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BMW MOTORRAD ULTIMATE CARE

2021-06-23

MODEL

All Model year 2020 BMW motorcycles and newer excluding the C models (scooters) and the G 310 R and G 310 GS models.

E-Series	Model Description
K80	F 750 GS
K81	F 850 GS
K82	F 850 GSA
K83	F 900 R
K84	F 900 XR
K50/12	R 1250 GS
K51/11	R 1250 GSA
K52	R 1250 RT / R 1250 RTP
K53/11	R 1250 R
K54/11	R 1250 RS
K21	R nine T
K22	R nine T Pure
K23	R nine T Scrambler
K32	R nine T Racer
K33	R nine T Urban-G/S
K34	R 18
K46/13, K67	S 1000 RR
K47	S 1000 R
K49, K69	S 1000 XR
K66	M 1000 RR
K48/11	K 1600 GT
K49/11	K 1600 GTL
K61	K 1600 B

SITUATION

BMW Motorrad USA is pleased to announce the launch of the **BMW Motorrad Ultimate Care Program**, effective June 23rd, 2021. Three different plans will be offered for consumer bikes, as well as two Authority-specific plans. Model-year 2020 and newer BMW Motorcycles from the time of retail up to the first scheduled “break in” service are eligible. Addition plans and extensions may be offered in the future dependent on program utilization and demand.

Pricing options vary by engine category (Twin, Boxer, Heritage, 4 cylinder and 6 cylinder). A Dealer Operations Manual has been developed with all of the details necessary to enroll and claim against the maintenance plans.

Periodically, BMW Motorrad USA will update the contents of this SI. Please review the online version of this SI regularly to remain familiar and up to date with current information.

BMW Motorrad Ultimate Care Maintenance Plans*:

UC Full Service 1 Year (12months) or 6000 miles:

- Can be enrolled in the first 6 months or 750 miles whichever comes first.
- Covers factory-recommended scheduled maintenance services as determined by the Service Interval Indicator.
- Specific additional items that need replacement due to normal wear and tear are not covered.
- Exclusions from coverage are add on repairs, gasoline, gasoline additives, fluid top-offs, battery, tires, wheels and wheel alignment, and wear-and-tear items such as brake pads, brake

rotors, clutches, and tire balancing.

UC Full Service 3 Years (36 months) or 18,000 miles

- Can be enrolled in the first 6 months or 750 miles whichever comes first.
- Customers that Purchase the UC Full Service 1 Year/ 6,000 miles plan can bridge to the UC full Service 3 year/ 18,000 miles plan during the 1 year/ 6,000 miles period.
- Covers factory-recommended scheduled maintenance services as determined by the Service Interval Indicator.
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UC Oil Only Service 3 Years (36 months) or 18,000 miles

- Can be enrolled in the first 6 months or 750 miles whichever comes first.
- Covers any applicable engine, rear drive, and gearbox fluid changes and associated parts needed to perform the oil services for the first 3 years or 18,000 miles, whichever comes first. (The scheduled oil services covered are based on model)

Authority specific maintenance plans for eligible vehicles:

UC Authority 3 years (36 months) or 36,000 miles

- Can be enrolled in the first 6 months or 750 miles whichever comes first.
- Only R 1250 RTP Models purchased by an Authority Agency can be enrolled.
- Covers factory-recommended scheduled maintenance services as determined by the Service Interval Indicator.
- Specific additional items that need replacement due to normal wear and tear are not covered.
- Exclusions from coverage are gasoline, gasoline additives, fluid top-offs, battery, tires, wheels and wheel alignment, and wear-and-tear items such as brake pads, brake rotors, clutches, and tire balancing.

CHP Maintenance 3 years (36 months) or 60,000 miles

- Can only enroll R 1250 RTP's at time of purchase with the CHP sales contract.
- Covers factory-recommended scheduled maintenance services as determined by the Service Interval Indicator, to Include, limited to 2 valve adjustments, 1 clutch pack replacement and 1 rear brake rotor replacement during the 36 month/60,000 mile period whichever comes first.
- Exclusions from coverage are add on repairs, gasoline, gasoline additives, fluid top-offs, battery, tires, wheels and wheel alignment, and wear-and-tear items such as brake pads, and tire balancing.

Plan Grouping:

Models have been grouped into the following categories to simplify pricing.

Group	Model	Model code
M2C3	F850GSA	K82
M2C3	F850GS	K81
M2C3	F750GS	K80
M2C3	F900R	K83
M2C3	F900XR	K84
M2B3	R1250RT	K52
M2B3	R1250GS	K50/12
M2B3	R1250GSA	K51/11
M2B3	R1250R	K53/11
M2B3	R1250RS	K54/11
M63	K1600GT	K48/11
M63	K1600GTL	K48/12
M63	K1600B	K61

Group	Model	Model code
MBB3	RnineT	K21
MBB3	Pure	K22
MBB3	Scrambler	K23
MBB3	Racer	K32
MBB3	Urban-G/S	K33
MBB3	R18	K34
M43	S1000RR	K46/13
M43	S1000RR	K67
M43	S1000R	K47
M43	S1000XR	K49
M43	S1000XR	K69

Twin Cylinder Engine	M2C3
Boxer Engines	M2B3
6 Cylinder Engines	M63
Heritage Engines	MBB3
4 Cylinder Engines	M43

Plan Pricing:

Dealers determine the final retail price and input the final purchase price into the maintenance contract during the enrollment process in VCS 2.0, see page 9 of the VCS Enrollment & User Guide.

Pricing charts for reference only. Pricing may vary between states and BMW Motorrad Dealers. Program and pricing subject to change.

Maintenance Plans		Category				
		Heritage	Twin Cylinder	Boxer	4 Cylinder	6 Cylinder
Pricing	Term	MBB3	M2C3	M2B3	M43	M63
Dealer Cost	UC 1Y/6000 MILE	\$699	\$449	\$499	\$599	\$499
	UC 3Y/18000 MILE	\$1,899	\$1,599	\$1,299	\$1,949	\$1,649
	UC OIL 3Y/18000 MILE	\$749	\$499	\$599	\$549	\$549
MSRP	UC 1Y/6000 MILE	\$775	\$525	\$575	\$674	\$575
	UC 3Y/18000 MILE	\$2,049	\$1,749	\$1,449	\$2,099	\$1,799
	UC OIL 3Y/18000 MILE	\$849	\$599	\$699	\$649	\$649

Authority ONLY Maintenance Plans		Category
		Boxer
Pricing	Term	M2B3
Dealer Cost	Authority UC 3Y/36,000 MILE	\$2,649
MSRP	Authority UC 3Y/36,000 MILE	\$2,749

*Please see agreements for details on coverage and exclusions.

Documentation:

All UC maintenance program documentation will be available in DCSNet under policy manuals:

DCSnet > Policy Manuals > Maintenance Program

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Service Information Bulletin

Maintenance and General Information

June 23, 2021

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BMW MOTORRAD ULTIMATE CARE PROGRAMS



**BMW
MOTORRAD**

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Authority ONLY Maintenance Plans		Category
		Boxer
Pricing	Term	M2B3
Dealer Cost	Authority UC 3Y/36,000 MILE	\$2,649
MSRP	Authority UC 3Y/36,000 MILE	\$2,749

*Please see agreements for details on coverage and exclusions.

Documentation:

All UC maintenance program documentation will be available in DCSNet under policy manuals:

DCSnet > Policy Manuals > Maintenance Program

And on BMW CenterNet/DealerNet in the Warranty Documentation Portal:

DealerNet > Warranty > Motorcycles Warranties Documentation

Ultimate Care documentation can be found under “Policy Manuals” while VCS 2.0 Enrollment and Cancellation guide can be found under “Knowledge Base”

Marketing Material:

An Ultimate Care brochure has been developed and an initial quantity will be automatically shipped to each dealer in July. Additional copies can then be ordered through the marketing materials portal on DealerNet with item number “BMWMSERVICE21” .

BMW MOTORRAD
ULTIMATE CARE
OIL & SERVICE PACKAGES
MAKE LIFE EASIER

ULTIMATE CARE OIL PLAN

AWELL OILSOLUTION

AWELL OILSOLUTION is a full synthetic motor oil that has been designed for maximum engine protection and performance. It is formulated with advanced technology to provide superior protection and performance. The benefits of AWELL OILSOLUTION include:

- Superior engine protection
- Superior engine performance
- Superior engine economy
- Superior engine longevity
- Superior engine protection

PACKAGE INCLUDES*

- Engine oil change
- Oil filter change
- Spark plug replacement
- Full fluid check
- Full fluid top-up
- Full fluid replacement
- Full fluid flush
- Full fluid drain
- Full fluid disposal
- Full fluid recycling
- Full fluid disposal of oil and parts

BENEFITS OF AWELL

- Full synthetic motor oil
- Superior engine protection
- Superior engine performance
- Superior engine economy
- Superior engine longevity
- Superior engine protection

OVERVIEW OIL & SERVICE PACKAGES

	STANDARD	INTERMEDIATE	ULTIMATE
SCOPE OF SERVICE*	Includes Oil Filter and Spark Plug Replacement, Full Fluid Check, Full Fluid Top-Up, Full Fluid Replacement, Full Fluid Flush, Full Fluid Drain, Full Fluid Disposal, Full Fluid Recycling	Includes Oil Filter and Spark Plug Replacement, Full Fluid Check, Full Fluid Top-Up, Full Fluid Replacement, Full Fluid Flush, Full Fluid Drain, Full Fluid Disposal, Full Fluid Recycling	Includes Oil Filter and Spark Plug Replacement, Full Fluid Check, Full Fluid Top-Up, Full Fluid Replacement, Full Fluid Flush, Full Fluid Drain, Full Fluid Disposal, Full Fluid Recycling
AWELL OILSOLUTION	✓	✓	✓
Engine oil service	✓	✓	✓
Valve clearance check	✓	✓	✓
Front fork oil change†	✓	✓	✓
Swingarm oil change†	✓	✓	✓
Rear drive oil change†	✓	✓	✓
Spark plug replacement	✓	✓	✓
Brake fluid	✓	✓	✓
Full fluid change	✓	✓	✓
AWELL OILSOLUTION	3 year/75,000 miles	1 year/15,000 miles	3 year/75,000 miles

*Some services do not apply to all motorcycles. †Only applicable to motorcycles with front and rear forks. ‡Includes oil change and filter disposal. ††Includes oil change and filter disposal. †††Includes oil change and filter disposal.

PARTS INFORMATION

Obtain and confirm the maintenance part numbers for your specific vehicle by entering the chassis number in Electronic Parts Catalog (ETK) or AIR which takes into account specific equipment and/or options. Only original replacement parts supplied by BMW Motorrad USA are to be used and claimed under the maintenance programs.

WARRANTY INFORMATION

Refer to the Operations Manual for the defect codes and labor operation details.

Refer to AIR for all labor operations codes

NOTE: The defect codes will only be listed in the BMW Motorrad Ultimate Care Maintenance Program Dealer Operations Manual; these Defect codes are not found in AIR.

QUESTIONS REGARDING THIS BULLETIN

For questions regarding Ultimate Care Maintenance Plan enrolments please contact

MPUenrollments@bmwna.com