

JUNE 2023 BMW CERTIFIED.

CENTER OPERATIONS MANUAL.



The **Ultimate** Driving Machine®

Section 4 – Warranty Guidelines.

Instructions for Using BMW Materials.....	76
The BMW Certified Limited Warranty	76
Time and Mileage Limits	76
Determining Coverage	77
What is Not Covered.....	77
Coverage for Normal Wear and Tear Components	79
Consequential Damage	80
Consequential Repair.....	80
Additional Scenarios: Non-Covered Items under the BMW Certified Program	80
Damage to any covered component caused by the failure of a non-covered component	80
Programming/Encoding (With or Without a Component Replacement).....	81
Initializing	81
Emission and Warranty Extensions.....	81
Repair Policy and Procedures.....	81
Labor – Repair Time	81
Work Time.....	81
Road Tests	81
TeileClearing Parts	82
Diagnostic Test Plans	82
Repair Order Signature.....	82
Claim Submission	82
Claim – Defect Codes	82
Claim – Repair Line Item Reimbursement	83
Claim Handling Charge	83
Cross Border Policy – Warranty Coverage	84

Section 4 – Warranty Guidelines.

Instructions for Using BMW Materials.

BMW of North America, LLC ("BMW NA") provides the following material to assist you in your administration of the BMW Certified Program:

- Electronic version of the BMW Certified Center Operations Manual
- Consumer Information Statement Protection Plan

For the most current information, please refer to the electronic version of the BMW Certified Limited Warranty BMW Center Operations Manual available at www.bmwBMWCenter.net.

To access the electronic version of the CPO manual from the BMW CenterNet home page, from the top menu bar.

Click Site Map.

Under the BMW column and the heading Aftersales, select BMW Warranties Documentation.

Under the Warranties and Program column, select BMW Certified (CPO). Select Policies, and then select BMW Center Operations Manual.

Feedback/ Warranty Questions.

Please contact the Warranty department by either using the Live Chat feature that's available in the Warranty Documentation Portal or through IDS (Integrated Dealer Support) by selecting Coverage, Policy, Coding Questions and Mileage Corrections.

The BMW Certified Limited Warranty.

Although the BMW Certified Limited Warranties are comprehensive, they are not an extension of 4 year/50,000-mile BMW New Vehicle New Vehicle Limited Warranty for Passenger Cars and Light Trucks. The BMW Certified Limited Warranty takes over when the BMW New Vehicle Limited Warranty expires, and the coverage it provides is different from the New Vehicle Limited Warranty.

Time and Mileage Limits.

The BMW Certified Limited Warranties specific component protection periods:

In-service Date	48 Months	60 Months
48 Months / 50,000 Miles New Vehicle Limited Warranty for Passenger Cars and Light Trucks.		Up to 12 Months Unlimited Miles Certified Pre-Owned BMW Warranty

CPO 5 Year Unlimited Miles: 12 months, after expiration of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks as determined by the original in-service date.

In-service Date	48 Months	72 Months
48 Months / 50,000 Miles New Vehicle Limited Warranty for Passenger Cars and Light Trucks.		Up to 24 Months Unlimited Miles Certified Pre-Owned BMW Warranty

CPO 6 Year Unlimited Miles: 24 months, after expiration of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks as determined by the original in-service date.

Determining Coverage.

The BMW Certified Limited Warranties are a "Named-Exclusion" warranties, meaning **"what is not covered is specified."**

The "Named-Exclusions" are listed on the following pages. This information is also located in the program's applicable Consumer Information Statement - Protection Plan.

The BMW Certified Limited Warranty covers all mechanical parts, electric/electronic components, modules, switches, wiring and/or fiber optics except for the items listed in the "What is Not Covered?"

Specific Program's "What is Not Covered" Items.

Vehicles enrolled and retailed in the BMW Certified program on or after January 1, 2014, please refer to the "What is Not Covered" items.

Note: The "Coverage for Normal Wear and Tear Components" section applies to all programs as outlined.

When determining if a repair is covered, the following process is to be utilized:

- What is the customer's **complaint**?
- What is the **cause** of the malfunction?
- Is the cause of the malfunction and its repair **covered**?

What is Not Covered.

The following items are not covered under the CPO Elite (UP), BMW Certified program (UP) or the CPO 5 year/unlimited miles program (U5) or the CPO 6 year/unlimited miles (U6) program.

Vehicle Maintenance.

- Brake pads and rotors (discs), brake shoes and drums
- Filters
- Fluid replacement of a component by itself
- Scheduled maintenance services
- Spark plugs
- Wiper blade inserts, blade assemblies/beams

Upkeep.

- Adjustments
- Batteries (as a standalone repair)
- Driveshaft flex disc (guibo coupling)
- Engine drive belts
- Exhaust systems (including the gasoline engine catalytic converters and the diesel engine SC catalytic converter and the particulate filter)
- Flywheel, ring gear and clutch disc contact area
- Fuses
- Manual and SMG transmission clutch assemblies
- Mounts (Engine/Transmission)
- Oils, lubricants, fluids, refrigerants and coolant (except as required in the course of performing repair)
- Rubber engine and heater coolant hoses, vacuum hoses (including clamps and connectors)
- Tires
- Tire balancing and rotation
- Wheel alignment

Suspension.

- Ball joints
- Bushings
- BMW Center tie rod
- Coil springs - sagging (except for leveling system pneumatic/hydraulic springs)
- Control arms and brackets
- Idler and pitman arms
- Stabilizer bar links and supports
- Strut elements/shock absorbers (dampers)
- Tie rod ends and adjusting sleeves
- Trailing arms
- Thrust struts
- Wishbones

The following items are not covered under the CPO Elite (UP), BMW Certified program (UP) or the CPO 5 year/unlimited miles program (U5) or the CPO 6 year/unlimited miles (U6) program.

Body.

- Air leaks
- Body carriers, crossmembers, supports, braces and mounts
- Body panels, body shell, walls, partitions and chassis sheet metal
- Body noises, squeaks and rattles
- Body seals and gaskets
- Bulbs - incandescent, Xenon and LEDs
- Convertible top (except for electrical/electronic components)
- Damage due to rust, corrosion or contamination
- Door brakes and checks
- Door handles and carriers (except for electrical/electronic components)
- Gas pressurized springs/struts
- Glass - side, sliding roof, rear and mirrors (except for electrical/electronic components)
- Latch and lock mechanisms and their related components (except for electrical/electronic components)
- Exterior moulding, trim and fasteners
- Paint finish
- Water leaks
- Wheels and valve stems (except for electronic components)
- Windscreen (including the sliding roof)
- Windshield (except for the front rain sensor)
- Wind noises

Interior.

- Bulbs - incandescent and LEDs (except for the instrument cluster)
- Carpeting
- Floor and trunk mats
- Headliner/sliding roof liner panel
- Interior noises, squeaks and rattles
- Interior dashboards, consoles, panels, covers, vents, grills, trims and fasteners (except cup holders)
- Seatbelt extender arm assembly (except for electrical/electronic components)
- Sunblinds (except for electrical/electronic components)
- Sun visors (except for electrical/electronic components)
- Upholstery (except for seat heating elements and seat occupancy sensor mat)

Accessories.

- All non-original equipment parts, components, and accessories

Coverage for Normal Wear and Tear Components.

Various BMW vehicle components and parts are subjected to gradual deterioration or wear resulting from exposure to environmental conditions and the use of the vehicle. Some of these components and parts may eventually require replacement if they exceed the corresponding specifications or tolerances list BMW Technical Data information or an applicable Service Information bulletin.

For example, a gradual loss in performance or increased engine oil consumption is normal for any vehicle and is not considered a covered defect.

To help clarify which components or parts are covered for wear and tear in addition to defects (but not damage) under the CPO Limited Warranty please refer to the table below.

Covered for Normal Wear and Tear	
Engine Alternator Block Camshaft Connecting rods and bearings Crankshaft and bearings Cylinder head, valves, valve guides and springs Pistons/piston rings Starter motor Timing chain Turbochargers Vanos units Water pump Final Drives (front & rear) Assemblies Constant velocity joints (provided the CV boots are intact) Output and drive shafts	Steering Power steering pump (noisy) Steering rack or box (noisy) Wheel bearings (noisy) Suspension* Leveling system – pneumatic/hydraulic springs Suspension coil springs (cracked or broken) Transmission Assemblies Automatic Manual Transmission SMG Transmission Torque Converter Transfer Case Assembly *Non-excluded suspension items.

Consequential Damage.

When a covered component's defect or failure directly results with a consequential failure of another covered or non-covered component, including batteries, the replacement of these items are also covered.

Consequential Repair.

When a BMW approved repair procedure requires the replacement of a non-covered item (partially or fully) to repair or replace a covered item, this consequential repair is also covered.

Additional Scenarios: Non-Covered Items under the BMW Certified Program.

The BMW Certified Limited Warranty excludes covered component failures that are caused by any of the following situations:

- Repairs or replacements performed by non-authorized BMW Centers; any part or component that failed or is not completely worn out or unsafe; but for which a repair or replacement has been recommended or factors beyond the control of BMW.
- The vehicle is not operated as outlined in the Owner's Manual.
- Damage that results from negligence abuse or misuse (improper operation) of the vehicle, improper repair, lack of proper maintenance or servicing, environmental influences, accident, collision, theft, fire, freezing, vandalism, riot, explosion, water infiltration, flood, hail, lightning, earthquake, nuclear related windstorm water damage, road salt, corrosion or contaminated fuel.
- Maintenance services and related part replacements; such as spark plugs, lubricants, fluids, engine tune-up parts, replacement of filters, coolants and refrigerants.
- Failure to maintain or service the vehicle properly in accordance with the instructions in the Owner's Manual the Service section of the Service and Warranty information booklet or the BMW Maintenance system display which results in the failure of any covered part or component.
- Operation of the vehicle with (and resulting damage from) insufficient levels of (or contaminated) fluids, lubricants or coolants, or after a cautioning symbol illuminates and/or text message alert displays that requires the driver to stop and turn off the vehicle.
- Additional consequential damage caused by continued operation of the vehicle in a damaged or overheated condition.

Damage to any covered component caused by the failure of a non-covered component.

- Modification of the vehicle, or installation of any non-BMW suspension modifications, non-BMW performance accessories or components attached to the vehicle, which alters the original engineering and/or operating specifications, resulting in damage to other original components; electrical interference; shorts; or radio static.
- Use of non-Genuine BMW Parts resulting in consequential damage will not be covered.
- Additional expenses related to a breakdown, such as (but not limited to) car rental, lodging expense, loss of pay, or telephone charges.

Programming/Encoding (With or Without a Component Replacement).

The BMW Certified Program will pay to reprogram and encode a BMW to fix a covered defect with or without a component replacement.

Initializing.

BMW will pay to initialize a component or system that is required in conjunction with a covered repair.

Please see Warranty Policy and Procedure Manual, Section 5, for Software Programming/Encoding guidelines.

Emission and Warranty Extensions.

Before submitting a claim for a covered emission or warranty extension component under the BMW Certified program please first check to see if it is eligible to be covered by one of the warranties listed below, as determined by the original in-service date.

Specific component coverage and guidelines, for the items below, are listed in the Emission Warranty Portal located on the Warranties Documentation Portal.

Federal Emissions Warranties Specific Component - 8 Years/80,000 miles.

The Long-Term Emission Control Defects Warranty (California Emission Control System Limited Years/70,000 miles)

Long-Term Emission Control Defects Warranty – Models Certified to Optional Standards (California Control System Limited Warranty) - 8 Years/100,000 miles.

Super Ultra Low Emission Vehicles (SULEV) classified as Partial Zero Emission Vehicles (PZEV) (California Emission Control Warranty) - 15 Years/150,000 miles.

Transitional Zero Emission Vehicles (TZEV) - 15 Years/150,000 miles.

Warranty Extensions: Specific component coverage and guidelines for Warranty Extensions, please check "Vehicle Comments" in DCS Warranty History Inquiry to confirm if the relevant component is covered under the BMW Certified program.

Repair Policy and Procedures.

Information for the topics listed below is located in the BMW Warranty Policy and Procedures Manual.

Labor – Repair Time.

Please see Section 8 - Warranty Administration.

Work Time.

Please see Section 7 - Claim Coding.

Road Tests.

Please see Section 5 - Supplemental Information.

TeileClearing Parts.

Please see Section 5 - Supplemental Information.

Diagnostic Test Plans.

Please see Section 5 - Supplemental Information.

Repair Order Signature.

Please see Section 5 - Supplemental Information for In stock and Center Owned Vehicles.

Claim Submission.

The claim submission procedure guidelines that apply to the New Vehicle Limited Warranty for Passenger Cars and Light Trucks also apply to the BMW Certified program such as:

- Add-on repairs
- Claim review process
- Claim submission guidelines
- Field Warranty Reviews/BMW Center Audit procedure
- Parts retention/return requirements
- Test plans and Diagnostic codes, as applicable.
- PuMA TeileClearing (TC) repair process approval
- Reporting Systems i.e. Warranty Health Assessment Tool (WHAT)

Claim - Defect Codes.

The applicable program's identifier (vendor code) must be entered in the ninth and tenth positions of the component's Defect Code, for example:

Elite and BMW Certified Program - Enrolled vehicles retailed on or after 01/01/2014.

AIR Defect Code	Vendor ID
XX XX XX XX	UP

BMW Certified 5 Year Unlimited

AIR Defect Code	Vendor ID
XX XX XX XX	U5

BMW Certified 6 Year Unlimited

AIR Defect Code	Vendor ID
XX XX XX XX	U6

Claim - Repair Line Item Reimbursement.

Parts* are reimbursed at the BMW Manufacturer's Suggested Retail Price (MSRP).

- New vs. Remanufactured - When BMW offers both a new and remanufactured version of the same part, the remanufactured part must always be used first.
- Replacement part requirement - Only new or remanufactured Original BMW parts are to be used.
- All BMW 11-digit replacement part numbers, for repair order invoicing and claim submission, are listed in the Electronic Parts Catalog (ETK).
- The use of non-Original BMW Parts and products is strictly prohibited.

* Unless state law provides otherwise

The decision to use a new or remanufactured part is solely the prerogative of BMW NA. Parts replaced under these programs become the property of BMW NA.

Labor is reimbursed at your BMW Center's approved Warranty Labor Rate for the applicable repair procedure (Flat Rate Labor Operations and Flat Rate Unit allowances – FRUs).

Flat rate labor operations are in **AIR (Aftersales Information Research)** "FR" (Flat Rates) section.

Claim Handling Charge.

BMW Certified vehicles with UP Vendor Code.

There is a \$50 handling charge per CPO covered repair. The \$50 BMW Certified Limited Warranty handling charge is debited against the corresponding paid CPO claim. Please refrain from submitting a CPO claim for less than \$50.00. This will result in a net loss for your BMW Center. This debit is system generated and cannot be waived.

However, if the only repair on the claim involves parts ordered during a previous visit where a \$50 handling was collected, an appeal can be submitted with supporting documentation for review.

The handling charge is the responsibility of the customer and is not eligible for reimbursement through the Self Authorization (SA) Goodwill program. However, should a customer satisfaction issue arise; reimburse the handling charge can be discussed with the Aftersales Area Manager (AAM).

BMW Certified Vehicles with U5 and U6 Vendor Code.

Vehicle enrolled in the unlimited miles BMW Certified Program (Vendor code U5 or U6) do not have a handling charge associated with a covered repair.

In-Stock Vehicles with Active CPO Coverage.

If the vehicle is in BMW Center inventory with Active CPO coverage, for those covered components, the vehicle may be repaired, and the claim submitted under the terms of the BMW Certified program.

Out of Warranty/In-Stock Vehicles in Pending CPO Status.

Repairs on out of warranty in stock vehicles that are currently in "Pending Status" (pending = enrolled in the CPO program but not yet retailed to a customer) are not covered and cannot be submitted under the CPO program.

It is the BMW Center's responsibility to perform all repairs that are required to bring the vehicle up to CPO standards before retailing it to the customer. These expenses are to be charged internally to your BMW Center.

Alternate Transportation.

Available alternate transportation options are the:

- BMW Mobility Program (AMP); and the
- BMW Roadside Assistance: This program's details and eligibility guidelines are listed in the Certified PreOwned Consumer Information Statement Protection Plan.

Cross Border Policy – Warranty Coverage.

U.S. Vehicles in Canada.

BMW Canada honors the New Vehicle Limited Warranty for Passenger Cars and Light Trucks period of 4 years/50,000 miles.

Canadian Vehicles in U.S. including Puerto Rico.

BMW NA honors the BMW Canada New Vehicle Limited Warranty for Passenger Cars and Light Trucks period of 4 years/80,000 kilometers.

Should a U.S. CPO vehicle, which is registered in the U.S., require repairs at an authorized BMW dealer outside United States or Puerto Rico, the customer can request reimbursement assistance for the repairs through the authorized U.S. BMW Center upon their return.

Canadian vehicles may be eligible for repair inclusive coverage while operated and being serviced in the United States including Puerto Rico. Please see Section 4 Service and Repair Inclusive.