibility or liability relating to any user or third party if modifications to the vehicle are or have been affected. Non-BMW supplied options and modification will be subjected to warranty exclusion.

- **Environmentally influenced damages**

Damage caused by environmental influences such as natural disaster (flood, earthquake, or similar events), stone chips, storm lightning, bird droppings, tree sap, acid rain, fallout, industrial dust, 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 Malaysia 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 cause by collision, accident, theft, riot, war, acts of God, acts of terrorism or any other causes beyond reasonable control of BMW Malaysia or BMW Authorised Dealers. Modification or adjustments which may be required due to alterations in local legalisation or conditions after the original registration of the vehicle are beyond the control of BMW Malaysia or BMW Authorised Dealers and are therefore not acceptable as a claim against this warranty.

- **Misuse**

The liability of BMW Malaysia 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.

## **BMW PARTS WARRANTY.**

Whenever you purchase any Original BMW Parts and Original BMW Accessories from any BMW Authorised Dealers, it is entitled for two years manufacturer warranty from the purchase date. Should the parts or accessories be defective and have been completely replaced under BMW Parts Warranty, this will no longer be parts warranty anymore.

## **BMW CORROSION PERFORATION WARRANTY.**

Your BMW car is covered by a twelve-year unlimited mileage warranty against corrosion perforation. Only original factory panels will be eligible. Reworks, accident damage and external influences are excluded.

## **BMW PAINTWORK WARRANTY.**

Your BMW car is covered by a three-year warranty against paintwork faults resulting from manufacturer. Only original factory paintwork will be eligible. Reworks, accident damage and external influences are excluded.

# BMW HIGH VOLTAGE BATTERY WARRANTY.

The duration and mileage of high voltage batteries warranty for BMW Plug-in Hybrid and BMW Electric Vehicles varies by model and its battery generation. All high voltage battery repairs under warranty must be carried out by BMW Authorised Dealerships.

Vehicle Type	Battery Generation	Warranty Coverage
BMW Plug-In Hybrid (PHEV)	Gen 3 & 4	6 years and/or 100,000km
	Gen 3 & 4 <sup>1,2</sup>	8 years and/or 160,000km
	Gen 5 <sup>1</sup>	8 years and/or 160,000km
BMW Electric (BEV)	Gen 5	8 years and/or 160,000km

<sup>1</sup> Applicable only in Malaysia market.

<sup>2</sup> Applicable for vehicles registered from 1st June 2020 to 31st Dec 2023.

General terms and conditions for BMW High Voltage Battery Warranty:

- The vehicle has been driven correctly and maintenance must be performed at a BMW Authorised Dealership in accordance with the manufacturer's specifications.
- This shall not be treated as a preventive replacement warranty policy. Only confirmed faulty modules will be replaced as per BMW diagnostic protocol, technical findings, etc.
- The vehicle must be regularly charged to ensure the high voltage batteries are fully functional in order to provide driving pleasure to the customer.

The battery, like all lithium-ion batteries, will experience gradual capacity loss with time and use. Loss of battery capacity due to or resulting from gradual capacity loss is not considered as a defect in materials or workmanship and is not covered under this warranty.

## GUIDELINE TO PRESERVE WARRANTY.

- 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.
- 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.
- Vehicle must be properly operated, and all of the manufacturer prescribed/recommended maintenance, inspection and servicing is to be performed according to Condition Based Service (CBS) and on-time (according to the service interval shown for the vehicle) according to the specifications of the manufacturer.