



BMW Motorrad

Issued by BMW (UK) Limited

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**WHATEVER LIES AHEAD,  
BMW IS RIGHT BEHIND YOU.**  
**NEW BIKE WARRANTY.**



**MAKE LIFE A RIDE.**



BMW Motorrad



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This motorcycle is warranted by the Retailer whose name appears overleaf, to be free from defects in materials and workmanship for a period of 36 months from the date of sale, with no mileage limitation.

Remedial work under warranty may be carried out by a BMW Authorised Motorcycle Retailer at whose sole discretion any defective parts will be repaired or replaced. Parts for which replacements are made become the property of BMW (UK) Limited.

Your motorcycle may be taken to any convenient BMW Authorised Motorcycle Retailer for warranty work to be carried out.

These warranty terms are applicable providing your vehicle has been serviced in accordance with the manufacturer's recommended schedules and timescales. proof of adequate servicing will be required in the event of a warranty claim. This should contain the details of work carried out, the specification of the lubricants and parts used, the type of service carried out and the vehicle's mileage.

We believe that Authorised BMW Retailers are best equipped to meet your service and maintenance requirements. However, your Retailer warranty will not be affected should you decide to have servicing carried out by a non-BMW authorised workshop.

This warranty is in addition to and does not affect or restrict your statutory rights as a consumer.

Tyres are warranted by their respective manufacturer for defects in material and workmanship and your Authorised BMW Motorrad Retailer will submit claims to them on your behalf, should the need arise.

**Note:** In this warranty:

"the Manufacturer" means Bayerische Motoren Werke Aktiengesellschaft of Munich, Germany.

"BMW Retailer" means any Motorcycle Retailer in Europe authorised directly or indirectly by the Manufacturer.

This warranty is in addition to and does not affect or restrict the statutory rights of a consumer.



# BIKE DETAILS.

Model:

.....

Frame number:

.....

Reg. No.:

.....

Date:

.....

Signature/Retailer Name:

.....

Please note the guidelines opposite.

Retailer Stamp



# BMW BIKE WARRANTY GUIDELINES.

Warranty repairs will be quickly and effectively carried out if you follow the guidelines below:

- 1 Report any defects to your BMW Authorised Motorcycle Retailer as quickly as possible. A minor defect corrected now could prevent your being inconvenienced in the future. Paint and surface defects must be reported no later than the 600 mile running in service.
- 2 Corrosion is not covered by warranty when it is believed to be the result of neglect, lack of cleaning, use of unsuitable cleaning products or normal wear and tear. Guidelines for care of your motorcycle are included in the rider's manual. There is a range of BMW cleaning and care products recommended for maintaining the condition of your motorcycle available from your BMW Retailer.
- 3 If servicing has been carried out by a non-BMW Authorised Retailer then the Retailer reserves the right to reject any claim where it is felt that the cause of the defect is due to the use of a non-genuine BMW part or inadequate servicing or repair by the non-approved Retailer.
- 4 Your warranty does not cover you for faults which arise as a result of misuse, negligence, accidents or normal wear and tear.
- 5 Your BMW has been designed and built to extremely high standards to achieve optimum performance and economy. Neither the Retailer nor the Manufacturer can be held responsible for modifications to the vehicle which lead to defects, unless those modifications have been approved by the Manufacturer.
- 6 The purpose for which your BMW was designed and built was as a passenger carrying motorcycle for use under normal riding conditions. The warranty cannot extend to faults that arise as a result of the vehicle being used for racing, rallying or similar competitive sports.
- 7 Consequential loss as a result of a warranty problem is not covered. The vehicle owner should ensure that adequate cover for the loss or damage of personal belongings, property, etc. has been made.



## **BMW EMERGENCY SERVICE.**

**BMW Emergency Service is unique to owners of BMW Bikes and has been developed to provide assistance for every biking emergency.**

BMW riders have access to an extensive network of Emergency Service centres manned 24 hours a day, every day of the year, by experienced multilingual staff.

BMW Emergency Service will offer all possible assistance under the terms of agreement set out in the BMW Emergency Service section of this booklet.

Please remember that if your bike requires repair, BMW Emergency Service will take your bike to an Authorised BMW Bike Retailer. By doing so you can be assured that only Genuine BMW Parts and materials will be used and fitted by fully trained BMW technicians.

It is very important that you read the whole of this handbook and ensure that you understand exactly what is and what is not covered and what to do if you require assistance.

## **DEFINITIONS.**



When the following words and phrases appear in the handbook, they have the meanings given below.

### **Geographical areas of cover**

You will not be covered if you travel outside the following areas:

- United Kingdom and Republic of Ireland  
United Kingdom is defined as:  
England, Scotland, Wales, Northern Ireland, Channel Islands and Isle of Man
- Continental Europe  
Continental Europe is defined as:  
Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus, Czech Republic, Denmark (excluding the 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 the Balearic Islands but excluding Canary Islands), Sweden, Switzerland and Turkey.

### **Bike**

The new BMW Motorcycle detailed within the “Bike Details” section of this handbook.

### **Immobilisation**

Is electrical or mechanical breakdown, road accident, loss of keys, loss, damage or destruction by fire, theft or vandalism.

### **Passenger**

Passenger is the person travelling on your bike at the moment BMW Emergency Service is required.

### **Period of cover**

Your BMW Emergency Service is valid for 3 years from the date of first registration.

### **We, our, us**

BMW Emergency Service.

### **You, your, yourself**

The owner or legal user of your bike.



## WHAT TO DO WHEN YOU NEED ASSISTANCE

If you are in any doubt as to whether you require assistance, please telephone BMW Emergency Service first. Do not make your own arrangements without first contacting BMW Emergency Service. Should you require assistance following an accident, bike breakdown, fire or theft. Contact BMW Emergency Service with the following details:

- Your name and exact location
- A contact telephone number
- Registration number and colour of your bike
- Details of what has happened.

when in the **United Kingdom**, please call: **0800 777 111**

Or

If in **Continental Europe**, please call: **+44 (0) 20 8686 2444**  
or **Republic of Ireland**, please call: **1800 409 900**

The following pages detail the extensive range of benefits provided by BMW Emergency Service. Please read these carefully.

## UNITED KINGDOM AND REPUBLIC OF IRELAND BENEFITS.



### Home and roadside assistance

In the event of the immobilisation of your bike, whether at home or elsewhere, BMW Emergency Service will arrange assistance for you. Whenever practical, we will endeavour to arrange assistance by a BMW Customer Service vehicle, but if the problem cannot be resolved at the roadside, we will pay the costs of taking your bike to the nearest Authorised BMW Bike Retailer or the Authorised BMW Bike Retailer nearest to your home address in the UK or Republic of Ireland.

### Storage

If your bike has to be stored following recovery by BMW Emergency Service, we will pay for the cost of storage up to a maximum of £50 (€70).

### Onward travel/hotel accommodation

Following assistance and in the event that repairs to your bike cannot be completed within four hours as a result of immobilisation, we will, whenever possible, organise and pay for you and your passenger to continue your journey or return home by the most appropriate means. Alternatively, if breakdown occurs more than 50 miles (80 km) 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 passenger up to £100 (€140) per person (£150 in Greater London). The maximum allowance under this benefit is £500 (€700) including VAT.

### Replacement transport

In the event that, following assistance by BMW Emergency Service, the bike cannot be repaired within four hours, we will, whenever possible, organise and pay for a replacement vehicle for up to two days. The rental provider will need to see your valid driving licence and you will be asked for a deposit to cover fuel charges and any additional days hire. For further information please refer to the Terms and Conditions relating to United Kingdom and Republic of Ireland Cover on page 8.

### Bike redelivery

Provided that your bike has been recovered by BMW Emergency Service to an Authorised BMW Bike Retailer other than your local Authorised BMW Bike Retailer, we will arrange for it to be returned to your home address in the UK or Republic of Ireland. Alternatively, if you wish to collect your bike personally, we will pay the appropriate transport costs to enable you to do so.

# TERMS AND CONDITIONS RELATING TO UNITED KINGDOM AND REPUBLIC OF IRELAND COVER.

All costs quoted within this document are inclusive of VAT.

### Replacement transport

Whenever possible BMW Emergency Service will attempt to provide you with a replacement bike from the repairing Authorised BMW Bike Retailer. If we are unable to do so then an alternative vehicle will be sourced through one of the major rental companies. Under any circumstances you must be able to comply with their 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. Insurance requirements stipulate that you must be between 25 and 65 years of age. If you are under 25 or over 65 years of age we will endeavour to make alternative arrangements but these cannot be guaranteed.

### Release fees

Should your bike be stolen and subsequently recovered by the police, you may be asked to pay a release fee before we can remove your bike to an Authorised BMW Bike Retailer or to your home address. Although we can arrange to guarantee these costs on your behalf, the payment of such fees is your responsibility.

### Specialist charges

In the event that the use of specialist equipment is required to provide assistance when your bike has, for example, left the highway, is in a ditch, is standing on soft ground, sand, shingle, stuck in water or snow or has been immobilised by the removal of its wheels, we will arrange recovery and all reasonable specialist equipment charges.

The costs may be refundable under the terms of your motor insurance policy.

### Adverse weather conditions

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

### Incorrect fuel

If your bike is immobilised as a result of refuelling with incorrect fuel, we will pay for the cost of recovering your bike to the nearest Authorised BMW Bike Retailer. The additional benefits detailed in this handbook will not be provided in the event of refuelling with incorrect fuel.



## EXCLUSIONS RELATING TO UNITED KINGDOM AND REPUBLIC OF IRELAND COVER.

We will not pay for:

- Any expenses incurred without prior authorisation of BMW Emergency Service
- 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, speed or duration tests or practice thereof
- BMW Emergency Service will not cover Bikes used for hire or reward, i.e. taxi or courier services except for Bikes purchased new from an authorised BMW Bike Retailer in the UK or the Republic of Ireland, 36 months cover will apply
- Any costs resulting from your bike being kept in an unroadworthy condition or not being serviced in accordance with BMW (UK) Ltd's recommendations
- If, in the opinion of BMW Emergency Service, we believe that a fault is due to poor maintenance of your bike, we reserve the right to request proof of servicing and to specify immediate recovery to an Authorised BMW Bike Retailer
- Any costs as a result of your participation in a criminal act or offence
- Any costs as a result of your being under the influence of intoxicating liquor, or solvent abuse or drugs
- Any consequential losses arising directly or indirectly from the immobilisation.



### **Roadside assistance and recovery**

In the event that your bike is immobilised in Continental Europe, we will arrange assistance for you. If the problem cannot be resolved at the roadside, we will organise and pay for the recovery of your bike to the nearest Authorised BMW Bike Retailer.

### **Storage**

If your bike has to be stored whilst awaiting recovery or repatriation, we will pay storage costs up to £100 (€140).

### **Onward travel/hotel accommodation**

In the event that the immobilisation has occurred en route to your planned destination and your bike has been taken to an Authorised BMW Bike Retailer and cannot be repaired within four hours, you may wish to continue your original journey; we will, wherever possible, organise and pay the cost of the most appropriate method of onward transport to that destination. Alternatively, you may wish to wait for the completion of repairs. If this necessitates an unscheduled overnight stay, we will, wherever possible, pay the costs of the hotel accommodation for you and your passenger up to a maximum of four days and £100 (€140) per person per night on a bed and breakfast basis.

### **Replacement transport**

Provided that your bike has been recovered by BMW Emergency Service, we will, whenever possible, organise and pay for a replacement vehicle within Europe whilst your bike is being repaired, up to a maximum period of two weeks. The rental provider will need to see a valid driving licence and you will be required to pay a deposit for fuel and any additional days hire.

Please note that we cannot guarantee the availability of bikes.

For further information please refer to the Terms and Conditions on page 12.

### **Parts delivery**

If the parts needed to repair your bike are not available locally, we will organise and pay for the despatch of these parts from elsewhere.

### **Bike repatriation**

If your bike 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 bike to the Authorised BMW Bike Retailer nearest to your home address in the UK or Republic of Ireland. Alternatively, following your return to the UK or Republic of Ireland and on completion of the repairs, should you wish to collect your bike personally, we will arrange and pay the cost of your outward journey.

The maximum amount payable by BMW Emergency Service for bike repatriation will not exceed the market value of your bike.

### **Additional UK or Republic of Ireland vehicle hire**

If your bike is being repatriated or has been left in Europe pending completion of repairs following electrical or mechanical failure (not accident or theft), we will organise and pay for a replacement vehicle in the UK or Republic of Ireland up to a maximum of three days. Terms and Conditions for UK and Republic of Ireland replacement transport hire apply in this instance.

If the only qualified rider travelling in the party is repatriated to the UK or Republic of Ireland due to illness, we will pay the cost of an alternative rider to return your bike to your home address in the UK or Republic of Ireland and arrange and pay for the costs of returning the other passenger to their home in the UK or Republic of Ireland.

If you experience any issues whilst travelling abroad with your bike, even if you encounter a legal or medical problem our experienced team of multi lingual staff will be able to provide you with practical help and advice.

# TERMS AND CONDITIONS RELATING TO CONTINENTAL EUROPEAN COVER.



All costs quoted are inclusive of VAT.

## **Validity**

This service is only available for travel not exceeding 91 days in any single trip.

## **Repatriation**

If your bike has to be repatriated from Europe, you should ensure that any items of value are removed. You will be asked to provide BMW Emergency Service with a signed inventory of any items left with your bike. Neither BMW Emergency Service nor its agents accept any liability for the subsequent loss of or damage to any items not declared on this inventory.

## **Adverse weather conditions**

During periods of adverse weather conditions, snow, floods, etc., external resources may be stretched and some operations become impossible until the weather improves. At such times, our main priority is to ensure that you and your passenger are taken to a place of safety and so the recovery of your bike may not be possible until weather conditions permit.

## **Replacement transport**

Wherever possible BMW Emergency Service will attempt to provide you with a replacement bike from the repairing Authorised BMW Bike Retailer. If we are unable to do so then a vehicle will be sourced through one of the major rental companies and you must be able to comply with their 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. Insurance requirements stipulate that you must be between 25 and 65 years of age. If you are under 25 or over 65 years of age we will endeavour to make alternative arrangements but these cannot be guaranteed.

## **Incorrect fuel**

If your bike is immobilised as a result of refuelling with incorrect fuel, we will pay for the cost of recovering your bike to the nearest Authorised BMW Bike Retailer. The additional benefits detailed in this document will not be provided in the event of refuelling with incorrect fuel.

## **Autoroute restrictions**

If assistance is required on a French autoroute and certain autoroutes 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 Emergency Service at the earliest opportunity so that we can arrange for the most appropriate assistance once your bike has been recovered from the autoroute. Costs incurred for recovery from the autoroute should be claimed back from BMW Emergency Service.



## **HOW TO PURCHASE BMW INSURED BIKE WARRANTY AND EMERGENCY SERVICE.**

Prior to expiry of your existing BMW New Bike Warranty you will receive an invitation to purchase BMW Insured Warranty/Insured Emergency Service for a further 12 months, provided that your bike has not exceeded 80,000 miles at the time of renewal.

We may vary the terms of your cover and the premium rates at the renewal date.

At renewal you must tell us about any relevant facts relating to your bike.

These relevant facts will include but are not limited to, the bike's mileage and service history. Failure to do so may invalidate your BMW Insured Bike Warranty.

For continuity of cover, your BMW Bike Insured Warranty must be purchased prior to the expiry of your BMW New Bike Warranty.

To enable us to contact you please keep us informed of any change of address or ownership using the forms at the back of this booklet.

## **EXCLUSIONS RELATING TO CONTINENTAL EUROPEAN COVER.**

We will not pay for:

- Any expenses incurred without the prior authorisation of BMW Emergency Service
- 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, speed or duration tests or practice thereof
- BMW Emergency Service will not cover Bikes used for hire or reward, i.e. taxi or courier services except for Bikes purchased new from an authorised BMW Bike Retailer in the UK or the Republic of Ireland, where the initial 36 months cover will apply
- Any costs resulting from your bike being kept in an unroadworthy condition or not being serviced in accordance with BMW (UK) Ltd's recommendations. If, in the opinion of BMW Emergency Service, we believe that a fault is due to poor maintenance of your bike, we reserve the right to request proof of servicing and to specify immediate recovery to an Authorised BMW Bike Retailer
- Any consequential losses arising directly or indirectly from the breakdown



### Change of address.

In order to ensure that all correspondence relating to your BMW Emergency Service reaches you promptly, please advise us of any change of address by completing the form below and returning it to:

BMW Warranty Management  
 Phoenix One  
 59-63 Farnham Road  
 Slough  
 SL1 3TN

Title

(Block capitals please)

First names

Surname

Address

Post code

Telephone no.

Bike registration no.

Policy no.

Signature \_\_\_\_\_ Date \_\_\_\_\_

(Please ensure details are clear)

We would like to keep you informed of our latest vehicles and other products and services that may be of interest, and we may occasionally ask for your assistance in market research to help improve our services to customers. Your personal data may be shared for these purposes with other BMW Group companies, authorised BMW Group Retailers and other suppliers of BMW branded products or services. Further details are available in our privacy policy at [www.bmw.co.uk/privacy](http://www.bmw.co.uk/privacy). You can tell us at any time if you would prefer NOT to receive this information, please call us on free phone 0800 777 155, or write to us at: BMW Customer Information Service, Phoenix One, 59-63 Farnham Road, Slough SL1 3TN.



## MAKING A COMPLAINT.

We aim to provide you with a first class product and unrivalled service. However, there may be times when you feel we have not done so. If this is the case, please tell us about it so that we can do our best to solve the problem. You can write to the BMW Customer Service Support Manager, at the address shown below:

BMW Customer Service Support Manager  
 Phoenix One  
 59-63 Farnham Road  
 Slough  
 SL1 3TN

Alternatively, please call 0370 5050 195 giving details of your registration number and the Retailer name so that we can deal with your enquiry quickly. We will send you an acknowledgement within five working days.

**Transfer request.**

If you wish to sell your BMW Bike, the unexpired portion of BMW Warranty and Emergency Service membership may be transferred to the new owner by completing the form below and posting to BMW Services. Please note, no refund of the unexpired portion of membership is available.

**New owner details:**

Title

(Block capitals please)

First names

Surname

Address

Post code

Telephone no.

Bike registration no.

Policy no.

Date of registration (dd/mm/yy)

Frame no.

Please ensure details are clear, correct and verified by the new owner.

**Current policy holder**

Name

Signature

**New policy holder**

Name

Signature

We would like to keep you informed of our latest vehicles and other products and services that may be of interest, and we may occasionally ask for your assistance in market research to help improve our services to customers. Your personal data may be shared for these purposes with other BMW Group companies, authorised BMW Group Retailers and other suppliers of BMW branded products or services. Further details are available in our privacy policy at [www.bmw-motorrad.co.uk/privacy](http://www.bmw-motorrad.co.uk/privacy). You can tell us at any time if you would prefer NOT to receive this information, please call us on free phone 0800 777 155, or write to us at: BMW Customer Information Service, Phoenix One, 59-63 Farnham Road, Slough SL1 3TN.

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Business Reply  
Licence Number  
RTUU-LXAL-XZKB



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**BMW Warranty Services**  
**Phoenix One**  
**59-63 Farnham Road**  
**Slough**  
**SL1 3TN**



Business Reply  
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**BMW Warranty Services**  
**Phoenix One**  
**59-63 Farnham Road**  
**Slough**  
**SL1 3TN**