



SI B01 03 07
Warranties

March 2015
Warranties

This Service Information bulletin supersedes SI B01 03 07 dated August 2014.

NEW designates changes to this revision

SUBJECT

BMW Maintenance Program: Standard (MP) and Upgrade (MPU)

MODEL

All

INFORMATION

NEW This bulletin has been updated to include the following:

- Introduction of the new “MP Refresh” option to restore the Maintenance Program coverage to 48 months or 50,000 miles on pre-owned vehicles for second and subsequent owners
- MPU cancellation process

NEW Previously announced in the August 2014 release of this bulletin:

- MPU now available for ActiveHybrid models as of September 2014
- MPU now available for BMW i models as of September 2014
- 2 Series M lowered one pricing tier as of September 2014

BMW Maintenance Program: Standard (MP)

A new vehicle purchased from an authorized BMW center in the United States (including Puerto Rico), **absent a “transfer” when applicable as noted (*) below**, is covered by the BMW Maintenance Program for 48 months or 50,000 miles, whichever occurs first.

Coverage begins on the date of the 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.

Any authorized BMW center in the United States (including Puerto Rico) will perform the scheduled and/or additional maintenance services on the vehicle at no expense to the customer, so long as the vehicle qualifies for coverage under the BMW Maintenance Program.

This U.S.-specific program applies to U.S.-specification BMW vehicles distributed by BMW of North America, LLC (“BMW NA”), sold through the BMW NA European Delivery program or the BMW NA Military Sales program.

***MY 2015 and newer vehicles retailed on or after July 1, 2014**

NEW BMW Maintenance Program coverage is provided for the exclusive benefit of the initial purchaser, owner, or lessee of a new vehicle, sales demonstrator vehicle, Aftersales Mobility Program (AMP) vehicle, or BMW Group company vehicle that is purchased from an authorized BMW center in the United States (including Puerto Rico).

Accordingly, BMW Maintenance Program coverage, with one exception, is not transferable to subsequent purchasers, owners, or lessees.

Exception

The sole exception to the non-transferability of the BMW Maintenance Program coverage is household transfers:

- Transfers within the United States (including Puerto Rico) to members of the household of the initial purchaser, owner, or lessee of the vehicle from an authorized BMW center will not terminate BMW Maintenance Program coverage.
- Household transfers are limited solely to transfers to a current or former spouse or spousal equivalent, child, sibling, parent, grandparent, or grandchild from the initial purchaser, owner, or lessee of the vehicle.
- In the event of a household transfer, the parties involved must advise and provide an authorized BMW center to document and confirm the VIN-specific household transfer for the purpose of maintaining that vehicle's BMW Maintenance Program coverage.

The payoff of a loan on a vehicle by the initial purchaser and the purchase of a leased vehicle by the initial lessee are not considered transfers for purposes of BMW Maintenance Program coverage.

NEW MP Refresh

NEW This new BMW Maintenance Program option is now available for purchase by your center or for sale to a second or subsequent vehicle owner.

NEW An eligible vehicle's enrollment in the MP Refresh will "restore" the remaining portion of the BMW Maintenance Program up to 48 months or 50,000 miles.

NEW It is available for MY 2015 and newer pre-owned BMW vehicles (CPO and non-CPO) that were originally retailed to their first owner on or after July 1, 2014 that are still within the first 48 months/50,000 miles.

NEW MP Refresh Pricing - Models	Series	Dealer Net (DN)	MSRP
MY 2015 pre-owned BMW vehicles "retailed" on or after July 1, 2014	All eligible	\$300	\$700

NEW Note: The "MP Refresh" is transferable.

NEW BMW Maintenance Program: Upgrade (MPU)

BMW owners may also purchase an optional Maintenance Program Upgrade (MPU). BMW offers three upgrade options for vehicles with a 48-month/50,000-mile standard Maintenance Program, including the MP Refresh.

1 Year/25,000 Miles (Pilot Program for MY 2012 and newer models)

Adds 12 months or 25,000 miles, whichever occurs first, to the vehicle's 48-month/50,000 mile standard Maintenance Program period. Available only while the vehicle is still within its standard 48 month/50,000 mile Maintenance Program period.

2 Year/50,000 Miles

Adds 24 months or 50,000 miles, whichever occurs first, to the vehicle's standard Maintenance Program period. Available only while the vehicle is still within its standard 48-month/50,000 mile Maintenance Program period.

2 Year/50,000 Mile Extended Enrollment

Adds up to 24 months or 50,000 miles, whichever occurs first, to the vehicle's 48-month/50,000 mile standard Maintenance Program period. Available for BMW vehicles that are beyond the standard 48-month/50,000 mile Maintenance Program period, but have not exceeded 5 years/60,000 miles. The MPU extended enrollment period is offered at an additional \$200.00 surcharge.

Notes

The Extended Enrollment period is **available only** for the 2-year/50,000 mile MPU option.

The 1-year/25,000 mile MPU option is not available once the BMW vehicle is beyond its 48-month or 50,000 mile standard Maintenance Program period. **There will be no enrollment exceptions for this program.**

Re-upgrade from the 1-year/25,000 mile option to the 2-year/50,000 mile option is **available only** while the 1-year/25,000 mile MPU is active on the vehicle.

NEW These programs are subject to the applicable exclusions and limitations, in addition to vehicle and coverage eligibility requirements.

MPU: Excluded Models

The BMW ALPINA and the M models equipped with ceramic brakes are excluded from the Maintenance Program Upgrade.

MPU Pricing Guide: Dealer Net (DN) and Manufacturer's Suggested Retail Price (MSRP)

Please see the links at the bottom of this Service Information bulletin to access BMW vehicle MPU pricing guide(s) information (PDF).

This pricing information is also available on the BMW Warranties Documentation site in CenterNet using the following path:

CenterNet>Menu>BMW>Aftersales>BMW Warranties Documentation>Maintenance Program (MP and MPU)>Maintenance Program Upgrade (MPU) Pricing Guide

MPU Supporting Documentation Requirement

A DCSnet Warranty Vehicle Inquiry and current updated ISPA Light Key Data printout (Key Reader), matching the date of enrollment, are required and must be kept on file with the center's copy of the printed and signed Maintenance Program Upgrade Agreement for program compliance.

MPU Unenrollment

All MPU agreements are automatically assigned a "pending" status for five (5) calendar days. Your center may unenroll an MPU at any time during this pending period. The unenrollment must be performed through DCS within the allotted timeframe. If the MPU is not unenrolled within five (5) calendar days, the MPU agreement automatically becomes "active" and binding.

Utilizing your Center's Transaction Log

It is very important for center personnel to verify the accuracy of all MPU enrollments **daily** by reviewing the center's DCSnet Transaction Log and/or a refreshed Warranty Vehicle Inquiry.

Enrollment errors (i.e., incorrect VIN enrolled or incorrect program terms selected) must be identified and corrected during the five calendar day "pending" period. The center is responsible to ensure all necessary corrections are made in DCSnet, including removal of invalid MPU and proper re-enrollment where applicable.

MPU Extended Enrollment Vehicles Requiring Maintenance Services

Customers' MPU purchases during the extended enrollment period often occur when their vehicle is in immediate need of a required maintenance service. It is permitted, after successfully entering an extended enrollment MPU, for your center to perform the required maintenance services and submit the eligible maintenance items for reimbursement.

During the MPU extended enrollment period, should any maintenance claims be submitted to BMW on a vehicle during the "pending" period, the MPU agreement immediately becomes "active" and binding.

MPU Agreement Exception Requests

The MPU enhancements outlined here were developed to provide your center with an integrated and automated MPU agreement exception and unenrollment process.

- **BMW will no longer consider center requests for exceptions beyond the time periods, mileage limitations or guidelines outlined in this bulletin.**
- **Centers will be responsible for all MPU agreement errors, omissions or payment collection issues beyond the unenrollment period.**

MPU: Inclusive BMW Roadside Assistance Program Upgrade

Effective July 2009, a 2-year/50,000 mile BMW MPU purchase includes a 2-year/unlimited mileage upgrade of the vehicle's Roadside Assistance Program benefits.

Effective July 2014, a 1-year/25,000 mile BMW MPU purchase includes a 1-year/unlimited mileage upgrade of the vehicle's Roadside Assistance Program benefits.

This upgrade does not apply to vehicles that already have extended BMW Roadside Assistance Program benefits; for example, BMW Pre-owned or Original Owner Protection program vehicles.

MPU Program Compliance

It is essential to print and have your customers sign their MPU Agreements and retain their copies as their confirmation of the program's terms and conditions.

The following situations **are unacceptable** from an audit or legal perspective:

- MPU signatures showing "on file"
- MPU Agreements missing signatures, and/or
- Not supplying the customer with a DCSnet-generated completed and signed MPU Agreement

Sales of the Maintenance Program Upgrade and all Maintenance Program claims are subject to periodic audit review by the BMW Group. All corresponding records (repair orders, signed MPU Agreements and Key Data printouts, etc.) must be made available upon request as outlined in Section 8 of the BMW Warranty Policy and Procedures Manual (WPPM), "Maintenance of Claim Records."

The BMW Warranty Policy and Procedures Manual is located in the BMW Warranties Documentation site in CenterNet.

MP/MPU Program: Center Operations Manual

This operations manual was developed to serve as a central reference source for BMW centers and provide assistance in administering the BMW Maintenance Program. The manual is accessed through the following link:

CenterNet>Menu>BMW>Aftersales>BMW Warranties Documentation>Maintenance Program (MP and MPU)>Center Operations Manual

NEW MPU Cancellations

NEW Cancellation of an “active” Maintenance Program Upgrade is permissible, only as outlined in the BMW Maintenance Program Upgrade Agreement.

NEW See the MP/MPU Program Center Operations Manual for full details and MPU Cancellation Refund Schedule.

MPU INQUIRIES

Any inquiries about the information contained in this SIB may be emailed to:

NEW MPUenrollments@bmwna.com

NEW Or:

NEW MPUcancellations@bmwna.com

ATTACHMENTS

View PDF attachment [B010307 9 2014 12 25 MPU Pricing.](#)

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