



SIB 01 25 18

2021-06-04

## BMW MAINTENANCE PROGRAM TRANSFERABILITY FOR MY 2022 VEHICLES AND REFRESH UPDATE

This Service Information bulletin (Revision 01) supersedes SI B01 25 18 **dated August 2018**

### What's New:

- Starting with Model Year 2022, retroactively, the remaining standard scheduled maintenance coverage is now transferable to the next vehicle owner without a Refresh.

### MODEL

### SITUATION

Starting on and after June 7th, 2021, based on center feedback and our continued focus on Service Retention:

**For Model Year 2022 and newer vehicles, retroactively, the remaining standard scheduled maintenance (BMW Ultimate Care 3 years/36,000 mile) coverage is now transferable to the next vehicle owner.**

**The balance of the remaining standard maintenance coverage is retained to the vehicle without the need to purchase a Refresh (item B below).**

This change in transferability does not apply to Model Year 2021 and older BMW vehicles.

### CAUSE

The goal in allowing transferability is to reduce complexity, increase and enhancement our customer retention and service opportunities as well as helping to increase the sales of our other Ultimate Care+ products (MPUs)

### CORRECTION

Follow the instructions in the PROCEDURE section.

### PROCEDURE

#### **A. Eligible Model Year 2022 and Newer BMW Vehicles: Maintenance is Transferable without a Refresh**

The BMW Scheduled Maintenance 3 years/36,000 miles (Remaining Ultimate Care coverage) is now transferable to all vehicle owners upon sale and resale of the vehicle.

- This change will does not require any center action.
- Customers no longer need to purchase the remaining balance of the BMW standard maintenance coverage, called a Refresh.
- The ownership name in Warranty Vehicle Inquiry as well as the refresh option will be removed for these vehicles.

#### **B. Eligible Model Year 2021 and Older BMW Vehicles: Maintenance is Non-Transferable unless a Refresh is Purchased**

For these vehicles, it is your center's responsibility confirm that the current customer and the vehicle is still eligible for the balance of the remaining standard maintenance program coverage.

In the BMW DCSnet Warranty Vehicle Inquiry (WVI):

- All BMW vehicles retailed on or after August 13, 2018 will have an original Contract Holder populated upon the RDR. If the vehicle is retailed to BMW NA (or another subsidiary) or a BMW Center, it will populate BMW Financial Services or Center Name accordingly.
- **This will be updated to the first retail customer upon another customer RDR/update. Below is an example image from WVI after the update.**

Warranty/Maintenance Programs/Contract Services(Administered by BMW NA)												
Type	Warr/Program Codes/Desc	Contract Number/ Status	Eff Date	Enrollment Date	No Coverage As Of	Exp Age (Mth)	Exp Odometer (Miles)	Current Age (Mth)	Retail Center	Center Name	Vendor Code Used	Contract Holder (First/Last)
	New Passenger Car Limited Warranty	0000000 ACTIVE	08/31/2018		08/31/2022	48	50,000					
MP	0000000087 MP 36 MO/536KACTIV MLS	0000000 ACTIVE	08/31/2018	08/31/2018	08/31/2021	36	36,000		00900			John Smith

GRUSB0118-11

- Retail Type Z & 8 vehicles will not populate a Contract Holder name until after a customer update RDR in which an in-service date is created.
- Once a customer name is populated as the Contract Holder it will be locked regardless of customer ownership changes. An employee can then compare the customer in for Service to the name in WVI to determine standard maintenance coverage. If the names do not match, the customer does not have standard coverage.
- When any maintenance upgrade/extension is enrolled on a vehicle, the **standard** maintenance Contract Holder name will be removed. No new Contract Holder name will appear for upgrades because they are automatically transferable and therefore no name comparison is required.
- All customers who have previously purchased a Refresh program will be unaffected and the Refresh will remain on the vehicle without a Contract Holder name populating.
- **For more information contact [MPUEnrollments@bmwna.com](mailto:MPUEnrollments@bmwna.com)**

**PARTS INFORMATION**

Non-applicable

**WARRANTY INFORMATION**

Eligible vehicles are covered under the terms of the BMW Maintenance Program (Model Year Dependent) for Passenger Cars and Light Trucks that applies.

### **QUESTIONS REGARDING THIS BULLETIN**

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department