



## Enhanced BMW Ultimate Benefits Suite

New information provided by this revision is preceded by this symbol  .

This Service Information bulletin replaces SI B00 09 15 **dated December 2015**

### What's New:

- Information section

## MODEL

G12
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## INFORMATION

BMW offered a "Suite" of services to the:

- Original owners of model year 2016, 2017, 2018 and 2019 G12 (7 Series) vehicles, which have
- In-service dates up to and including January 31, 2019.

G12 vehicles with in-service dates **on or after** February 1, 2019 **are not** eligible for these services.

The above information was previously announced in the Customer Experience Bulletin #: CX-BMW-20181126 dated November 26, 2018 (attached).

## ELIGIBILITY

For the "original owners" of the G12 (7 Series), as noted above, BMW will offer the following services:

- 7 Series Encore: Refer to [SI B00 09 13](#)
- "Supreme" Vehicle Spa Treatment
- 7 Series Valet Service for Service Appointments and/or Vehicle Spa Treatments
- Empower Program: Refer to [SI B01 14 15](#)

Only centers who have filled out the Ultimate Benefits Enrollment Agreement are eligible to participate in the SPA Service/Valet Service programs.

Centers who have not submitted the agreement form are still eligible to participate in the following programs:

- Encore Program
- Empower Program

### AMP Model Mix Requirements as of April 1, 2016

In order to remain eligible for financial assistance under the Spa Treatment and Valet Service Programs,

centers must maintain the target number of GKL+ vehicles (Ultimate Benefits Target Number) in the Aftersales Mobility Program fleet.

The BMW Ultimate Benefits Enrollment Agreement can be found by going to:

CenterNet>Automotive Sales>7 Series Portal>Bulletin Updates

## PROGRAM GUIDELINES

### Valet Service:

Only centers who have filled out the Ultimate Benefits Suite application form and have been accepted into the program may participate.

Under the program, only the following customers are eligible for valet service for which financial support can be claimed from BMW NA:

- **UPDATE!** BMW G12 (7 Series) vehicles, model year 2016, 2017, 2018 and 2019 G12 vehicles which have In-service dates up to and including January 31, 2019. This program does not apply to previous generation BMW 7 Series vehicles, or other vehicles owned by a BMW 7 Series owner.
- **Original owners:** Non-transferable with sales/end-of-lease.
- **UPDATE!** **Initial warranty period** at time of sale, currently 48 months/50,000 miles as determined by the original in-service date, it is not extendable via a Maintenance Plan Upgrade, etc.
- Offered with a service event: Valet Service must not be a stand-alone Repair Order, but as an add-on item to any service event related to the vehicle – scheduled maintenance, repair, warranty work, complimentary SPA treatment, etc.
- **Pick-up only / delivery only permissible:** The standard valet process consists of pick-up and delivery of the customer's vehicle. In case a customer requests only pick-up or only delivery, the claim will be processed accordingly (with financial assistance for the respective portion of the process, i.e. pickup only OR delivery only).
- **One claim per VIN per day:** Only a maximum of one claim daily will be approved for financial assistance per eligible VIN.

**12.5 mile radius:** Valet Service is to be provided within a 12.5 miles radius around the center location. Exceptional cases require careful handling, e.g. with the support of a GKL+ ambassador. Above 12.5 miles, additional charges may be applied and will need to be paid by the customer (financial assistance is capped at the \$80.00 maximum).

Centers are encouraged to use a customer-oriented judgment regarding distances (e.g. offer Valet Service to customers that live or work just slightly outside the 12.5 mile radius).

### “Supreme” Vehicle Spa Treatment:

Only centers who have filled out the Ultimate Benefits Suite application form and have been accepted into the program may participate.

Under the program, only the following customers are eligible for “Supreme” Vehicle Spa Treatment for which financial support can be claimed from BMW NA:

- **2016 BMW 7 Series vehicles (G12), all Model Years:** The program does not apply to previous generation BMW 7 Series, or other vehicles owned by a BMW 7 Series owner.
- **Original owners:** Non-transferable with sales/end-of-lease.
- **Initial warranty period** at time of sale, currently 48 months / 50,000 miles: Not extendable via Maintenance Plan Upgrade etc.

- **Frequency:** Once per year, the original owner will be eligible to receive a complimentary Supreme Spa Treatment for the vehicle.

## WARRANTY INFORMATION

For the “original owners” of the G12 (7 Series), covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Note: G12 vehicles with in-service dates on or after February 1, 2019 are not eligible for these services.

### Valet Service

<b>Defect Code:</b>	<b>85 80 01 70 NA</b>	<b>BMW Ultimate Benefits: Customer Vehicle Pick-Up</b>
<b>Sublet Code 04</b>	\$40.00	Customer vehicle pick-up
<b>Defect Code:</b>	<b>85 80 02 70 NA</b>	<b>BMW Ultimate Benefits: Customer Vehicle Delivery</b>
<b>Sublet Code 04</b>	\$40.00	Customer vehicle delivery

- **Note:** If both pick-up and delivery services are being utilized, please use both defect codes on separate lines.
- **Punch time not required:** Since the expectation is that a valet and not a workshop technician will be performing this service, no corresponding punch times or key read will be required to support the claim submission. However, if the repair order also contains vehicle repair work, all punch time and key read policies still apply to those line items.
- **Documentation required:** Documentation of the actual pick-up and delivery must be retained and filed. Acceptable forms of documentation are:
  - Customer signature on the RO that has the valet service listed as line items.
  - Invoice from an external valet service provider showing at least the date, customer car VIN, and specific service performed.
  - Only 1 VIN per claim submission.

### SPA Program

<b>Defect Code:</b>	<b>85 80 03 70 NA</b>	<b>BMW Ultimate Benefits: Spa Service</b>
<b>Sublet Code 04</b>	\$125.00	Spa Service

- **Punch time not required:** Since the expectation is that workshop technician will not be performing this service, no corresponding punch times or key read will be required to support the claim submission. However, if the repair order also contains vehicle repair work, all punch time and key read policies still apply to those line items.
- **Documentation required:** Documentation of the Spa Service must be retained and filed. Acceptable forms of documentation are:
  - Customer signature on the RO that has the Spa Service has been performed as a line item.
  - Invoice from an external service provider showing at least the date, customer car VIN, and specific service performed.
  - Completed Spa Treatment checklist

- Only one (1) VIN per claim submission.

Posted: Wednesday, February 14, 2019

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