

Retail Operator / General Manager	Sales – Motorcycles	Sales – Used Motorcycles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: April 2019 Bulletin #: 00 022 06 R3		Source: BMW Motorrad USA Name: Gordon McDonnell Title: Manager – Service and Technical			Revised April 2019	



BMW Motorrad USA

Service Information Bulletin

Subject: BMW Fleet Motorcycle

Models: ALL

Details: BMW Pre-Delivery Inspections, BMW 600 mile Inspections, BMW Services at 6,000 miles and BMW Inspections at 12,000 miles, Annual Inspections as well as the replacement of punctured or road hazard damaged tires on BMW fleet motorcycles are to be claimed through the warranty system. As the model range, standard equipment and content of service change, periodic updating of this information (on how to claim for reimbursement of these services) is required.

Definition "Fleet": BMW Fleet Motorcycles covered by the information and directions in this bulletin include the following categories:

- BMW NA demo ride motorcycles
- BMW NA press motorcycles
- BMW NA employee job assigned motorcycles
- BMW NA owned "pool" motorcycles
- BMWNA owned police demonstrator motorcycles

Police Demonstrators are NOT included in the program for PDI reimbursement.

Accessories: Only certain original BMW accessories (Tank Bag and/or Side Bags) are approved for installation on BMW owned fleet motorcycles. These accessories will be ordered by the Motorcycle Fleet Specialist at the same time as the motorcycle and forwarded to the Dealer for installation during the initial set up and PDI work.

Rider Requested Accessories: If the rider requests that accessories, other than those approved under this program, be installed on a BMW owned fleet motorcycle, please contact Vehicle Administration directly at 201-571-5046 for authorization before ordering parts and/or starting the installation.

Special Circumstance: If an approved accessory is not available at the time of the PDI, these accessories will be sent to the Dealer when available and may be installed at a later date with the approval of the Motorcycle Fleet Specialist.

Reimbursement for Accessory Installation: To receive reimbursement, complete a repair order outlining the work performed along with the corresponding retail labor & parts amount for the accessory installed (only if parts and/or labor were provided by retailer) and mail it to:

Attn.: Vehicle Administration
BMW of North America, LLC
P.O. Box 1227
Westwood, NJ 07675

Payment of these accessory items will be processed manually and credited accordingly.

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Uncrating and Cleaning: Additional time, over and above that allowed for the PDI of each model, is being provided to cover the expenses associated with uncrating and cleaning. Ten (10) FRUs have been established for this purpose. To claim reimbursement for the uncrating and cleaning of a Fleet Motorcycle, in conjunction with the established PDI times, use Flat Rate Code 00 99 000, entering the 10 FRUs as "Work Time".

Tire Replacement(s): Anytime a tire is replaced on a company owned motorcycle a claim should be processed for reimbursement. Please use Defect Code 85 99 00 46BV and the corresponding Flat Rate code from AIR (Aftersales Information Research) when replacing a tire on a company owned vehicle. The cost of the replacement tire is to be billed at dealer cost plus 20% and claimed as a sublet under Sublet Code 4. This provision is not intended to replace tires due to a riders' personal preference.

Books, Manuals, Keys and Repair Orders: All BMW Fleet Motorcycles will come with extra keys, some additional books, and various documentation. In each case all the extra keys, books and documentation (including a copy of the Repair Order) are to be provided to the BMW employee or agent of BMW at the time of pick up.

Warranty Processing: Once the PDI or covered service has been completed, prepare and submit a regular warranty claim using the applicable Defect and Flat Rate Codes provided in this bulletin. It is very important that each retailer pay attention to the special defect codes, flat rates codes and work time explanations to properly claim for reimbursement under this program. For further information on Repair Order Preparation please refer to the current BMW Warranty Policy and Procedures Manual.

Defect Codes: Special Defect Codes have been established for the initial set up and PDI, as well as the 600, 6,000 and 12,000-mile services and inspections. Please make sure to include the special two-letter vendor code used in place of the last two digits of the defect code. This vendor code identifies the defect code as one to be paid for by BMW Motorrad USA and ensures retailer reimbursement for the various Services and Inspections. The special Defect Codes are as follows.

Replace punctured or damaged tire(s): 85 99 00 46 BV

Uncrate and Wash Only: **85 80 01 06 QI**
(not for police demonstrators)

Pre-Delivery Inspection, Inspection only: 85 99 00 49 QI
(not for police demonstrators)

600 Mile Inspection: 85 99 00 48 BV

6,000 Mile Service: 85 99 00 49 BV

12,000 Mile Inspection: 85 99 00 50 BV

Annual Inspection 85 99 00 45 BV

Flat Rate Codes: Flat rate Codes and FRU's for the various models are as listed in AIR. Use the FRU amounts for the applicable model.

PDI and Service Check Sheets: Retailers are to follow the PDI and Service / Inspections check sheets for the applicable motorcycle model as provided in AIR. All PDI, Services and Inspections should be performed by certified technicians.

All PDI claims are subject to audit.