



## SUBJECT

**BMW Original Parts (New and Remanufactured): Limited Warranty Coverage Terms and Conditions**

## MODEL

All

## SITUATION

Effective immediately, this bulletin clarifies BMW NA's Limited Parts Warranty policy and procedures for BMW Original Parts.

Please refer to [SI B01 02 14](#) for BMW Original Accessories limited warranty information.

## WARRANTY INFORMATION

BMW of North America, LLC ("BMW NA") warrants eligible BMW Original Parts (New and Remanufactured) against defects in materials and workmanship for a period of 24 months without mileage limitation (Submit as a Warranty Claim Type 2 – new or Type 3 – exchange).

**Parts replaced under the BMW NA Limited Parts Warranty receives the remainder of the original 24 month without mileage limitation coverage, should subsequent failure(s) occur.**

The labor required to replace a part including diagnosis is also covered when the part's warranty repair is performed by an authorized BMW center.

**Part replacements under a new vehicle limited warranty or program are not eligible for parts warranty coverage. They are only eligible for the remaining portion of the new vehicle limited warranty or program coverage.**

## DETERMINING A PART'S WARRANTY ELIGIBILITY

### BMW Original Parts

#### A. Replacements under Warranty and Program Coverage, as applicable:

- Are warranted for the remainder of the New Vehicle/SAV Limited Warranty, the Federal, State or BMW Emissions Warranty or Program Coverage period (Submit as a Warranty Claim - Type 1).

**Prior to delivery:** New parts must always be used to repair new vehicles in-stock (not entered into service, no in-service date). Do not use remanufactured parts.

**After delivery (vehicles in-service):** Parts, components or assemblies must be replaced with remanufactured units, when applicable and available through BMW NA.

#### B. Replacements under Field Authorized (FAS) Goodwill:

- Receive the remainder of the New Vehicle/SAV Limited Warranty, the Federal, State or BMW Emissions Warranty (Submit as a Warranty Claim - Type 1);

or

- 24 month parts warranty coverage without mileage limitation with customer's participation toward the cost of the previous goodwill repair (Submit as a Warranty Claim - Type 2 or 3).

**C. Replacements under Self Authorized (SA) Goodwill:**

- Receive the 24 month parts warranty coverage without mileage limitation **with** customer's participation toward the cost of the previous goodwill repair (Warranty claim - Type 2 and 3).

**Note:** Part replacements for which BMW NA previously provided goodwill at 100 percent (with or without handling) are not eligible for the parts warranty coverage.

**D. Customer Pay – Center Installed:**

- Receive the 24 month parts warranty coverage without mileage limitation (Submit as a Warranty Claim - Type 2 or 3) for vehicles beyond warranty and program coverage.

**E. Customer Pay – Over the counter “OTC” sale:**

- Receive the 24 month parts warranty coverage without mileage limitation (Submit as a Warranty Claim - Type 2 or 3).

**Part installations by the end customer:** The warranty “start date” is the invoice date of the parts sale to the end customer.

The end customer must provide the **original customer invoice** to prove the parts warranty start date. A claim submitted without this invoice on file at your center is not eligible for reimbursement.

**F. Subsequent Part Replacement Coverage (Items A through E):**

- Parts replaced under an applicable warranty or program receive the remainder of the original coverage.

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