



JOY THAT NEVER STOPS.

PEACE OF MIND WITH OUR EUROPLUS WARRANTY.



New car extended warranty.
Used car warranty.

YOUR ADDED SAFETY.

Dear Customer,

By purchasing a vehicle with the EUROPlus warranty, you have made the right choice: It ensures that you are well covered during the warranty period are always carefree on the road.

Whether a new or used car: Every BMW vehicle provides you with a maximum level of reliability with its high technical standard. Nevertheless, costly damage can happen to anyone. With the EUROPlus warranty, you are always on the safe side.

You received these warranty conditions from us together with the warranty agreement. Here you can find all the important details about the individual terms of the EUROPlus warranty. Please read the warranty agreement and the warranty conditions carefully.

By the way: You can now extend the warranty protection individually on a monthly or yearly basis. We will be happy to advise you.

We wish you plenty of driving pleasure: Enjoy your added safety.

Your authorised BMW Retailer
Your BMW Branch

IMPORTANT NOTES FOR WARRANTY CLAIMS.

The purchaser has statutory rights in case of defects. There is no charge involved in exercising the statutory rights. The EUROPlus warranty does not restrict the statutory rights.

Please note the following: Repair work.

In case of a warranty claim, all repair work must always be carried out by the warrantor.
The warrantor notifies the EUROPlus Service Centre of the damage by telephone and obtains approval for the repair (confirmation of coverage).

If you cannot have the repair carried out by the warrantor, please notify the EUROPlus Service Centre by telephone or e-mail before the start of repairs.

The EUROPlus Service Centre staff are available to you from Monday to Friday, 7.30 a.m. to 6.00 p.m. at:

Telephone number and e-mail address of the warrantor or its authorised EUROPlus Service Centre.

If you cannot notify the Service Centre by telephone or e-mail, you must provide written notification without delay before the start of repairs to:

Postal address of the warrantor or its authorised EUROPlus Service Centre.

The granting of approval for the repair by the EUROPlus Service Centre is always a requirement for the acceptance or reimbursement of the repair costs.

HOW TO REPORT AND SETTLE WARRANTY CLAIMS WITHIN EUROPEAN COUNTRIES.

In case of a warranty claim within a European country, please inform

- the EUROPlus Service Centre (see page 3) or
- your nearest BMW dealer abroad

Claim settlement by customer:

1. Provide a vehicle repair diagnosis from the nearest BMW dealer abroad.
 - Please make the claim notification yourself directly to the EUROPlus Service Centre before any repair is made to the vehicle (for contact details, please see page 3). Following details to be included:
 - Diagnostic log
 - Cost estimate including the labour and part costs as well as the hourly labour rates. Parts prices to be subject to specific local costs.
 - Proof that routine-maintenance work has been carried out on the vehicle (extract from service/maintenance booklet)
2. The EUROPlus Service centre will send you a confirmation of the accepted repair costs and provide you with a reference number for the claim.
3. After the repair is carried out you will be required to pay the agreed invoice amount in advance (amount to correspond to the cost estimate)
4. Please send the repair invoice to the EUROPlus Service centre within 4 weeks from date of invoice and inform us of your bank details.

Claim settlement by BMW dealer abroad:

1. Provide a vehicle repair diagnosis from the nearest BMW dealer abroad.
2. Claim notification to the EUROPlus Service Centre by the BMW dealer abroad before any repair is made to the vehicle (for contact details, please see page 3). Following details to be included:
 - Diagnostic log
 - Cost estimate including the labour and part costs as well as the hourly labour rates. Parts prices to be subject to specific local costs.
 - Proof that routine maintenance work has been carried out on the vehicle (extract from service/maintenance booklet)
3. The EUROPlus Service Centre will send the BMW dealer abroad a confirmation of the accepted repair costs and the reference number for the claim.
4. After the repair is made the BMW dealer abroad should submit the invoice (invoice amount to correspond to the cost estimate), including the reference number and bank details, to EUROPlus Service Centre.

THE CONDITIONS OF THE EUROPLUS WARRANTY: 01/2022.

Warranty duration.

The duration of the EUROPlus warranty is based on the warranty agreement.

Scope of the warranty in the event of a case of damage.

This warranty is valid for Europe including the Asian part of Turkey.

The warranty covers the operability of all mechanical, electrical, electronic, pneumatic and hydraulic components that belong to the manufacturer's original scope of supply, with the following exclusions:

- Exhaust system: However, all exhaust parts are covered by the warranty, from the exhaust manifold up to and including the catalytic converter.
- Equipment: e.g. chrome-plated parts, trim strips, armrest, headliner, storage compartments, side trim panel, sun visors, cup holders, upholstery. This list is intended as an example only and is not exhaustive.
- Brakes, clutch, suspension dampers and shock absorbers: Clutch disc and pressure plate; brake pads, discs and drums; adjustment work on the clutch and brakes; shock absorbers (apart from breakage and/or total failure of the shock absorbers).
- Glass/window panes: Mirror glass, glass and convertible top windows; the rear window is, however, covered by the warranty in the event of failure of the heating and antenna elements.
- Third-party parts: Parts (e.g. accessories, car radios, navigation devices) that do not meet the quality standards of OEM parts.
- Rubber parts: Rubber seals on doors, boot and roof; axle bearings/suspension, axle boots and steering gaiters, silent blocks/bushings, engine mounts (except hydro mounts), anti-roll bar mounts, control arm rubber mounts. This list is intended as an example only and is not exhaustive.
- Maintenance: Maintenance, inspection and care.
- Body: Alignment, correction and adjustment work to body parts such as sunroof and finned roof, convertible top, vehicle doors, boot lid and bumpers; paint damage and rust on the body, water leaks and leaks in the body such as leaking door, sunroof and window seals or convertible and folding tops.
- Fuel system: Contamination in the fuel system.
- Impurities in stationary seals such as flat and paper seals that are not exposed to any mechanical movement (not, however, e.g. leaks in technical equipment that carries water such as radiators, water hoses, cylinder head seals, heating elements or air conditioning and the engine's oil pan gasket up to a maximum usage of 100,000 km).

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- Wheels: Tyres, wheel rims, hub caps, wheel bolts, toe adjustment and balancing of the tyres.
 - Headlights: Glass, headlight housings, light source, Xenon bulbs.
 - Miscellaneous: Wind noises, squeaking and rattling noises.
 - Batteries: the drive system's high-voltage battery is, however, covered in the event of a technical defect (apart from natural wear and ageing in accordance with the vehicle manufacturer's provisions and specifications). The maximum replacement of the high-voltage battery for vehicles is limited to the current value of the vehicle, up to a maximum value of € 5,000, however. However, the maximum replacement value mentioned above does not apply to vehicles of the BMW, BMWi and MINI brands.
 - Small parts, operating fluids, consumables and wearing parts, and work: Filters, spark plugs and glow elements, screws, nuts, washers, seals, hoses, diagnosis, lubricants, operating fluids, brake cleaner, antifreeze additive, etc. – unless the replacement takes place in connection with the repair of a covered part and are normally required as part of this, are always replaced, lose their operability and/or their replacement becomes technically necessary.
 - Filling, topping up and conversion of the air conditioning, unless the filling takes place in connection with an indemnifiable repair.
 - Wear: This covers all parts that are regularly inspected and replaced or renewed as part of maintenance or servicing, e.g. air filters, oil filters, spark plugs, V-belts, ribbed V-belts, toothed belts.
 - Software updates, reading/deleting of fault memories and resets. However, a maximum of 12 working time values (1 hour) insofar as they are incurred in direct connection with an indemnifiable repair, prevent or counteract the replacement of a covered component and do not enable or represent an upgrade or functional enhancement.
 - Convertible top: Convertible top fabric of convertible or folding tops.
 - Handsets of hands-free and phone systems.
 - Standard accessories: e.g. jack, fire extinguisher, warning triangle, first aid kit, tool set.
 - Damage to a component not covered by the warranty that was caused by damage to a component covered by the warranty.
 - Damage to a component covered by the warranty that was caused by damage to a component not covered by the warranty.
 - Damage caused directly by a storm, hail, lightning strike, earthquake or flooding as well as by fire, scorching or explosion.
 - Damage caused by external factors such as rodent damage.
 - Damage caused by war events of any kind, civil war, civil unrest, strike, lockout, forfeiture, other sovereign interventions or by nuclear energy.
 - Damage caused by an accident, e.g. a sudden event directly from the outside with mechanical force.
 - Damage caused by wanton or malicious acts, misappropriation, in particular theft, unauthorised use, robbery or embezzlement.
 - Damage that occurred through the vehicle being subjected to higher axle or trailer loads than specified by the manufacturer, unless this misuse was not the cause of the damage.
 - Damage caused by the use of inappropriate lubricants and operating fluids, unless this misuse was not the cause of the damage.
 - Damage caused intentionally or through grossly negligent conduct.
 - Damage caused by the use of a part recognisably in need of repair, unless the damage is not related to the need for repair and there is proof of this or the part had undergone at least a makeshift repair by an expert trained for this purpose at the time when the damage occurred.
 - Damage caused by a technical modification to the vehicle (e.g. tuning, chassis modification), unless this modification was not the cause of the damage.
 - Damage that occurred through the vehicle being used in driving events of a racing nature or in the associated practice drives, unless this misuse was not the cause of the damage.
 - Damage caused by a failure to observe the intended inspection and maintenance intervals, unless the failure to observe the intervals was not the cause of the damage.
 - Damage due to inspections, maintenance work or other repairs being performed incorrectly by the workshop carrying out the work, unless the incorrect conduction was not the cause of the damage.
 - Damage caused by a failure to observe the instructions of the manufacturer in the Owner's Handbook on operation of the vehicle, unless the failure to observe the instructions was not the cause of the damage.
- The following damage is furthermore not covered by the warranty:**
- Subsequent damage.
 - Costs for test, measurement and adjustment work, insofar as they are not incurred in the direct context of the damage covered by the warranty.
 - Costs for recovery and storage of the vehicle (e.g. parking fees, car rental costs, freight costs, towing costs, etc.).

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The following services can be claimed by the warranty holder:

If a component covered by the warranty loses its operability during the duration of the warranty, the warranty holder is entitled to a professional repair through replacement or repair of the component. The claim includes all necessary repair costs actually incurred, including the costs of necessary replacement parts, taking as a basis the applicable manufacturer's recommended price, as well as the costs of the adjustment test, the inspection and measurement work including the necessary adjustments. The basis for the reimbursement of incurred wage costs is the hourly rates of the warrantor or authorised BMW/MINI workshop carrying out the repair as well as the manufacturer's standard working time values. Value-added tax will not be reimbursed if the warranty holder is entitled to deduct value-added tax/input tax.

There is no entitlement to repair if the anticipated repair costs exceed the vehicle's replacement value. If the warranty holder still has the repair carried out, however, the reimbursement of the repair costs will be limited to the amount of the replacement value minus the vehicle's residual value. If the repair is not carried out, the warranty holder can request a cash payment to the equivalent value. The amount to be paid out must be determined by DEKRA or TÜV at the expense of the warranty holder. In the event of notional settlement according to expert opinion, the value-added tax is not refunded.

The total claim amount during the term of the warranty from several warranty claims is limited to the vehicle's replacement value minus the residual value. If the replacement of a non-defective part is necessary in connection with a defective part according to the manufacturer's specifications, the replacement of this part will also be reimbursed.

Further claims for new/replacement delivery, withdrawal from the purchase contract (reversal of the purchase contract), price reduction (reduction of the purchase price), compensation or reimbursement of wasted expenses are not covered by this warranty. The warranty does not affect the statutory rights of the warranty holder under the vehicle purchase contract.

Notification and processing of the repair of damage covered by the warranty.

The warrantor is primarily responsible for assessing and processing damage covered by the warranty.

The repair can also be carried out by another service workshop authorised by the manufacturer. In this case, the warranty holder must ensure that this workshop notifies the warrantor or its authorised EUROPLUS Service Centre of the damage by telephone or e-mail before the start of repairs and obtains prior approval for the repair. The costs of a repair without prior approval by the warrantor or its authorised EUROPLUS Service Centre will be borne by the warranty holder themselves.

If settlement is not possible between the workshop carrying out the repair and the warrantor or its authorised EUROPLUS Service Centre in the case of repairs abroad (outside Germany), you will be liable for advance payment of the repair costs and are entitled to claim the costs of the repair under this warranty directly from the authorised EUROPLUS Service Centre (see also "How to report and settle warranty claims within European countries"). The repair invoice you settled must be submitted to the authorised EUROPLUS Service Centre within one month after the invoice date. The invoice must show the labour costs as well as the standard working time values and their costs. An agent of the warrantor or its authorised EUROPLUS Service Centre is to be allowed to examine the vehicle and given the necessary information to ascertain the damage.

Excess of the warranty holder.

The following applies to a case of damage during the term of the EUROPLUS warranty in accordance with the section „Warranty duration“ of these warranty conditions: Material costs covered by the warranty shall be determined according to the manufacturer's recommended retail price and, based on the operational performance of the damaged components at the time of repair, shall be reimbursable up to a maximum of the following:

- up to 100,000 km 100 %
- up to 120,000 km 90 %
- up to 140,000 km 80 %
- up to 160,000 km 70 %
- up to 180,000 km 60 %
- over 180,000 km 50 %

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Non-reimbursable costs shall borne by the warranty holder as his or her own contribution: The warranty holder's excess specified in this section does not apply to new vehicle connection warranties concluded within the scope of the new vehicle warranty. The warranty holder's excess specified in this section does not apply to new vehicle connection warranties concluded within the scope of the new vehicle warranty or the extended BMW or MINI 2+1 warranty.

Obligations of the warranty holder.

The warranty holder must observe the instructions of the manufacturer in the Owner's Handbook on operation of the vehicle. Compliance with the obligations of the warranty holder referred to in this and the preceding sections is a requirement for the warranty claim and the acceptance or reimbursement of costs. This does not apply if the particular breach of obligation was not the cause of the damage.

Transfer of the warranty to the purchaser of the vehicle.

If the vehicle is sold before or during the term of the warranty, the warranty will only be transferred to the purchaser if all of the following conditions are met:

- The warrantor or its authorised EUROPlus Service Centre was notified of the sale by the seller or by the purchaser in parallel with the submission of the change of ownership certificate. In the event of a change of ownership, please send an e-mail to the EUROPlus Service Centre stating the contract number with the purchase contract and vehicle registration certificate.
- The purchaser licences the vehicle within the contracting member states of the European Economic Area (within Europe in the geographical sense) as well as in Andorra, Monaco, San Marino, Switzerland, the United Kingdom (UK) or on Cyprus.
- The vehicle is sold to a end customer (i.e. not a retailer/reseller).
- The vehicle is not used for the commercial carriage of passengers after the sale.
- The vehicle is not rented out commercially to a changing group of persons after the sale.
- The vehicle is not used as a taxi, rental car, self-drive rental car or driving school car after the sale.

Loss of the warranty agreement.

Services under this warranty can only be claimed on presentation of the written warranty conditions (vehicle-specific warranty agreement and conditions). In the event of loss or destruction, the warranty documents can only be replaced by the warrantor or its authorised EUROPlus Service Centre.

Statutory limitation.

All claims under a warranty case expire 12 months after expiration of the warranty.



ALWAYS CONNECTED. The new My BMW App.



Discover the benefits of the My BMW App now: Simply scan the QR code and download the app directly.

You can find further information at www.bmw.de/mybmwapp.

The My BMW App is compatible with all BMW vehicles from model year 2014.

Use of the app requires ConnectedDrive Services and a suitable smartphone.

The availability and features of the My BMW App vary from model to model and market.

Reading sample

Authorised BMW Retailer
BMW Branch