BMW VEHICLE WARRANTY AND ROADSIDE ASSISTANCE HANDBOOK.

The Ultimate Driving Machine

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This handbook explains the terms of your Vehicle Warranty. You are advised to read it carefully, so you are aware of the benefits it provides.

IMPORTANT.

TO ENABLE BMW (UK) LIMITED TO BE ABLE TO CONTACT YOU IF WE NEED TO CORRECT A DEFECT WITH YOUR VEHICLE, PLEASE ENSURE WE HAVE YOUR UP TO DATE CONTACT DETAILS VIA THE 'CONTACT US' AREA ON WWW.BMW.CO.UK

VEHICLE DETAILS.

MODEL.

HV BATTERY VARIANT, IF APPLICABLE.

CHASSIS NUMBER.

REGISTRATION NUMBER.

RETAILER.

DATE OF FIRST REGISTRATION.

VEHICLE WARRANTY.

Your Vehicle Warranty is in addition to and does not affect or restrict your statutory rights.

Vehicle Warranty Terms

Your Vehicle is warranted by the manufacturer to be free from defects in materials and workmanship for 36 months from the date of first registration (the Warranty period), with no mileage limitation, subject to the following conditions and the Warranty repair limitations.

Your Vehicle Warranty only remains valid provided your Vehicle has been serviced in accordance with the manufacturer's recommendations and in accordance with condition-based servicing requirements displayed in the Vehicle, you may need to provide proof the Vehicle has been serviced in accordance with such recommendations. Any fault arising following a failure to have the Vehicle serviced in accordance with the manufacturer's recommendations may not be covered by your Vehicle Warranty.

Any repair work on the Vehicle (other than servicing or maintenance) must be carried out by an Authorised Repairer (being any Retailer or Service Authorised Workshop authorised by the manufacturer within the United Kingdom, European Economic Area, or Switzerland). You may take your Vehicle to any Authorised Repairer for work under this Vehicle Warranty. Defective parts will be repaired or replaced at the discretion of the Authorised Repairer. Replaced parts become the property of the Authorised Repairer. Any replacement part will be covered by this Vehicle Warranty.

BMW recommends you use an Authorised Repairer for all your service and maintenance requirements. Whilst your Vehicle Warranty will not be affected if you have non-Warranty servicing or repairs carried out by a non-Authorised Repairer, any Warranty claim caused by inadequate servicing or repair, or the use of inadequate parts by a non-Authorised Repairer will not be covered by the Vehicle Warranty.

The Warranty is not affected by change of ownership of the Vehicle during the Warranty period. **If you would like to update BMW of a change in Address/Contact details or change of ownership, please visit www.bmw.co.uk, using the 'Contact Us' area. As soon as possible after you become aware of a fault with the Vehicle you must report the fault to an Authorised Repairer. Any delay in doing so may invalidate your Vehicle Warranty.**

Your Vehicle was designed and built as a passenger carrying Vehicle under normal driving conditions. Your Vehicle Warranty does not cover faults which arise from misuse (including but not limited to racing, rallying or similar competitive sports), negligence, accidents or normal wear and tear.

If any modification that are not approved by the manufacturer or an Authorised Repairer are made to the Vehicle this will invalidate your Vehicle Warranty.

Routine service adjustments which form part of normal maintenance schedules are not covered by the Vehicle Warranty.

Warranty repair limitations.
Wheel alignment faults occurring as a result of a manufacturing defect are only covered for three months from first registration or 1,800 miles in the UK, 3,000 kms in the ROI, whichever occurs first.
Wheel balancing faults occurring as a result of a manufacturing defect are only covered for the first 1,200 miles in the UK, 2,000 kms in the ROI.
Wiper blade rubber inserts are only covered for manufacturing defects.

BMW shall not be held liable under this Vehicle Warranty for death, bodily injury, damage to property or any consequential loss, whether arising directly or indirectly from any parts or services provided pursuant to it provided that this shall not limit or exclude liability for death or personal injury resulting from manufacturing defects or from the negligence of the manufacturer or its employees or agents.

HV BATTERY WARRANTY (WHERE APPLICABLE).

Your HV Battery Warranty is in addition to and does not affect or restrict your statutory rights.
Your BMW BEV Vehicle's HV Battery is covered by a HV Battery Warranty that protects you against manufacturing defects or battery degredation, in accordance with the terms on page 4, for 8 years from first registration or 100,000 miles in the UK, 160,000 kms in the ROI, whichever comes first.
Your PHEV Vehicle's HV Battery is covered by a HV Battery Warranty that protects you against manufacturer defects. The period of cover depends on the generation of your HV Battery. If you are unsure on the HV Battery type in your Vehicle, please contact your Retailer.
Generation 3 or 4 PHEV HV Batteries are covered for 6 years from first registration or 62,000 miles in the UK, 100,000 kms in the ROI, whichever occurs first.
Generation 5 PHEV HV Batteries are covered for 8 years from first registration or 100,000 miles in the UK, 160,000 kms in the ROI, whichever occurs first.

HV BATTERY DEGRADATION WARRANTY (WHERE APPLICABLE).

Your HV Battery Degradation Warranty is in addition to and does not affect or restrict your statutory rights.
If your BMW BEV HV Battery degrades such that its capacity measured by a BMW Authorised Repairer* has fallen below 70% of its capacity when new then, provided you have met the conditions below, BMW will restore the HV Battery with new, refurbished, or reconditioned parts or replace the HV Battery. The restored or replaced HV Battery may not be restored to an as-new condition but will have a usable battery capacity of at least 70%.
The HV Battery degradation Warranty does not extend to BMW PHEV HV Battery vehicles.
In order to benefit from the HV Battery degradation Warranty:

- The Vehicle must only have been used in accordance with the Vehicle's operating manual, including abiding by the loading limits and towing capacities.
- The Vehicle must not be allowed to be left uncharged at 0% with 0 miles / km range for more than 14 days.
- Defects caused by defective charging infrastructure or third-party charging equipment such as charging cables or charging plugs (charging equipment not sold by BMW) are excluded from the HV Battery degradation Warranty.

* If your Vehicle is equipped with a battery status indicator, this will give you an approximate measure of your HV Battery's capacity. However, BMW will only repair or replace the HV Battery on the basis of a BMW Authorised Repairer's measurement of it's capacity.

- Defects caused by intervention or programming that shorten the lifespan of the HV Battery, or to manipulate the value of the capacity of the High-Voltage battery are excluded from the HV Battery degradation Warranty.
- If any modifications that are not approved by the manufacturer or an Authorised Repairer are made to the Vehicle, this will invalidate your Vehicle Warranty.
- The HV Battery must not have been opened or removed other than in accordance with BMW guidelines.
- Any repair to the Vehicle or its High-Voltage electrical system, including its components (electric motor, power electronics, charging unit, heating, air conditioning, wiring, or High-Voltage battery) must have been performed by an Authorised Repairer.
- All defects must be reported to an Authorised Repair at the earliest opportunity.
- Your HV Battery degradation Warranty only remains valid provided your Vehicle has been serviced in accordance with the manufacturer's recommendations and in accordance with condition-based servicing requirements displayed in the Vehicle. If you claim under your HV Battery degradation Warranty, you may need to provide proof the Vehicle has been serviced in accordance with such recommendations.
- All remote software upgrades must be implemented when notified.
- The High-Voltage battery and the components of the High-Voltage electrical system must not;
  - Be exposed to an open flame or another external heat source.
  - Immersion in water or other liquids.
  - Directly exposed to high-pressure cleaning devices (except automated car washes).
  - Exposed to a corrosive environment (e.g., a highly acidic or highly alkaline environment or cleaning agents).
- The HV Battery degradation Warranty does not cover physical damage to the Vehicle, or the High-Voltage battery caused intentionally, for an example due to vandalism, or caused by an accident or damage due to act of God (e.g., fire, storm, flooding, lightning strike).
- If your HV Battery is enabled for bidirectional charging functions you must only use this function in accordance with manufacturer guidelines. If you fail to do so this will invalidate your HV Battery degradation Warranty.
- Your Vehicle was designed and built as a passenger carrying Vehicle under normal driving conditions. Your HV Battery degradation Warranty does not cover faults which arise from misuse (including but not limited to racing, rallying or similar competitive sports).

PAINTWORK WARRANTY.

Your Paintwork Warranty is in addition to and does not affect or restrict your statutory rights.

Paintwork Warranty Terms

Your paintwork Warranty covers your Vehicle's paintwork against defects such as blistering, discolouration or staining of the visible surface of all painted body panels occurring as a result of faulty manufacture or workmanship for 36 months from the date of first registration. All paintwork repaired under Warranty must be carried out by an Authorised Repairer.

Modern paints are durable and resistant to many external hazards. However, environmental fallout, factory waste, tree sap, building site debris, and air borne pollutants can damage your Vehicle's paintwork. Please refer to your Vehicle handbook for details on how to care for the paintwork.

Any damage that would have been prevented if you had followed the guidance in the Vehicle handbook will not be covered by your paintwork Warranty.

ANTI-CORROSION WARRANTY.

Your Anti-Corrosion Warranty is in addition to and does not affect or restrict your statutory rights.

Anti-Corrosions Warranty Terms

The manufacturer Anti-Corrosion Warranty covers the Vehicle against perforation of the body parts and associated panels by rust for 12 years from the date of first registration subject to the following conditions. It covers corrosion which occurs from inside the metal panels or box sections of the car but excludes corrosion caused by neglect, accident damage, stone chips, or other external influences.

All repair work carried out under the Anti-corrosion Warranty must be carried out by an Authorised Repairer.

If the Vehicle is involved in an accident the Anti-Corrosion Warranty will be invalidated unless the Vehicle is repaired in accordance with the manufacturer's recommendations (including but not limited to any corrosion prevention recommendations) and the repair work is carried out by a competent repairer to the manufacturer's standards.

The Anti-Corrosion Warranty does not apply to parts, panels or materials that have not been approved by the manufacturer and claims arising from the use of unauthorised parts, panels or materials are not covered by the Anti-Corrosion Warranty.

MOT PROTECT.

If your Vehicle has a complete service history in line with BMW's recommendations and fails its first MOT within 36 months of first registration, (or 48 months in Northern Ireland) MOT Protect* will cover the cost of any repair (part and labour) required to rectify a defect that caused the MOT to be failed other than windscreen, wheels, tyres and items replaced as part of routine servicing (e.g. brake disks and pads) modified and/or non-BMW components. The cost of the MOT test, re-test and advisories is not covered neither is failure as a result of neglect, adjustments, damage resulting from impact or accident, or faulty repair of any item. Vehicles used for competitions, racing, pace making, or rallies are excluded.
The MOT repair work has to be carried out by a BMW Authorised Repairer within 30 days of the MOT inspection failure.
* Not applicable in ROI.

Warranty in Europe.
Every new Vehicle supplied in the UK or ROI is supplied with a 36 month BMW Warranty. This Warranty also applies in Europe. During the first 24 months, should your Vehicle need to be repaired under Warranty in Europe, you may take it to any Authorised BMW Repairer or BMW Service Authorised Workshop for the repair to be carried out.
During the third year of the BMW Vehicle Warranty, if you require a Warranty repair in Europe you must have this carried out by an Authorised BMW Repairer or BMW Service Authorised Workshop, pay for the repair and reclaim the cost of the repair through your local BMW Repairer in the United Kingdom/ ROI. Please retain all invoices and any replaced parts (where possible). On your return to the United Kingdom / ROI contact your local Authorised BMW Repairer who will process a Warranty claim on your behalf. Note, the third year of the BMW Vehicle Warranty is only valid provided the vehicle is registered in the United Kingdom / ROI.

WARRANTY RENEWAL.

As your Vehicle Warranty nears expiry, you can take out an Insured Warranty. We offer a choice of cover and the option to include Insured Roadside Assistance.
For BMW iX1, iX2 eDrive20 Vehicle models registered from 23/07/2026, as the HV Battery Warranty nears expiry you can take out an extended two year Insured Warranty.*
* Not available in ROI.
For full details of Insured Warranty products, please contact –

UK – 0845 641 9721
ROI – 1850 940 200

BMW ROADSIDE ASSISTANCE.

BMW Roadside Assistance provides assistance for motoring emergencies. It includes cover both at roadside and at home, Vehicle recovery, and onward travel. It provides 24/7 access to an extensive network of support delivered by experienced, multilingual staff. If Your Vehicle requires repair, we will take it to an Authorised BMW Repairer, Approved Bodyshop or a BMW Service Authorised Workshop. Only Genuine BMW Parts and materials will be used by fully trained BMW technicians to repair Your Vehicle.

Home and Roadside Assistance – United Kingdom and Republic of Ireland Only.

If Your Vehicle is Immobilised (see definitions), whether at home or elsewhere, BMW Roadside Assistance will arrange assistance by a BMW Customer Service Vehicle, or if this is not possible, we will recover Your Vehicle to an Authorised BMW Repairer or BMW Service Authorised Workshop.

Roadside Assistance – Europe.

If Your Vehicle is Immobilised whilst travelling in Europe, where the problem cannot be resolved at the roadside, we will organise and pay for the recovery of Your Vehicle to the nearest Authorised BMW Repairer or BMW Service Authorised Workshop.

Car Hire.

In the event that, following assistance by BMW Roadside Assistance, Your Vehicle cannot be repaired within four hours, we will endeavour to organise and pay for a replacement Vehicle until Your Vehicle is repaired. The rental provider will need to see Your valid driving licence and You will be asked for a deposit to cover petrol charges and any additional, potential charges.

In Europe we will endeavour to organise and pay for a replacement Vehicle up to a maximum period of two weeks, provided that Your Vehicle has been recovered by BMW Roadside Assistance.

Please note that we cannot guarantee availability of a BMW replacement Vehicle or accessories such as roof racks and tow bars. For further information please refer to the General Terms and Conditions on page 12.

Onward Travel/Hotel Accommodation.

If repairs to Your Vehicle cannot be completed within four hours of attendance, we will endeavour to organise and pay for You and Your Passengers to continue Your journey or return home by the most appropriate means. Alternatively, if the breakdown occurs more than 50 miles (80 km for ROI) from Your home address and overnight accommodation is a more practical option, we will pay for the cost of bed and breakfast for You and Your Passengers up to £100 (€110 for ROI) per person, per night. Entitlement is for one night within UK and Republic of Ireland and a maximum of four nights within Europe.

Vehicle Redelivery – United Kingdom and Republic of Ireland Only.

Provided that Your Vehicle has been recovered by BMW Roadside Assistance to an Authorised BMW Repairer or BMW Service Authorised Workshop which is more than 10 miles (20km for ROI) from Your home address, we will arrange for it to be returned to Your home address.

You will be asked to provide BMW Roadside Assistance with a signed inventory of any items left in Your Vehicle. Neither BMW Roadside Assistance nor its agents accept any liability for the subsequent loss of or damage to any items not declared on this inventory.

Vehicle Repatriation – European Cover Only.

If Your Vehicle cannot be repaired in Europe, or if the repairs will not be completed before Your intended return date to the UK or Republic of Ireland, we will arrange and pay for the repatriation of Your Vehicle to the Authorised BMW Repairer or BMW Service Authorised Workshop nearest to Your home address. Alternatively, following Your return to the UK or Republic of Ireland and on completion of the repairs, should You wish to collect Your Vehicle personally, we will arrange and pay the costs of Your outward journey.

If the only qualified driver travelling in the party is repatriated to the UK or Republic of Ireland due to illness, we will arrange and pay the cost of an alternative driver to return Your Vehicle to Your home address and arrange and pay for the costs of returning other Passengers to their homes in the UK or Republic of Ireland.

The maximum amount payable by BMW Roadside Assistance for Vehicle repatriation shall not exceed the market value of Your Vehicle. If Your Vehicle has to be repatriated from Europe, You should ensure that any items of value are removed.

You will be asked to provide BMW Roadside Assistance with a signed inventory of any items left in Your Vehicle. Neither BMW Roadside Assistance nor its agents accept any liability for the subsequent loss of or damage to any items not declared on this inventory.

IF YOU NEED BMW ROADSIDE ASSISTANCE.

If You require assistance from BMW Roadside Assistance, please contact us via the Vehicle iDrive menu, via the MyBMW App, or You can telephone us on the numbers below. If calling from Europe You may need to add an international access code.

For UK customers phoning from the UK:

0800 777 111

For UK customers phoning from Europe:

0044 20 8686 2444

For ROI Customers phoning from ROI:

1800 409900

For ROI customers phoning from Europe:

0035 316 373608

If You are unsure whether You have valid BMW Roadside Assistance cover You can ask us by calling –

UK – 0370 5050 196
ROI – 1850 940 200

Definitions.

For BMW Roadside Assistance –

"**Europe**" means Albania, Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus, Czech Republic, Denmark (excluding Faeroe Islands), Estonia, Finland (excluding Aland), France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia and Montenegro, Slovakia, Slovenia, Spain (including Balearic Islands but excluding Canary Islands), Sweden, Switzerland and Turkey. Within Europe, BMW Roadside Assistance is only available for travel not exceeding 91 days for a single trip.

"**Immobilisation**" means Your Vehicle is unable to be driven due to electrical or mechanical breakdown; road accident; loss of keys; loss, damage or destruction of the Vehicle by fire, theft or vandalism.

"**Passengers**" are those persons travelling in the Vehicle at the moment assistance is required.

"**Vehicle**" means a BMW with a current BMW Roadside Assistance policy.

"**You**" or "**Your**" means the person entitled to the benefit of the BMW Roadside Assistance.

General terms and conditions relating to BMW roadside Assistance cover.

Car Hire.

Whenever possible, BMW Roadside Assistance will attempt to provide You with a replacement Vehicle from the repairing Authorised BMW Repairer or BMW Service Authorised Workshop. If we are unable to do so, we will attempt to source a Vehicle through one of the major Vehicle rental companies. Under any circumstances You must be able to comply with the applicable conditions of hire.

You will be responsible for any fuel costs incurred during the period of hire. Certain endorsements on Your licence may prejudice Your eligibility to hire a Vehicle. Insurance requirements stipulate that you must have held a full UK / ROI driving licence for a minimum of 12 months.

Please note that we cannot guarantee availability of a BMW replacement Vehicle or accessories such as roof racks or tow bars.

Release Fees.

Should Your Vehicle be stolen and subsequently recovered by the police, You may be asked to pay a release fee before we can remove Your Vehicle to an Authorised BMW Repairer or BMW Service Authorised Workshop or to Your home address.

Adverse Weather Conditions.

On those occasions when we experience adverse weather conditions, such as high winds, snow and floods, external resources maybe stretched and some operations become physically impossible until the weather improves. At such times, our priority is to ensure that You and Your Passengers are taken to a place of safety and so the recovery of Your Vehicle may not be possible until weather conditions permit.

Auto-Route Restrictions – European Cover Only.

Where assistance is required on a French auto-route, and certain auto-routes in some other European countries, You must use the official SOS boxes at the side of the road in order to arrange initial recovery. You will be connected to the authorised motorway assistance service because the roads are privatised and we are prevented from assisting on them.

You should contact BMW Roadside Assistance at the earliest opportunity so that we can arrange for the most appropriate assistance once Your Vehicle has been recovered from the auto-route.

Reasonable costs incurred for recovery from the auto-route can be claimed back from BMW Roadside Assistance.

Parts Delivery – European Cover Only.
If the parts needed to repair Your Vehicle are not available locally, we will organise and pay for the dispatch of these parts from elsewhere.
Vehicle Storage.
If Your Vehicle has to be stored following recovery by BMW Roadside Assistance, we will pay for the cost of storage up to a maximum of £50 in the UK, €55 in ROI for storage and up to £100 (€110) in Europe.
Lock Out/Lost Keys.
Whilst we will always endeavour to provide assistance by the most practical method should You be unable to gain entry to Your Vehicle, modern security systems make it extremely difficult for this to be achieved should spare keys not be available. If a forced entry is required, You will be asked to sign a declaration stating that you have given permission for this to take place and that any costs for resultant damage will be Your sole responsibility.
Glass Breakage – United Kingdom and Republic of Ireland Only.
In the UK or Republic of Ireland we can, if required, contact an Authorised BMW Repairer or BMW Service Authorised Workshop on Your behalf that will usually be able to arrange replacement glass for You. Alternatively, if a repair cannot be affected at Your location, we can arrange to have Your Vehicle stored securely until the necessary parts are available for repair.

Exclusions relating to your BMW Roadside Assistance cover.

We will not pay for:

Any expenses incurred without the prior authorisation of BMW Roadside Assistance.
Expenses which would normally have been payable by You, such as fuel and toll charges.
The cost of replacement parts.
Any costs resulting from participation in motor racing, rallies, track days, speed or duration tests.
Any costs resulting from Your Vehicle being kept in an unroadworthy condition or not being serviced in accordance with the manufacturer's recommendations. If, in the opinion of BMW Roadside Assistance, we believe that a recurring fault is due to poor maintenance of Your Vehicle, we reserve the right to request proof of servicing.
Any costs as a result of Your participation in a criminal act or offence.
Any costs as a result of You being under the influence of intoxicating liquor, solvent abuse or drugs.
Any claim resulting from participation in winter sports.
Any loss of profit, goodwill or contracts, and any indirect, economic and/or consequential losses arising directly or indirectly from the breakdown.
Any expenses which could be recovered under a reciprocal agreement between the British or Republic of Ireland Government and/or any other Government.
BMW Roadside Assistance cover is not transferable from Vehicle to Vehicle but is transferable to subsequent owners of the Vehicle.