



# THE 2022 BMW i MODELS

NEW VEHICLE  
LIMITED WARRANTY

**Owner/Driver Information:**

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Owner/Driver Telephones:**

Business \_\_\_\_\_

Home \_\_\_\_\_

Model BMW i Models Year 2022

VIN

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Retail/In-Service Date \_\_\_\_\_

Trim Code \_\_\_\_\_ Color Code \_\_\_\_\_

Production Date \_\_\_\_\_

License Plate Number \_\_\_\_\_

**BMW Center Telephone Numbers:**

Offices \_\_\_\_\_

Services \_\_\_\_\_

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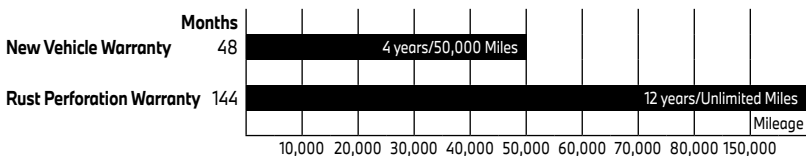
## 2022 MODEL YEAR VEHICLES

BMW i4 eDrive40 Battery Electric Vehicle (BEV)

BMW i4 M50 Battery Electric Vehicle (BEV)

BMW iX M50 Battery Electric Vehicle (BEV)

## OVERVIEW OF BMW LIMITED WARRANTIES



## NEW VEHICLE LIMITED WARRANTY FOR PASSENGER CARS AND LIGHT TRUCKS — 2022 MODELS (VALID ONLY IN THE U.S.A. INCLUDING PUERTO RICO)

### WARRANTOR

BMW of North America, LLC (BMW NA) warrants during the Warranty Period the 2022 U.S.-specification BMW vehicles distributed by BMW NA or sold through the BMW NA European Delivery Program against defects in materials or workmanship to the first retail purchaser, and each subsequent purchaser.

### WARRANTY BEGINS

Coverage begins on the date of first retail sale or the date the vehicle is first placed into service as a sales demonstrator, Aftersales Mobility Program (AMP) Vehicle or company vehicle, whichever is earlier.

### WARRANTY PERIOD

The warranty period is 48 months or 50,000 miles, whichever occurs first, except as noted below.

## **WARRANTY COVERAGE**

To obtain warranty service coverage, the vehicle must be brought, upon discovery of a defect in material or workmanship, to the workshop of any authorized BMW center in the United States (including Puerto Rico) during normal business hours.

The authorized BMW center will, without charge for parts and labor (including diagnosis), either repair or replace the defective part(s) using new or authorized remanufactured parts. The decision whether to repair or replace said part(s) is solely the prerogative of BMW NA. Parts for which replacements are made become the property of BMW NA. In all cases, a reasonable time must be allowed for warranty repairs to be completed after the vehicle is received by the authorized BMW center.

Warranty repairs do not constitute an extension of the original limited warranty period for the vehicle or a part thereof.

## **SAFETY BELT WARRANTY — KANSAS**

Safety belts are covered under the BMW New Vehicle Limited Warranty for defects in material or workmanship for a period of 10 years, unlimited mileage from the date of purchase. In order to be eligible for this coverage, the vehicle must be a new car retailed in the State of Kansas and the repair performed by an authorized BMW center in Kansas.

## **HIGH-VOLTAGE LITHIUM-ION BATTERY LIMITED WARRANTY**

BMW of North America, LLC (BMW NA) warrants the high-voltage lithium-ion battery assembly against defects in materials or workmanship for a period of 8 years/100,000 miles, whichever occurs first.

Battery performance and durability, including high-voltage lithium-ion batteries, is temperature-dependent. While battery capacity increases in higher temperatures, colder temperatures will lower the battery's capacity. Extreme high and/or low temperatures may impact the battery's service life.

## **OTHER ITEMS**

Wheel alignment, balancing and wiper blade inserts are covered up to the first 2,000 miles on the vehicle.

**Items which are subject to wear and tear or deterioration due to driving habits or conditions, such as brake pads/linings, brake discs, filters, upholstery, trim and chrome items, paint finish, glass, and similar items, their coverage is specifically limited to defects in material or workmanship.**

**Additionally, wood trim and leather upholstery have inherent variations in color and texture, dependent upon being properly cleaned and maintained. These items may lighten or darken due to age or exposure to sunlight; this is not a defect in materials or workmanship.**

## **WHAT IS NOT COVERED**

Remote control transmitter battery replacement. Damage, including consequential, which results from negligence, misuse/improper operation of the vehicle, improper repair, lack of or improper maintenance, environmental influences, flood, accident or fire damage, road salt corrosion, described in the Owner's Manual.

Damage to the electrical machine, transmission or any related component caused by improper shifting of the transmission.

Damage to the paint finish due to stone chips, nicks, dents, acid rain, industrial fallout, other environmental influences, and normal deterioration, such as fading, discoloration, or loss of luster, improper care/repair of matte paint finishes, as well as damage caused by lack of maintenance, excessive rubbing, the use of improper cleaners, polishes and/or waxes.

Maintenance services and parts when replaced during maintenance such as lubricants, fluids, replacement of filters, coolant, and refrigerant.

Modification of the vehicle or installation of any performance accessories or components attached to the vehicle which alters the original engineering and/or operating specifications or which results in damage to the other original components, electrical interference, electrical short, radio static, water leaks and wind noise.

Tires are warranted by their respective manufacturer. See the Tire Warranty Statement on page 8.



**Driving over rough or damaged road surfaces, as well as debris, curbs and other obstacles can cause serious damage to wheels, tires and suspension parts. This is more likely to occur with low-profile tires that provide less cushioning between the wheel and the road. Be careful to avoid road hazards and reduce your speed, especially if your vehicle is equipped with low-profile tires.**

Non-genuine BMW Parts — While you may elect to use non-genuine BMW parts for maintenance or repair services, BMW NA is not obligated to pay for repairs of the non-genuine BMW parts or for repairs of any damage resulting from the use of non-genuine parts.

This warranty shall be null and void for specific vehicle components that were previously replaced with used or salvaged automobile parts, including repairs of any damage resulting from the use of these parts.

This warranty shall be null and void if the odometer has been replaced or altered and the true mileage on the vehicle cannot be determined, and/or the Vehicle Identification Number (VIN) is altered and/or cannot be determined.

This warranty shall be null and void if the vehicle has been declared a total loss or sold for salvage purposes, or if the vehicle has been used in any competitive event.

## **GENERAL**

These warranties give you specific legal rights, and you may also have other rights which vary from state to state.

THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES HEREIN.

BMW NA HEREBY EXCLUDES INCIDENTAL AND CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF TIME, INCONVENIENCE, OR LOSS OF USE OF THE VEHICLE, FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, APPLICABLE TO THIS PRODUCT.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

**THE BMW ULTIMATE CARE SCHEDULED MAINTENANCE PROGRAM — AVAILABLE AT: [WWW.BMWUSA.COM/EXPLORE/BMW-VALUE/BMW-ULTIMATE-SERVICE/SERVICE-AND-WARRANTY-BOOKS/.HTML](http://WWW.BMWUSA.COM/EXPLORE/BMW-VALUE/BMW-ULTIMATE-SERVICE/SERVICE-AND-WARRANTY-BOOKS/.HTML)**

A 2022 vehicle purchased from an authorized BMW center in the United States (including Puerto Rico) is covered by the BMW Ultimate Care Scheduled Maintenance program for 36 months or 36,000 miles, whichever occurs first.

Coverage begins on the date of first retail sale or the date the vehicle is first placed into service as a sales demonstrator, Aftersales Mobility Program (AMP) Vehicle or BMW Group company vehicle, whichever is earlier (the vehicle's original in-service date). The remaining BMW Maintenance Program coverage described in this booklet is transferable to any subsequent owners.

For eligible maintenance services and other maintenance related items, please view the Maintenance Book at:

[www.bmwusa.com/explore/bmw-value/bmw-ultimate-service/service-and-warranty-books.html](http://www.bmwusa.com/explore/bmw-value/bmw-ultimate-service/service-and-warranty-books.html)

or by scanning the following QR code:

Alternatively, you may request a printed copy of the Maintenance Book using the contact information listed below.

**BMW of North America, LLC  
Customer Relations and Services Department  
P.O. Box 1227  
Westwood, NJ 07675-1227  
Telephone: 1 (800) 831-1117  
Email: [customerrelations@bmwusa.com](mailto:customerrelations@bmwusa.com)**

## **LIMITED WARRANTY — RUST PERFORATION 2022 MODELS**

BMW of North America, LLC (BMW NA) warrants this original vehicle against defects in materials or workmanship which will result in rust perforation of the vehicle body for a period of 12 years, unlimited mileage. Coverage begins on the date of first retail sale or the date the vehicle is first placed into service as a sales demonstrator, Aftersales Mobility Program (AMP) Vehicle or company vehicle, whichever is earlier.

To obtain warranty service coverage, the vehicle must be brought, upon discovery of any rust perforation, to the workshop of any authorized BMW center. The authorized BMW center will, without charge for parts or labor, either repair or replace the defective part(s). The decision whether to repair or replace said part(s) is solely the prerogative of BMW NA. Parts for which replacements are made become the property of BMW NA.

Warranty repairs do not constitute an extension of the original limited warranty period for the vehicle or a part thereof.

BMW of North America, LLC (BMW NA) makes no other express warranty on this product except for the new car warranty, rust perforation or the emission system warranties.

**THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES HEREIN.**

**BMW OF NORTH AMERICA, LLC (BMW NA) HEREBY EXCLUDES INCIDENTAL AND CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF TIME, INCONVENIENCE, OR LOSS OF USE OF THE VEHICLE, FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, APPLICABLE TO THIS PRODUCT.**

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Any legal claim or action arising from any express or implied warranty contained herein must be brought within 12 months of the date it arises.

## **WHAT IS NOT COVERED**

This warranty does not apply to damage, including consequential, which results from negligence, misuse/improper operation of the vehicle, improper repair, lack of or improper maintenance, environmental influences, flood, accident or fire damage and road salt corrosion.

**Non-genuine BMW Parts** — While you may elect to use non-genuine BMW parts for repair services, BMW NA is not obligated to pay for repairs of the non-genuine BMW parts or for repairs of any damage resulting from the use of non-genuine parts.

This warranty shall be null and void for specific vehicle components that were previously replaced with used or salvaged automobile parts, including repairs of any damage resulting from the use of these parts.

This warranty shall be null and void if the odometer has been replaced or altered and the true mileage on the vehicle cannot be determined, and/or the Vehicle Identification Number (VIN) is altered and/or cannot be determined.

This warranty shall be null and void if the vehicle has been declared a total loss, sold for salvage purposes, or if the vehicle has been used in any competitive event.

## TIRE WARRANTY STATEMENT

Original equipment tires on new BMW vehicles are warranted by their respective manufacturer as detailed in the applicable tire manufacturer's warranty statement available at:

<https://www.bmwusa.com/explore/bmw-value/bmw-ultimate-service/service-and-warranty-books/.html>

or by scanning the following QR code:

Alternatively, you may request a printed copy of the tire manufacturers' warranties using the contact information listed below.

**BMW of North America, LLC**  
**Customer Relations and Services Department**  
**P.O. Box 1227**  
**Westwood, NJ 07675-12271**  
**Telephone: 1 (800) 831-1117**  
**Email: [customerrelations@bmwusa.com](mailto:customerrelations@bmwusa.com)**

The terms and conditions of the tire manufacturers' warranties are independently determined by the tire manufacturers without input from BMW. We recommend either contacting or visiting the specific tire manufacturer's website to ensure that you have the most current tire warranty information that applies to your tires.

Should you have difficulty in obtaining the applicable warranty service from a tire manufacturer, your authorized BMW center will assist you in resolving the situation.

Instructions for proper tire care and maintenance are contained in the Wheels and Tires section of your vehicle's Owner's Manual.

Notice: Driving over rough or damaged road surfaces, as well as debris, curbs and other obstacles can cause serious damage to wheels, tires and suspension parts. This is more likely to occur with low-profile tires that provide less cushioning between the wheel and the road. Be careful to avoid road hazards and reduce your speed, especially if your vehicle is equipped with low-profile tires.

## **12 VOLT BATTERY CARE\***



Battery posts, terminals and related accessories contain lead and lead compounds; chemicals known to the State of California to cause cancer.

The 12-volt battery is maintained by the High-Voltage battery. Since the High-Voltage battery maintains the 12-volt battery, a 12-volt low-current trickle charger is not effective in maintaining the 12-volt battery during periods of no use.

In case your vehicle will not be operated for several weeks, it is advisable to fully charge the High-Voltage battery just prior to this period.

Please consult with your authorized BMW center or another qualified service center for further guidance and information.

\* The information above refers to the 12-volt service battery and not the high-voltage battery.

## **HIGH-VOLTAGE LITHIUM-ION BATTERY CARE AND REPAIRS**

The BMW i4 and iX are powered by a high-voltage lithium-ion battery enclosed in a self-contained system. Opening or removing the self-contained system creates a genuine risk of severe damage to the high voltage lithium-ion battery as well as personal injury, including fatal electrocution.

The high-voltage lithium-ion battery requires no maintenance except for keeping the vehicle's high-voltage lithium-ion battery charged to proper specifications; refer to the Owner's Manual.

For the entire duration of the high-voltage lithium-ion battery Limited Warranty repairs performed according to limited warranties are provided without charge. The vehicle should be taken to an authorized BMW center to have these repairs performed by specially trained personnel under the terms of the high-voltage lithium-ion battery Limited Warranty.

## **CORROSION PROTECTION**

Extensive corrosion protection measures implemented by BMW make it possible to offer a 12-year unlimited mileage anti-corrosion warranty against rust perforation on your vehicle provided that the vehicle is properly maintained. Information on proper maintenance is available in this Booklet and your vehicle's Owner's Manual.

The iX body consists predominantly of carbon fiber reinforced plastic (CFRP), a strong synthetic material which does not corrode. The aluminum subframes which hold the drivetrain, high-voltage battery and suspension components to the body receive corrosion protection through an electrophoretic dip coating process during manufacturing. This coating provides excellent corrosion protection to the external as well as internal surfaces and seams.

For additional information on the 12-year unlimited mileage anti-corrosion warranty, see the Warranty section of this Booklet on page 6.

## **RESTORING CORROSION PROTECTION**

Please take care that anti-corrosion material is replaced when your car is repaired after body or chassis damage.

## **UNDERBODY MAINTENANCE**

The underbody has to be cleaned at least once a year, in Spring, with plain water in order to remove mud, chemical sediments and other deposits. If those materials are not removed, corrosion (rust) will occur on metal components.

Your authorized BMW center can do this anti-corrosion service for you.

## **NOTICE**

The "National Traffic and Motor Vehicle Safety Act of 1966" requires manufacturers to be in a position to contact vehicle owners when a correction of a safety-related defect or noncompliance issue with an applicable federal motor vehicle safety standard becomes necessary.

Please see the Correcting, Updating or Changing Your Address and/or Vehicle Ownership Status Information section that follows.

## **CORRECTING, UPDATING OR CHANGING YOUR ADDRESS AND/OR VEHICLE OWNERSHIP STATUS INFORMATION**

To enable BMW to contact you with important vehicle product and safety-related information, including vehicles with expired warranty coverage, please update your address and/or the vehicle's ownership status information by either:

- ▷ Going to [www.bmwusa.com](http://www.bmwusa.com) to log in to your existing account or by creating a new "My BMW" account
- ▷ Contacting the BMW Customer Relations and Services Department at 1 (800) 831-1117
- ▷ Completing and mailing the Information Change Card, located at the back of this Booklet

Please have your vehicle's 17-character Vehicle Identification Number (VIN) available.

## **EXPORTING YOUR BMW VEHICLE**

**Your vehicle has been specifically adapted and designed to meet the particular operating conditions and homologation requirements in your country and continental region in order to deliver the full BMW driving pleasure while the vehicle is operated under those conditions.**

**If you wish to operate your vehicle in another country or region, you may be required to adapt your vehicle to meet different prevailing operating conditions and homologation requirements. You should also be aware of any applicable warranty limitations or exclusions for such country or region. In such case, please contact the Customer Relations and Services Department for further information.**



## CUSTOMER ASSISTANCE INFORMATION

Your satisfaction with our product and the services provided by authorized BMW centers is of great importance to us. We take pride in our product, as does the authorized BMW center who services it. If you should ever have a question regarding your authorized BMW center's service or your BMW's performance, we recommend that you contact your authorized BMW center.

When contacting an authorized BMW center, we suggest that, depending upon the nature of your contact, you discuss it with either the Sales, Service, or Parts Manager.

As all matters are resolved at the authorized BMW center level, it is important that they be given the opportunity to provide a solution. Should you feel that you were not provided with the proper response, we urge you to contact the General Manager or authorized BMW Center Operator.

Despite the best intentions of all parties, a misunderstanding may occur between you and your authorized BMW center. Should this occur and you require further assistance, please contact the BMW NA Customer Relations and Services Department at:

Telephone: 1 (800) 831-1117

Email: [customerrelations@bmwusa.com](mailto:customerrelations@bmwusa.com)

Website: [www.bmwusa.com](http://www.bmwusa.com)

When contacting us, we ask that you provide the following information:

- ▷ Your name, address and telephone number
- ▷ Vehicle Identification Number (last seven digits)
- ▷ Vehicle delivery date
- ▷ Vehicle mileage
- ▷ Selling authorized BMW center's name
- ▷ Servicing authorized BMW center's name
- ▷ Description of the problem

A BMW NA Customer Relations and Services Representative will carefully review all the facts involved and let you know what further action will be taken in conjunction with your authorized BMW center. Please remember: the first step in resolving a complaint is to contact the authorized BMW center that performed the work on your vehicle. They have the necessary equipment and the personnel to achieve this goal.

We are confident that every effort will be made to ensure your satisfaction.

## **CUSTOMER ASSISTANCE — NOTIFICATION**

During a specific period (for example, the earlier of 12 months or 12,000 miles, though this period varies by state), some states require us or our authorized BMW center, to repair in a reasonable number of attempts, any defect or condition which substantially impairs the use, value, or safety of a new vehicle sold, leased or registered in that state.

A reasonable number of attempts is generally defined as (i) four or more attempts to repair the same defect (the number of attempts varies by state) or (ii) the vehicle is out of service by reason of one or more repair(s) for more than a cumulative total of 30 days (this period varies by state), except for delays created by conditions beyond our control.

If we are unable to correct a defect or condition covered by these statutes in a reasonable number of attempts, we may be obligated either to replace the vehicle or reimburse the owner/lessee in an amount equal to the purchase price or lease payments paid by the owner/lessee, less the amount directly attributable to use of the vehicle by the owner/lessee.

**You should send written notification directly to BMW of North America, LLC of the existence of an alleged defect. Send written communication to the Customer Relations and Services Department address listed below.**

BMW of North America, LLC  
Customer Relations and Services Department  
P.O. Box 1227  
Westwood, NJ 07675-9868  
Telephone: 1 (800) 831-1117  
Email: [customerrelations@bmwusa.com](mailto:customerrelations@bmwusa.com)

**IMPORTANT: IF THIS VEHICLE HAS A DEFECT THAT SUBSTANTIALLY AFFECTS ITS USE, VALUE OR SECURITY, OR THAT MAY CAUSE DEATH OR SERIOUS BODILY INJURY IF DRIVEN, AND WAS PURCHASED, LEASED OR REGISTERED IN NEW JERSEY, YOU MAY HAVE THE RIGHT UNDER THE LEMON LAW IN THE STATE OF NEW JERSEY TO A REFUND OF THE PRICE OF PURCHASE OR TO YOUR LEASE PAYMENTS.**

Here is a summary of your rights:

1. To qualify for compensation under the New Jersey lemon law, you must give the manufacturer or your dealer opportunity to repair or correct the defect of the vehicle within the terms of protection under the lemon law, which are the first 24,000 miles of operation or two years after the date of original date of delivery or whichever comes first.
2. If the manufacturer or your dealer cannot fix or correct the defect within a reasonable amount time, you may have the right to return the vehicle and receive a full refund, less a discount for the use of the vehicle.
3. If it is assumed that the manufacturer or your dealer cannot repair or correct the defect and if the same defect continues to substantially exist after that the manufacturer has received a notice of the defect, sent by certified mail with return receipt, and has had a final chance to correct the defect or condition within 10 days of receiving the notice. This notice must be received by the manufacturer within the terms of protection and can only be given after (i) the manufacturer or your dealer has attempted two or more times to correct the defect; (ii) the manufacturer or your dealer has attempted, at least once, to correct the defect if the defect is one which can cause death or serious bodily injury if the vehicle is operated; or (iii) the vehicle has been out of service for repairs by a total of 20 calendar days accumulation or more, or in the case of a rolling motorized house (motorhome) 45 days or more.
4. If the same defect substantially continues to exist after the manufacturer has had the last opportunity to repair or correct the defect, you may file a claim for compensation under the New Jersey lemon law.

FOR COMPLETE INFORMATION ABOUT YOUR RIGHTS AND RESOURCES UNDER THIS LAW, INCLUDING THE MANUFACTURER'S ADDRESS FOR NOTIFICATION OF THE DEFECT, PLEASE CONTACT: NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT, POST OFFICE BOX 45026, NEWARK, NEW JERSEY 07101, PHONE NUMBER: 1 (973) 504-6226.

IMPORTANTE: SI EL VEHÍCULO TIENE UN DEFECTO QUE AFECTE DE MANERA SUSTANCIAL SU USO, VALOR O SEGURIDAD, O QUE PUEDA CAUSAR LA MUERTE O LESIONES CORPORALES GRAVES SI SE MANEJA, Y SE COMPRÓ, ARRENDÓ O REGISTRÓ EN NUEVA JERSEY, PUEDE TENER DERECHO EN LOS TÉRMINOS DE LA LEY SOBRE DEFECTOS CONOCIDA COMO LEMON LAW DEL ESTADO DE NUEVA JERSEY A UN REEMBOLSO DEL PRECIO DE COMPRA O DEL PAGO DEL ARRENDAMIENTO.

Aquí le damos un resumen de sus derechos:

1. Para tener derecho a una indemnización en los términos de la Lemon Law de Nueva Jersey, debe dar al fabricante o a su concesionario la oportunidad de reparar o corregir el defecto del vehículo dentro de los plazos de protección que establece esta ley, que son las primeras 24,000 millas de operación o dos años a partir de la fecha de entrega original, lo que ocurra primero.
2. Si el fabricante o su concesionario no pueden arreglar o corregir el defecto en un plazo razonable, puede tener derecho a devolver el vehículo y recibir un reembolso íntegro, menos un descuento por el uso del vehículo.
3. Se da por sentado que el fabricante o su concesionario no pueden reparar o corregir el defecto si el mismo defecto continúa existiendo de manera sustancial después de que el fabricante ha recibido una notificación del defecto enviada por correo certificado con acuse de recibo, y ha tenido una última oportunidad de corregir el defecto o problema en los 10 días posteriores a la recepción de la notificación. Esta notificación debe ser recibida por el fabricante dentro de los plazos de protección y solo se puede dar después de que (i) el fabricante o su concesionario han intentado dos o más veces corregir el defecto, (ii) el fabricante o su concesionario han intentado, al menos una vez, corregir el defecto si este puede causar la muerte o lesiones corporales graves si se maneja el vehículo, o (iii) el vehículo ha estado fuera de servicio por reparaciones un total de 20 días corridos o más, o en el caso de una casa rodante motorizada (casa rodante), 45 días o más.
4. Si el mismo defecto sigue existiendo de manera sustancial después de que el fabricante ha tenido la última oportunidad de reparar o corregir dicho defecto, puede presentar una reclamación de indemnización en los términos de la "Lemon Law" de Nueva Jersey.

PARA OBTENER INFORMACIÓN COMPLETA SOBRE SUS DERECHOS Y RECURSOS EN VIRTUD DE ESTA LEY, INCLUIDA LA DIRECCIÓN DEL FABRICANTE PARA LA NOTIFICACIÓN DEL DEFECTO, PÓNGASE EN CONTACTO CON: DEPARTAMENTO DE LEYES Y SEGURIDAD PÚBLICA DE NUEVA JERSEY, DIVISIÓN DE ASUNTOS DEL CONSUMIDOR, UNIDAD DE LEMON LAW, POST OFFICE BOX 45026, NEWARK, NUEVA JERSEY 07101, TELÉFONO: 1 973 504-6226.

## BBB AUTO LINE

If your concern is still not resolved to your satisfaction, BMW NA offers additional assistance through BBB AUTO LINE in ARKANSAS, CALIFORNIA, GEORGIA, IDAHO, IOWA, KENTUCKY, MARYLAND, MASSACHUSETTS, MINNESOTA, PENNSYLVANIA, and VIRGINIA. BBB AUTO LINE is a dispute resolution program administered by the BBB National Programs, Inc. BBB AUTO LINE resolves disputes through mediation or arbitration. Mediation is an informal proceeding whereby a neutral third party (mediator) helps the parties to find an acceptable resolution. Arbitration is also an informal proceeding in which an impartial third party renders a decision after a hearing at which both parties have an opportunity to be heard. You can select mediation or arbitration or both.

The program is free of charge to you, the consumer, but there are some minimum requirements for participation in the program. Please contact BBB AUTO LINE at the address or phone number listed below for more details:

BBB AUTO LINE  
1676 International Drive, Suite 550  
McLean, VA 22102  
1 (800) 955-5100

If you wish to use the program and you qualify for participation, you will be required to provide the following information:

- ▷ Your name and address
- ▷ The Vehicle Identification Number (VIN)
- ▷ The make, model and year of your vehicle
- ▷ A description of the problem with your vehicle

BBB AUTO LINE will also ask you for other information that may help resolve your concerns, such as the purchase price of your vehicle, any mileage at the time of purchase, the current mileage, and copies of repair orders.

BBB AUTO LINE will notify you when your claim has been filed. If you decide to arbitrate, you may attend the hearing in person or by telephone. You may bring witnesses and give supporting evidence. You may also submit your claim in writing and ask for a decision on the documents you submit, without attending a hearing. BBB AUTO LINE will usually render a decision within 40 days from the time you file your complaint. The decision is binding on BMW NA if you decide to accept it. BMW NA must comply with the decision within the time frame specified by the arbitrator.

**Important:** You must use BBB AUTO LINE before asserting in court any

rights or remedies created by the Magnuson Moss Warranty Act, (The Act) 15 U.S.C. Sec. 2301, et seq. You may also be required to use BBB AUTO LINE before seeking remedies under your state's Lemon Law. If you choose to seek redress by pursuing rights and remedies not created by Title 1 of Magnuson Moss Warranty Act, prior resort to the BBB AUTO LINE is not required by any provision of the Act.

## **CALIFORNIA RESIDENTS**

1. BMW OF NORTH AMERICA, LLC (BMW NA) participates in **BBB AUTO LINE**, a mediation/arbitration program administered by the **BBB National Programs, Inc.** [3033 Wilson Boulevard, Arlington, Virginia 22201] through local Better Business Bureaus. The Arbitration Certification Program of the California Department of Consumer Affairs has certified **BBB AUTO LINE** and BMW.
2. If you have a problem arising under a BMW NA written warranty, we encourage you to bring it to our attention. If we are unable to resolve it, you may file a claim with **BBB AUTO LINE**. Claims must be filed with **BBB AUTO LINE** within six (6) months after the expiration of the warranty.
3. To file a claim with **BBB AUTO LINE**, call 1 (800) 955-5100. There is no charge for the call.
4. In order to file a claim with **BBB AUTO LINE**, you will have to provide your name and address, the brand name and Vehicle Identification Number (VIN) of your vehicle, and a statement of the nature of your problem or complaint. You will also be asked to provide: the approximate date of your acquisition of the vehicle, the vehicle's current mileage, the approximate date and mileage at the time any problem(s) were first brought to the attention of BMW NA or one of our dealers, and a statement of the relief you are seeking. There is no charge to the customer in bringing this claim.
5. **BBB AUTO LINE** staff may try to help resolve your dispute through mediation. If mediation is not successful, or if you do not wish to participate in mediation, claims within the program's jurisdiction may be presented to an arbitrator at an informal hearing. The arbitrator's decision should ordinarily be issued within 40 days from the time your complaint is filed; there may be a delay of 7 days if you did not first contact BMW NA about your problem, or a delay of up to 30 days if the arbitrator requests an inspection/report by an impartial technical expert or further investigation and report by **BBB AUTO LINE**.

6. You are required to use **BBB AUTO LINE** before asserting in court any rights or remedies conferred by California Civil Code Section 1793.22. You are not required to use **BBB AUTO LINE** before pursuing rights and remedies under any other state or federal law. You are also required to use **BBB AUTO LINE** before exercising rights or seeking remedies created by Title I of the Magnuson-Moss Warranty Act, 15 U.S.C. sec. 2301 et seq. If you choose to seek redress by pursuing rights and remedies not created by California Civil Code Section 1793.22 or Title I of the Magnuson-Moss Warranty Act, resort to **BBB AUTO LINE** is not required by those statutes.
7. California Civil Code Section 1793.2(d) requires that, if BMW NA or its representative is unable to repair a new motor vehicle to conform to the vehicle's applicable express warranty after a reasonable number of attempts, BMW NA may be required to replace or repurchase the vehicle. California Civil Code Section 1793.22(b) creates a presumption that BMW NA has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:
  - ▷ The same nonconformity [a failure to conform to the written warranty that substantially impairs the use, value or safety of the vehicle] results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more times by BMW NA or its agents AND the buyer or lessee has directly notified BMW NA of the need for the repair of the nonconformity; OR
  - ▷ The same nonconformity has been subject to repair 4 or more times by BMW NA or its agents AND the buyer has notified BMW NA of the need for the repair of the nonconformity; OR
  - ▷ The vehicle is out of service by reason of repair of nonconformities by BMW NA or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

**NOTICE TO BMW NA AS REQUIRED ABOVE SHALL BE SENT TO THE FOLLOWING ADDRESS:**

**BMW of North America, LLC  
Customer Relations and Services Department  
P.O. Box 1227  
Westwood, NJ 07675-9868  
1 (800) 831-1117  
customerrelations@bmwusa.com**

8. The following remedies may be sought in **BBB** AUTO LINE: repairs, reimbursement for money paid to repair a vehicle or other expenses incurred as a result of a vehicle nonconformity, repurchase or replacement of your vehicle and compensation for damages and remedies available under BMW NA's written warranty or applicable law.
9. The following remedies may not be sought in **BBB** AUTO LINE: punitive or multiple damages, attorney's fees, or consequential damages other than as provided in California Civil Code Section 1794(a) and (b).
10. You may reject the decision issued by a **BBB** AUTO LINE arbitrator. If you reject the decision, you will be free to pursue further legal action. The arbitrator's decision and any findings will be admissible in a court action.
11. If you accept the arbitrator's decision, BMW NA will be bound by the decision, and will comply with the decision within a reasonable time not to exceed 30 days after we receive notice of your acceptance of the decision.
12. Please call **BBB** AUTO LINE at 1 (800) 955-5100 for further details about the program.

IDAHO Residents IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER THE STATE'S LEMON LAW TO REPLACEMENT OF IT OR A REFUND OF ITS PURCHASE PRICE OR YOUR LEASE PAYMENTS. HOWEVER, TO BE ENTITLED TO REFUND OR REPLACEMENT, YOU MUST FIRST NOTIFY THE MANUFACTURER, ITS AGENT, OR ITS AUTHORIZED DEALER OF THE PROBLEM IN WRITING AND GIVE THEM AN OPPORTUNITY TO REPAIR THE VEHICLE. YOU ALSO HAVE A RIGHT TO SUBMIT YOUR CASE TO THE CONSUMER ARBITRATION PROGRAM WHICH THE MANUFACTURER MUST OFFER IN THIS STATE.

## **SPECIAL PROGRAMS**

**SOMETIMES BMW OF NORTH AMERICA, LLC (BMW NA) OFFERS A SPECIAL ADJUSTMENT PROGRAM TO PAY ALL OR PART OF THE COST OF CERTAIN REPAIRS BEYOND THE TERMS OF THE WARRANTY. CHECK WITH YOUR AUTHORIZED BMW CENTER TO DETERMINE WHETHER ANY ADJUSTMENT PROGRAM IS APPLICABLE TO YOUR MOTOR VEHICLE.**



## **BMW ROADSIDE ASSISTANCE**

The BMW Roadside Assistance Program reflects BMW's commitment to your satisfaction with the BMW ownership experience.

It is available for U.S. version BMW passenger cars and light trucks in all 50 states, Canada, and Puerto Rico 24 hours a day, 365 days a year.

It's a valuable benefit provided to you at no additional cost. (Subject to certain limitations and exclusions noted on page 25.)

The BMW Roadside Assistance Program is not a warranty and does not affect your rights under the New Vehicle Limited Warranty.

Services provided by a third-party business partner.

## **ELIGIBILITY**

You are covered if your vehicle is:

- ▷ A new BMW distributed by BMW NA, and purchased at an authorized BMW center.
- ▷ A new BMW automobile, purchased under the BMWNA European Delivery Plan.
- ▷ A new, U.S. version, BMW automobile purchased under the Diplomatic or Military Sales programs, operated in any of the 50 states, Canada and Puerto Rico.

The vehicle itself is covered when driven by any authorized driver. Eligibility as determined by the vehicle's original in-service date:

**New BMWs** — Protection is provided for 4 years/unlimited miles.

**Certified Pre-Owned BMWs** — 5 years or 6 years (as applicable)/unlimited miles.

**NOTE:** This protection does not affect the new vehicle limited warranty coverage, which remains at 4 years/50,000 miles, or the applicable Certified Pre-Owned BMW time and mileage coverage.

## GETTING STARTED

For your convenience, a decal showing Roadside Assistance information has been affixed in the rear compartment area and on the driver's side of the windshield when viewing from outside the vehicle.

## CONTACTING ROADSIDE ASSISTANCE

The best way to contact a BMW Roadside Assistance specialist is to select Roadside Assistance in the BMW ConnectedDrive menu of the iDrive display (an active BMW Assist account is required). When requesting assistance via this process the specialist may be able to receive data from the vehicle to help determine the correct service together with your location.

You can also reach us by pressing the BMW Assist ecall (SOS) button and requesting a transfer to roadside assistance. Service may also be requested directly using the BMW Connected App\* or by telephone with the toll-free number 1 (800) 332-4269.

\*Download the BMW Connected App for iOS or Android from the App Store or Google Play.

In order to receive quick and reliable services, it is essential that you provide detailed and accurate information to the specialist.

Be prepared to provide:

- ▷ Driver's name.
- ▷ Complete 17 digit Vehicle Identification Number (found in your vehicle registration/insurance card, or on the bottom driver's side of your windshield).
- ▷ Year and Model.
- ▷ Vehicle location information (necessary only if calling by telephone).
- ▷ A call-back cell-phone number where you can be reached if disconnected and receive a service vehicle tracking web link.
- ▷ A description of your vehicle's problem. Specific and accurate information will enable the Roadside Assistance specialist to provide the proper help.
- ▷ Your servicing BMW center if towing is required.

## **SERVICES**

From the information you provide, the BMW Roadside Assistance service specialist will determine the type of help required.

### **ON-SITE ASSISTANCE**

On-site service for vehicle disablements, such as flat tires, and dead batteries is provided by BMW Roadside Assistance. The cost for parts and operating fluids when used on-site is the responsibility of the owner/driver. The New Vehicle Limited Warranty does not cover any of the above on-site services.

### **LOCK-OUT**

Your BMW is equipped with an advanced entry system which cannot be bypassed by traditional roadside service methods without significant risk of damage to your vehicle. The recommended procedure for a lock-out is to use the BMW Connected App to initiate a remote door unlock. You must have a valid BMW Assist account with user name and password (call BMW Assist toll-free at 1 (888) 333-6118 if you are unsure of your user name or password). In case the app is not available the Connected Drive specialist may initiate the remote door unlock request by confirming your account. In the event the remote door unlock service is not successful, Roadside Assistance will help try to get you back on the road. A roadside specialist can attempt to arrange alternate transportation (where available) to the nearest authorized BMW center, home or office. You, or the person driving your vehicle are responsible for any expenses related to replacement keys if required.

### **TOWING SERVICE**

In the event of a mechanical breakdown, a collision or road hazard event, your vehicle will be transported (at no cost) to the nearest authorized BMW center. However, you may request for your vehicle to be taken to your servicing BMW center as long as it is within 50 additional miles or less of the "nearest" authorized BMW center. Any additional mileage charges beyond this limit will be your responsibility.

If the breakdown occurs after normal business hours and the designated authorized BMW center cannot accept after-hours deliveries, your vehicle will be transported to a secure storage location and delivered on the next business day.

If you request that the vehicle be taken to a location other than an authorized BMW center, the entire expense will be your responsibility.

Towing requests for vehicles disabled because of casualty, fire, act of God, or violation of law (Federal, State or local) will be at the complete expense of the owner/driver.

If it is necessary for you to have your vehicle towed through your own arrangements, you must first contact BMW Roadside Assistance for a case ID number and instructions on claim reimbursement procedures.

All claims must be submitted within sixty (60) days of the disablement or occurrence and accompanied by the original receipts. Claims received after that time period may not be honored and are subject to the full discretion of BMW Roadside Assistance. Your servicing BMW center can assist with this process.

## **ONWARD MOBILITY**

If towing is required, onward mobility utilizing ride share services (e.g. Lyft/Uber, etc.) may be requested from the Roadside Assistance specialist to pick up a driver, passengers and luggage from the disablement point to travel back home, hotel, work, school, dealership, etc. A maximum trip distance of 90 miles distance is allowed and covered under the program. Additional distance and resulting costs are the responsibility of the driver.

## **ROADSIDE TRAVEL SUPPORT**

In the event you are in an unfamiliar area and experience an unexpected mechanical breakdown or accident that requires towing of your vehicle, if you have 24/7 Concierge Support as part of your Connected Drive contract\* this service will provide assistance in this situation to help reduce your stress and assist with any services required.

If your vehicle does not have 24/7 Concierge Support, as part of your Roadside Assistance coverage you will have access to Roadside Travel Support directly from the Roadside Assistance specialist working your case. This service will help to search and arrange reservations for alternate individual mobility, lodging or public transportation. He or she will also be able to contact another individual to relay emergency information.

\*To discover all your Connected Drive benefits sign in to your My BMW account, and if you haven't already, add your new BMW to the vehicles section of your profile. [www.bmwusa.com](http://www.bmwusa.com)

## TRIP INTERRUPTION BENEFITS

Trip interruption benefits are provided for mechanical breakdowns as follows:

- ▷ Breakdowns must be caused by a defect covered under the terms of the limited warranty.
- ▷ Must occur in excess of 100 miles from the owner's primary residence.
- ▷ Repairs that cannot be completed during normal business hours on the same day of breakdown.

### **Breakdowns caused by flat tires or accidents do not qualify for trip interruption benefits.**

Reimbursements will be allowed for meals, lodging, car rentals, and alternate transportation to bring the driver and the BMW vehicle together after the vehicle has been repaired by an authorized BMW center. Original receipts must accompany all reimbursement requests. Trip interruption benefit is limited to \$1,000.00 per incident, for expenses incurred a **maximum of five days after the breakdown** and roadside service date. Always contact your BMW center for assistance of how to submit for a trip interruption benefit claim. They will assist in confirming eligibility and submit the request directly to BMW on your behalf.

## REUNITE TRANSPORTATION

After towing for a breakdown and a confirmed repair completed by an authorized BMW center for a mechanical defect covered by the limited warranty, the vehicle may qualify for a reunite service back to your home location. At the appropriate time the authorized BMW center will assist in creating the request to BMW Roadside Assistance for a reunite transportation and provide supporting documentation to confirm eligibility.

## EXCLUSIONS

Specifically excluded from Roadside Assistance coverage are:

- ▷ Fines, taxes, impound, storage or towing fees incurred due to a collision, violation of local or state law or movement of the vehicle by law enforcement.
- ▷ Expenses related to adverse weather conditions including, but not limited to, floods, hurricanes, tornadoes (removal of a parked vehicle from water, snow, ice, etc.)
- ▷ Expenses for the removal and mounting of snow tires or removal of snow chains.
- ▷ Towing to an independent repair facility that is not an authorized BMW center.

## CALIFORNIA PROPOSITION 65



### **WARNING**

Operating, servicing and maintaining a passenger vehicle or off-road vehicle can expose you to chemicals including engine exhaust, carbon monoxide, phthalates, and lead, which are known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize exposure, avoid breathing exhaust, do not idle the engine except as necessary, service your vehicle in a well-ventilated area and wear gloves or wash your hands frequently when servicing your vehicle. For more information go to [www.P65Warnings.ca.gov/passenger-vehicle](http://www.P65Warnings.ca.gov/passenger-vehicle).

**NOTES:**





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The **Ultimate**  
Driving Machine®

## **BMW DRIVER'S GUIDE APP**

Your customized Owner's Manual as an app.  
Optimized for smartphones & tablets. Can be used offline.  
Download at the App Store® or get it on Google Play® Store

### **More about BMW**

**bmwusa.com**  
**1-800-334-4BMW**

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