



BMW SUPPLEMENTARY  
WARRANTY.

BMW SUPPLEMENTARY HIGH-  
VOLTAGE BATTERY WARRANTY.

BMW ROADSIDE ASSISTANCE &  
ACCIDENT MANAGEMENT.

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# BMW SUPPLEMENTARY WARRANTY.

This version of the BMW Supplementary Warranty takes effect from 1 November 2022 and applies to all new BMW vehicles first registered (or delivered to the first purchaser if not registered), and all genuine BMW parts or accessories fitted (by BMW Australia Ltd (BMW) or an authorised BMW dealer) or purchased on or after that date.

The BMW Australia Ltd ("BMW") Supplementary Warranty Conditions are contained in this handbook. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This BMW (New Vehicle) Supplementary Warranty applies in addition to any statutory rights or remedies that you may have, including under the Australian Consumer Law. This BMW Supplementary Warranty does not exclude, restrict, limit or modify those rights or remedies, except to the extent that their application may be lawfully excluded, restricted, limited or modified.

Repairs conducted on a vehicle may result in the loss of user generated data electronically stored within the vehicle such as data, songs or files stored on the vehicle's hard drive. You are advised to retain a copy of such material in an alternative media before delivering the vehicle for any repair.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

# NEW VEHICLE SUPPLEMENTARY WARRANTY.

BMW warrants in respect of each new vehicle sold by itself or an authorised BMW dealer that for a period of 5 years without distance stipulation (except as detailed in this BMW Supplementary Warranty) from the date of first registration of such vehicle, (or, in the case of the sale of an unregistered vehicle, from the date of delivery of the vehicle to the first purchaser) it will repair or replace, free of charge, any part of that vehicle found to be defective in materials or workmanship, save where that defect is, in BMW's reasonable opinion, a result of the vehicle not properly and reasonably used in accordance with normal expectations considering its design.

You may have the normal periodic maintenance performed by an outlet not authorised by BMW. However, BMW can only recommend authorised BMW dealers, as it has control of the equipment, spare parts and training standards of those dealers.

Therefore, this BMW (New Vehicle) Supplementary Warranty will not cover a claim to the extent to which it has been caused by poor servicing performed by an outlet not authorised by BMW.

All repairs and/or replacements performed under this BMW (New Vehicle) Supplementary Warranty must be carried out by or through an authorised BMW dealer for that repair or replacement to be covered under this BMW (New Vehicle) Supplementary Warranty.

BMW New Vehicle Supplementary Warranty is subject to the limitations and claims process detailed in this booklet (refer to pages 9 and 10).

## Notes:

The conditions of this BMW Supplementary Warranty are subject to any statutory rights and remedies that are available to you, including under the Australian Consumer Law. Those statutory rights and remedies may be pursued in addition to those conferred under this BMW Supplementary Warranty.

This BMW (New Vehicle) Supplementary Warranty only covers vehicles used for hire or reward (including but not limited to limousines), self drive hire, driving schools or any form of instruction for a period of 5 years from the date of first registration of such vehicle (or, in the case of the sale of an unregistered vehicle, from the date of delivery of the vehicle to the first purchaser) or 200,000 kilometres, whichever comes first.

This BMW (New Vehicle) Supplementary Warranty covers only those items sold as and forming part of the original BMW vehicle as manufactured. Rattles and squeaks are covered for 1 year from the date of first registration of the vehicle, (or, in the case of the sale of an unregistered vehicle, from the date of delivery of the vehicle to the first purchaser).

# BODY RUST PERFORATION – SUPPLEMENTARY WARRANTY.

The conditions of this BMW Supplementary Warranty are subject to any statutory rights and remedies that are available to you, including under the Australian Consumer Law. Those statutory rights and remedies may be pursued in addition to those conferred under this BMW Supplementary Warranty.

Under this BMW (Body Rust Perforation) Supplementary Warranty, BMW additionally warrants in respect of each new vehicle sold by itself or an authorised BMW dealer that for a period of 12 years from the date of first registration of such vehicle, (or, in the case of the sale of an unregistered vehicle, from the date of delivery of the vehicle to the first purchaser) it will repair or replace, free of charge, any body panels perforated by rust from either the inside face of the panel or from the underside of the vehicle.

## **This additional BMW (Body Rust Perforation) Supplementary Warranty is granted under the conditions that:**

- Any repair or replacement performed under this BMW (Body Rust Perforation) Supplementary Warranty is carried out by or through an authorised BMW dealer.
- Rust perforation must not be due to external influences such as battery acid, accident damage, stone chips, bird droppings, industrial fallout and other unusual environmental factors.
- The vehicle body and floor assembly must be inspected by an authorised dealer at each vehicle check for vehicles with Condition Based Servicing and at the annual check for vehicles with the Service Interval System. These checks occur approximately at 1 year intervals. Any damage found, due to external factors or poor maintenance, must be promptly and properly repaired or rectified and the name and address of the authorised BMW dealer, together with a statement of any repairs performed under this BMW (Body Rust Perforation) Supplementary Warranty, shall be entered into the BMW owner's manual with a note of the date on which the inspection and/or repair was carried out.

The painted surface of each new vehicle sold by itself or an authorised BMW dealer is also provided with a three year warranty cover from the date of first registration of such vehicle, (or, in the case of the sale of an unregistered vehicle, from the date of delivery of the vehicle to the first purchaser). This excludes any damage to the painted surface by external or environmental influences.

## **Note:**

This BMW (Body Rust Perforation) Supplementary Warranty also covers, during the warranty period, any new genuine BMW body or floor assembly panels which have been installed in the vehicle following an accident or other damage, on the condition that the replacement has been carried out by or through an authorised BMW dealer in a proper manner and the parts have been protected against rust according to the manufacturer's or BMW's instructions. The BMW (Body Rust Perforation) Supplementary Warranty period for such parts will expire at the time of expiry of the BMW (New Vehicle) Supplementary Warranty for the vehicle, regardless of when the part(s) has (have) been installed.

# GENUINE PARTS SUPPLEMENTARY WARRANTY.

The conditions of this BMW Supplementary Warranty are subject to any statutory rights and remedies that are available to you, including under the Australian Consumer Law. Those statutory rights and remedies may be pursued in addition to those conferred under this BMW Supplementary Warranty.

BMW additionally warrants that any Genuine BMW Part or Accessory installed to a vehicle at any time by either itself or an authorised BMW dealer found to be defective in material or workmanship within a period of 2 years from the time of such fitting will be repaired or replaced entirely free of charge.

Should a Genuine BMW Part or Accessory be purchased from BMW or an authorised BMW dealer, but not fitted to a vehicle by BMW or an authorised BMW dealer, this BMW (Genuine Parts) Supplementary Warranty will commence from the date of purchase and will not cover any defects to the extent that they are caused by the fitting of the part or accessory by that third party.

Equipment for the Protection of the Environment fitted to BMW vehicles are designed to comply with all relevant emissions laws applicable in the country at time of vehicle manufacture. The equipment is an integral part of the vehicle design and should not be interfered with. Any person breaching this requirement could be guilty of an offence under the regulations as could the owner of the vehicle.

# CUSTOMER ASSURANCE PROGRAM.

Customer Assurance Programme	Details	Years / Kilometres
New Vehicle Warranty	– Vehicles used for hire or reward (including but not limited to limousines), self drive hire, driving schools or any form of instruction.	5 years / 200,000 km
	– All other vehicles.	5 years / unlimited km
Warranty – Parts Replacement	– On all Genuine BMW Parts.	2 years / unlimited km
Warranty – Body Rust Perforation		12 years / unlimited km
Paintwork Warranty		5 years / unlimited km
Roadside Assistance & Accident Management	– BMW Petrol and Diesel vehicles.	3 years / unlimited km
	– BMW High-Voltage Plug-In Hybrid Vehicles.	6 years / unlimited km
	– BMW 7 Series and 8 Series vehicles.	7 years / unlimited km
	– BMW High-Voltage Battery Electric Vehicles	8 years / unlimited km
Complimentary Service	– BMW M5, 7 Series, 8 Series and M8 vehicles.	5 years / 80,000 km
High-Voltage Battery Warranty	– BMW High-Voltage Battery Electric Vehicles.	8 years / 160,000 km
	– BMW High-Voltage Plug-In Hybrid Vehicles.	6 years / 100,000 km

# BMW COMPLIMENTARY SERVICE.

The conditions of this BMW Supplementary Warranty are subject to any statutory rights and remedies that are available to you, including under the Australian Consumer Law. Those statutory rights and remedies may be pursued in addition to those conferred under this BMW Supplementary Warranty.

## Introduction.

There are no scheduled servicing costs for BMW M5, 7 Series, 8 Series and M8 owners for the first 5 years or 80,000kms, whichever comes first. The cost of parts and labour for all recommended oil services and inspections as indicated by the vehicle's CBS (Condition Based Service) System are covered. The cost of wear and tear items such as brake pads and discs, wiper blades, tyres and any other parts not included on the schedule, will be charged additionally to the owner's account.

## BMW Complimentary Service Conditions.

### Service work.

1. At the intervals indicated by the CBS System of the vehicle specified on the Warranty Form ("Vehicle") or otherwise as BMW deems necessary, BMW shall arrange for an authorised BMW dealer to carry out the following service work in relation to the Vehicle:
  - Service work stipulated by BMW in the BMW Owner's Service Record and applicable to the Vehicle including the supply or replacement of necessary parts and lubricants; and
  - Preventative treatment as BMW considers necessary.
2. BMW's obligations under this service are conditional upon the maintenance by the owner of an accurate record of the distance travelled by the Vehicle and production of such record to BMW when required.
3. BMW's obligations under this Complimentary Service shall not include:
  - Repairs resulting from normal wear and tear to the Vehicle, for example brake discs and pads which will be charged to the owner;
  - Replacement of tyres;
  - Repairs necessary due to damaged glass, panels or paintwork, including rust corrosion;
  - Special preparation for or restoration after long-term storage;
  - Repairs by persons other than an authorised BMW dealer;
  - Effecting or repairing alterations or modifications to the Vehicle;
  - Work necessary due to negligence, accidental or intentional damage or abuse;
  - Vehicle recovery, towing or other related travel costs (this may be covered by the applicable Roadside Assistance Programme); and
  - Work involved in daily or other regular checks to the Vehicle.



4. In exceptional cases where it is impractical for an authorised BMW dealer to carry out required service work, special provisions may be made by prior arrangement with BMW. Where BMW authorises service work by an unauthorised BMW dealer, BMW will reimburse the Owner for the cost of approved repairs on receipt of the relevant invoice.

### **Term.**

The obligations of BMW under this Complimentary Service commence on the first date of vehicle registration (or, in the case of the sale of an unregistered vehicle, from the date of delivery of the vehicle to the first purchaser), and shall continue until the closing date specified for the model.

## WHAT DOES THE BMW SUPPLEMENTARY WARRANTY MEAN?

The conditions of this BMW Supplementary Warranty are subject to any statutory rights and remedies that are available to you, including under the Australian Consumer Law. Those statutory rights and remedies may be pursued in addition to those conferred under this BMW Supplementary Warranty.

### **Purchaser's Responsibility.**

To maintain, operate and use the vehicle in accordance with the manufacturer's instructions and within the specified operating limitations.

### **Items not covered by this BMW Supplementary Warranty.**

- Loss, damage or defects which arise or are caused by accident, fire, flood, Acts of God, war, acts of terrorism or any other cause beyond reasonable control of BMW or caused by misfueling, water entry, misuse or exceeding any of the manufacturer's specified maximum speeds, revolutions or load capacities;
- Non-BMW supplied options, parts, accessories and/or other items fitted to the vehicle at any time;
- Any defect to any non-genuine part or accessory and any loss, damage or defect to the vehicle which arises from or is caused by any non-genuine part or accessory;
- Labour, parts and service items (including but not limited to lubricants, oils, gaskets, wheel balancing and wheel alignment) utilised during normal maintenance services;
- Normal "wear and tear" parts (including but not limited to spark plugs, wiper blades, consumable filters, brake pads and linings, clutch linings and tyres) are considered to be regular replacement items and are not covered under this BMW Supplementary Warranty unless such parts are found to be defective due to a manufacturing or assembly fault;
- Normal maintenance or other adjustments which become necessary throughout the life of the vehicle, or adjustments which may become necessary due to abnormal usage;

- Modifications or adjustments which may be required due to alterations in local legislation or conditions after the original registration of the vehicle are beyond the control of BMW and are, therefore, not acceptable as a claim against this BMW Supplementary Warranty;
- Any component, assembly or associated component damaged as a result of continued operation of the vehicle after it has become (or ought to have become) apparent to the driver that some fault exists in the vehicle; and
- Interference from high frequency radio signals. For further information in relation to possible interference see vehicle radio operation section of the owner's manual.

## **Making a claim under this BMW Supplementary Warranty.**

Every possible care has been taken during the production of your BMW. Nevertheless, should a difficulty be experienced, there are procedures established which are designed to have it attended to quickly and with as little inconvenience to you as possible.

All repairs and/or replacements performed under this BMW Supplementary Warranty will be free of charge and must be carried out by or through an authorised BMW dealer for that repair or replacement to be covered under this BMW Supplementary Warranty.

You should firstly contact the Service Manager of your selling authorised BMW dealer and follow instructions given. If you are in transit at the time, you should contact the Service Manager of the closest authorised BMW dealer. All valid warranty claims will be processed directly by the authorised BMW dealer.

BMW provides a continuous development programme to support its authorised BMW dealer network which includes:

- Supply of Genuine BMW Parts.
- Personnel Training.
- Specialist Tooling and Equipment.
- Technical Information and Advice.
- Repair Procedures and Techniques.

These systems and programmes represent a big investment by your authorised BMW dealer to ensure your needs are met promptly and efficiently. They are keen to improve their service and welcome your comment. Where necessary, additional support is available from BMW.

The BMW Supplementary Warranty is given by:

BMW Australia Ltd.  
ACN 004 675 129  
783 Springvale Rd  
(P.O. Box 745)  
Mulgrave, VICTORIA 3170  
Freecall: 1800 813 299  
Facsimile: 1800 350 528  
Email: [info@bmw.com.au](mailto:info@bmw.com.au)

# BMW SUPPLEMENTARY HIGH-VOLTAGE BATTERY WARRANTY.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This BMW Supplementary High-Voltage Battery Warranty applies in addition to any statutory rights or remedies that you may have, including under the Australian Consumer Law. This BMW Supplementary High-Voltage Battery Warranty does not exclude, restrict, limit or modify those rights or remedies, except to the extent that their application may be lawfully excluded, restricted, limited or modified.

Repairs conducted on a BMW vehicle may result in the loss of user generated data electronically stored within the vehicle such as data, songs or files stored on the vehicle's hard drive. You are advised to retain a copy of such material in an alternative media before delivering the vehicle for any repair.

BMW Australia Limited grants the purchaser of a new BMW vehicle the following benefits with respect to the High-Voltage Battery in addition to the terms and conditions of warranty for new BMW vehicles:

1. The rights and benefits set out in this BMW Supplementary High-Voltage Battery Warranty of a new BMW vehicle applies for the duration or kilometres driven, as set out on page 7 of this document, after the first delivery or the first registration of the new BMW vehicle, which-ever is the earliest ("Warranty Period").
2. Within the Warranty Period, the purchaser can claim the cost of repair of a technical defect concerning the High-Voltage Battery free of charge.
3. Should it become necessary to recover the BMW vehicle within the Warranty Period due to a technical or other defect, the reasonable costs for towing the BMW vehicle to the nearest authorised BMW dealer or authorised BMW repairer will be borne by BMW Australia Limited or reimbursed to the purchaser (as the case may be).

4. The net capacity of a lithium-ion high voltage battery in a BMW vehicle decreases over the period of use due to inherent technical reasons (including natural wear and tear). Should a capacity check at a BMW service workshop at any time during the Warranty Period show that the net battery capacity is regarded as 'excessive capacity loss', this excessive capacity loss will be repaired by an authorised BMW dealer or authorised BMW repairer for the purchaser free of charge. This repair can be done by using a new generation high voltage battery. As a result some technical specifications of the BMW vehicle may possibly change without perceptible impact on the driving characteristics of the BMW vehicle under usual driving conditions.
5. The purchaser may claim the rights and benefits specified in this BMW Supplementary High-Voltage Battery Warranty at every authorised BMW dealer or authorised BMW repairer in Australia at any time during the Warranty Period.
6. Subsequent owners of the BMW vehicle are also entitled to all benefits specified in the BMW Supplementary High-Voltage Battery Warranty, provided that any claims under this Warranty are made before the expiry of the Warranty Period.
7. To enjoy the benefits outlined in this BMW Supplementary High-Voltage Battery Warranty it is mandatory that all vehicle inspections are carried out in the intervals as specified by BMW and checks and rectifications of the High-Voltage Battery are performed where necessary during those inspections.  
To the extent permitted by law, the purchaser shall not be entitled to claim the benefits specified in this BMW Supplementary High-Voltage Battery Warranty if a technical defect or excessive capacity loss was caused by an accident or one of the following reasons:
  - The BMW vehicle was operated under conditions for which it was not homologated for (e.g. in a country with different homologation regulations to the one it was originally delivered in).
  - The BMW vehicle was operated abnormally or overstressed, e.g. at competitive motor sports events.
  - Parts have been fitted to the BMW vehicle which were not approved by the manufacturer or the BMW vehicle or parts of it (e.g. software) have been manipulated in a way that was not approved by the manufacturer.
  - The instructions on use, maintenance and care of the BMW vehicle (especially according to the owner's manual) have not been followed.
  - The High-Voltage Battery has been opened or removed from the BMW vehicle.
8. This BMW Supplementary High-Voltage Battery Warranty supplements the terms and conditions of warranty for new BMW vehicles and any other rights and benefits under Australian Law. Benefits and rights pursuant to the Terms and Conditions for new BMW vehicles and those under Australian Law shall remain unaffected by this BMW Supplementary High-Voltage Battery Warranty.

# BMW ROADSIDE ASSISTANCE & ACCIDENT MANAGEMENT.

All new BMW Vehicle owners automatically receive complimentary BMW Roadside Assistance & Accident Management from the date of first registration of the Vehicle (or, in the case of an unregistered Vehicle, from the date of delivery of the Vehicle to the first purchaser). For the duration of coverage applicable to your vehicle, please refer to the table on page 7 of this document.

## What to do when you need assistance.

Should you require assistance, call the BMW Roadside Assistance & Accident Management toll-free number, **1800 808 111**.

Please have the following information available for the Customer Service Assistant who will answer your call:

- Your name.
- Your BMW registration number.
- Your BMW Service Card number.
- The model and colour of the Vehicle.
- A description of the problem.
- If possible, a telephone number where you can be contacted.
- The exact location of your BMW.

Your Customer Service Assistant will be able to mobilise the necessary assistance which may include:

- Roadside assistance.
- Towing to an authorised BMW dealer or authorised repairer.
- Onward travel.
- Hotel accommodation.
- Car hire.

Please do not make your own vehicle assistance arrangements through a third party, as BMW may not be able to reimburse any costs incurred.

## **Stay with your Vehicle.**

Once assistance has been called, it is vital that your Vehicle is attended. Should BMW Roadside Assistance & Accident Management arrive at your Vehicle, and it is unattended, then work cannot be carried out and payment may be required for any subsequent call-outs to assist with the incident.

# **BMW ROADSIDE ASSISTANCE.**

## **1. Mechanical Assistance.**

Should the Vehicle be immobilised, temporary on-the-spot adjustments will be made to your BMW to ensure that you and your Vehicle are back on the road as soon as possible.

## **2. Non-Mechanical Assistance.**

Assistance will also be provided in non-mechanical related incidents including tyre change, flat battery, out of fuel and lockouts.

## **3. Theft.**

In the event that the Vehicle is stolen, BMW Roadside Assistance can arrange alternative transport to get you home. Note that in such cases costs of towing, alternative transport or accommodation are normally covered by your insurer and as such, are not covered by BMW Roadside Assistance.

## **4. Vehicle Transport.**

Should the Vehicle be immobilised as a result of a breakdown, vehicle transport will be provided to deliver your Vehicle to:

- In major metropolitan areas, the authorised BMW dealer of your choice (provided it is within 40kms from the point of breakdown); or
- The closest authorised BMW dealer or authorised repairer.

For breakdowns which occur after-hours, your Vehicle will be stored at a secure facility and delivery will be made the morning of the next working day.

## **5. Fuel.**

In the event that you run out of fuel, BMW Roadside Assistance will supply, free of charge, sufficient fuel to get you to the next refuelling point.

## **6. Lockout.**

If your keys have been locked in the Vehicle or lost, BMW Roadside Assistance will, upon provision of adequate proof of ownership, provide emergency assistance as follows:

- Locate and deliver your spare key, or arrange for you to retrieve your spare key if more practical.
- If an emergency situation arises, or you insist that the Vehicle is accessed, and it is necessary to gain access to the Vehicle, BMW Roadside Assistance will attempt to gain access by other means, but only after provision of your written consent. Whilst all care will be taken, BMW Roadside Assistance will not be held responsible for any damage incurred or resultant repair costs. Additional conditions may apply. A limit of \$150 (incl. GST) applies to this service.

## **7. Taxi.**

If the Vehicle cannot be mobilised due to a mechanical breakdown and must be transported to an authorised BMW dealer, alternative transportation (taxi) to the value of \$200 (incl. GST) will be provided to continue your journey to the nearest town or city or within the same town or city where the breakdown occurred.

## **8. Caravan or Trailer.**

If you are travelling with a caravan or trailer, BMW Roadside Assistance will arrange for it to be recovered and relocated to the nearest convenient safe location until you and the Vehicle are ready to resume your journey.

## **9. Legal Advice.**

Telephone legal advice is available 24 hours a day in relation to any matter involving the ownership or use of the vehicle. Advice does not extend to preparation of briefs or personal interviews.

## **10. Medical Advice.**

Medical advice is available 24 hours a day to drivers and/or passengers and may include medical advice, contact with doctors and/or emergency services, and arrangement of transport with escort if necessary. Any costs associated with treatment or transport are payable by you and are not covered by this programme.

## **11. Cancellation/Rebooking of Transport Arrangements.**

Following Vehicle breakdown, BMW Roadside Assistance will provide assistance with cancellation and rebooking of any pre-arranged travel arrangements, including accommodation and flight reservations. Costs associated with rebooking or cancellation of travel plans will be at your expense.

## **12. Accommodation.**

Accommodation will be provided for up to 4 nights to a total maximum value of \$200 (incl. GST) per person per night should you decide to remain with your Vehicle whilst it is repaired locally or if the breakdown occurs outside the hours when alternative transport could be arranged. Any amount charged in excess of this limit will be your responsibility.\* This benefit provides room only and excludes meals, phone calls, laundry, etc.

### **13. Car Rental.**

Car rental may be provided in conjunction with accommodation for a maximum period of three days. Alternatively, should accommodation not be required, the car rental period can be extended to a maximum of five days. The limit for this benefit is \$1,000 (incl. GST), fuel and other incidental costs and charges as well as fines or damage caused are not included.\*

### **14. Vehicle Relocation.**

If your Vehicle is immobilised due to mechanical breakdown and you have left your Vehicle to continue your journey, once it is repaired, your Vehicle will be delivered to you at your home or intended destination (whichever is the nearest).\* Where appropriate, the driver may be supplied with transport to collect the repaired Vehicle from the authorised BMW dealer.

### **15. Alternative Transport Assistance.**

Should hotel accommodation or a rental vehicle be unavailable\*, alternative transport will be provided for the driver and up to four passengers travelling in the Vehicle to return home or to their intended destination to a maximum of \$300 (incl. GST). Any amounts charged in excess of this limit is at your expense.

### **16. Emergency Parts.**

If you have decided to have the Vehicle repaired locally rather than transported, and necessary spare parts are not available locally, BMW Roadside Assistance will assist in locating and transferring the parts to the repairer. All costs associated with the spare parts, delivery and repair of your Vehicle is your responsibility.\*

\*BMW Roadside Assistance cover for Accommodation, Car Rental, Vehicle Relocation, Alternative Transport Assistance and Emergency Parts entitlements only comes into effect where a breakdown occurs more than 70kms from your home and the Vehicle is expected to be immobilised for a period longer than 24 hours. Accommodation and car rental benefits cease once the Vehicle has been repaired.

## **BMW ACCIDENT MANAGEMENT.**

BMW Accident Management is available if you have an accident. Should you require assistance call the BMW Accident Management toll-free number, 1800 808 111 to report the incident and record the details.

### **1. Medical Advice and Referral.**

BMW Accident Management provides you and your passengers with telephone access to emergency medical advice at the scene of an accident. Please note: all costs associated with this service are your responsibility.

### **2. Accident Assist at the Scene of the Accident.**

In the case of an accident, BMW Accident Management will provide the following services where required:



- Arrange attendance of relevant emergency services Ambulance, Police, Fire Brigade.
- Advise you not to admit liability.
- Advise you to obtain third party details.
- Advise you to obtain the details of any independent witnesses.
- Advise you if police should be called.
- Advise you to verify by sighting and obtain relevant parties' driver's licence details.
- Message relay to your family, friends or work colleagues to advise of any delays or medical injuries.

### **3. Accommodation or Rental Car Assistance.**

Should you or your passengers require emergency accommodation or a rental car, BMW Accident Management will endeavour to arrange this at corporate rates. Costs incurred will remain your responsibility, but may be claimable from your insurance company.

### **4. Taxi.**

Where a taxi is needed after an accident and your insurance company is unlikely to provide the service or cover the cost, BMW Accident Management will arrange for one to a maximum limit of \$200 (incl. GST).

### **5. Accident Claim Form Assistance.**

BMW Accident Management will help you to complete accident claim forms and, where possible, arrange for claim forms to be forwarded to you.

### **6. Accident Towing.**

BMW Accident Management will coordinate the towing of your Vehicle to an authorised servicing dealer or approved repairer. While this service is at your expense, BMW Accident Management will assist in claiming towing charges back through your insurance company.

### **7. Accident Quotation Assistance.**

BMW Accident Management will coordinate and follow up with the authorised servicing dealer or approved repairer regarding quoting of vehicle damage. A second quote can also be arranged where necessary. Services are provided during business hours, Monday to Friday, EST.

### **8. Accident Assessment Assistance.**

The assessment and final approval of quotes by your insurance company will be co-ordinated by BMW Accident Management. You will be kept up to date with progress. Services are provided during business hours, Monday to Friday, EST.

## 9. Rental Car Arrangements.

BMW Accident Management will be happy to arrange a rental car upon request. All rental and associated costs will be your responsibility. Discounted rental rates will be sought when available.

## 10. Accident Repairer Follow Up.

BMW Accident Management will communicate with the authorised servicing dealer or accredited body repairer to establish an estimated date of completion for all repairs and then see the process through. If repairs become delayed due to any unforeseen issues (including but not limited to parts delay), BMW Accident Management will let you know and stay in contact with everyone concerned. BMW Accident Management will be in touch to ensure that you are satisfied with the repairs and condition of the Vehicle. If there are any problems, BMW Accident Management liaises with the insurance company or repairer to ensure they are resolved as soon as possible.

## 11. Cancellation/Rebooking Travel Arrangements.

In the case of travel plans being interrupted due to an accident, BMW Accident Management will contact the relevant people to cancel or rebook your travel, arrange alternative transport and relocation of the Vehicle once repaired. Please note: any costs associated with rebooking or cancellation of travel plans will be at your expense.

## General.

All costs relating to parts, labour and other associated costs for towing or repair of the Vehicle involved in an accident, or attempted theft, will be your responsibility. Some of the services provided by BMW Accident Management may be limited subject to the guidelines and procedures of your insurance company and/or policy entitlements. As the insurance company is the ultimate body responsible for any damage claims, BMW Accident Management will adhere to any instructions or directions they provide. Please note: in certain areas within Australia, local government authorities manage all accident towing contractors via Accident Allocation Centres (AAC). Within such areas BMW Accident Management is unable to arrange the attendance of its own accident towing companies and is required by law to contact the AAC to arrange all accident towing. BMW Accident Management Assistance Services do not extend to insurance policy interpretation or application.

## Transfer of Cover.

BMW Roadside Assistance & Accident Management is fully transferable between owners at any time during the period of cover. However, no refunds will be provided for cancellation of benefit. BMW must be notified of the transfer.

Contact details below:

BMW Australia Ltd  
Customer Interaction Centre  
Phone: 1800 813 299  
Fax: 1800 350 528

# BMW ROADSIDE ASSISTANCE & ACCIDENT MANAGEMENT CONDITIONS.

Any roadside assistance required as a result of driving on a racetrack, competing in organised road/off road rallies, inappropriate use, incorrect repair or faulty workmanship on the Vehicle by a non-authorized BMW dealer, or directly due to the fitment of non-genuine parts and/or accessories; will be co-ordinated by BMW Roadside Assistance & Accident Management; however, all costs will be your responsibility.

To be eligible for BMW Roadside Assistance & Accident Management, the Vehicle must be well maintained and of sound mechanical and roadworthy condition. If you have any doubt of the condition of the Vehicle, please do not hesitate to contact your local authorised BMW dealer, who will arrange an inspection. Some services are excluded from the cover of BMW Roadside Assistance & Accident Management, and these are listed below:

- Costs of repairs other than provision of fuel and mechanical assistance.
- Any rental vehicle cost which would normally be payable by you, such as security deposit, excess kilometres, petrol and toll charges, or accident excess in the event that the hire car (if provided under the policy) is involved in an accident.
- In the interests of providing a quality service, BMW Roadside Assistance & Accident Management reserves the right to amend or withdraw service where utilisation is excessive due to the lack of regular and preventative maintenance by you or failure to rectify any recurring fault by you.
- Whilst all care will be taken, neither BMW Roadside Assistance & Accident Management, BMW or any service provider of BMW Roadside Assistance & Accident Management, will be responsible for any damage incurred or resultant repair costs which is not caused by act or negligence of any of those parties.

## **Important Information.**

BMW Roadside Assistance & Accident Management is offered by BMW Australia Ltd ABN 11 004 675 129. BMW Roadside Assistance & Accident Management service is provided by AWP Australia Pty Ltd trading as Allianz Global Assistance ABN 52 097 227 177.

