

SPECIAL PROGRAMS

SOMETIMES BMW OF NORTH AMERICA, LLC (BMW NA) OFFERS A SPECIAL ADJUSTMENT PROGRAM TO PAY ALL OR PART OF THE COST OF CERTAIN REPAIRS BEYOND THE TERMS OF THE WARRANTY. CHECK WITH YOUR AUTHORIZED BMW CENTER TO DETERMINE WHETHER ANY ADJUSTMENT PROGRAM IS APPLICABLE TO YOUR MOTOR VEHICLE.

BMW ROADSIDE ASSISTANCE

The BMW Roadside Assistance Program reflects BMW's commitment to your satisfaction with the BMW ownership experience.

It is available for U.S. version BMW passenger cars and light trucks in all 50 states, Canada, and Puerto Rico 24 hours a day, 365 days a year.

It's a valuable benefit provided to you at no additional cost. (Subject to certain limitations and exclusions noted on page 52.)

The BMW Roadside Assistance Program is not a warranty and does not affect your rights under the New Vehicle Limited Warranty.

Services provided by a third-party business partner.

ELIGIBILITY

You are covered if your vehicle is:

- ▷ A new BMW distributed by BMW NA, and purchased at an authorized BMW center.
- ▷ A new BMW automobile, purchased under the BMWNA European Delivery Plan.
- ▷ A new, U.S. version, BMW automobile purchased under the Diplomatic or Military Sales programs, operated in any of the 50 states, Canada and Puerto Rico.

The vehicle itself is covered when driven by any authorized driver. Eligibility as determined by the vehicle's original in-service date:

New BMWs — Protection is provided for 4 years/unlimited miles.

Certified Pre-Owned BMWs — 5 years or 6 years (as applicable)/unlimited miles.

NOTE: This protection does not affect the new vehicle limited warranty coverage, which remains at 4 years/50,000 miles, or the applicable Certified Pre-Owned BMW time and mileage coverage.

GETTING STARTED

For your convenience, a decal showing Roadside Assistance information has been affixed in the rear compartment area and on the driver's side of the windshield when viewing from outside the vehicle.

CONTACTING ROADSIDE ASSISTANCE

The best way to contact a BMW Roadside Assistance specialist is to select Roadside Assistance in the BMW ConnectedDrive menu of the iDrive display (an active BMW Assist account is required). When requesting assistance via this process the specialist may be able to receive data from the vehicle to help determine the correct service together with your location.

You can also reach us by pressing the BMW Assist ecall (SOS) button and requesting a transfer to roadside assistance. Service may also be requested directly using the BMW Connected App* or by telephone with the toll-free number 1 (800) 332-4269.

*Download the BMW Connected App for iOS or Android from the App Store or Google Play.

In order to receive quick and reliable services, it is essential that you provide detailed and accurate information to the specialist.

Be prepared to provide:

- ▷ Driver's name.
- ▷ Complete 17 digit Vehicle Identification Number (found in your vehicle registration/insurance card, or on the bottom driver's side of your windshield).
- ▷ Year and Model.
- ▷ Vehicle location information (necessary only if calling by telephone).
- ▷ A call-back cell-phone number where you can be reached if disconnected and receive a service vehicle tracking web link.
- ▷ A description of your vehicle's problem. Specific and accurate information will enable the Roadside Assistance specialist to provide the proper help.
- ▷ Your servicing BMW center if towing is required.

SERVICES

From the information you provide, the BMW Roadside Assistance service specialist will determine the type of help required.

ON-SITE ASSISTANCE

On-site service for vehicle disablements, such as flat tires, dead batteries and out of fuel conditions is provided by BMW Roadside Assistance. The cost for parts and operating fluids when used on-site is the responsibility of the owner/driver. The New Vehicle Limited Warranty does not cover any of the above on-site services. Complimentary fuel delivery service for out of fuel condition is limited to 4 events per year.

LOCK-OUT

Your BMW is equipped with an advanced entry system which cannot be bypassed by traditional roadside service methods without significant risk of damage to your vehicle. The recommended procedure for a lock-out is to use the BMW Connected App to initiate a remote door unlock. You must have a valid BMW Assist account with user name and password (call BMW Assist toll-free at 1 (888) 333-6118 if you are unsure of your user name or password). In case the app is not available the Connected Drive specialist may initiate the remote door unlock request by confirming your account. In the event the remote door unlock service is not successful, Roadside Assistance will help try to you get back on the road. A roadside specialist can attempt to arrange alternate transportation (where available) to the nearest authorized BMW center, home or office. You, or the person driving your vehicle are responsible for any expenses related to replacement keys if required.

TOWING SERVICE

In the event of a mechanical breakdown, a collision or road hazard event, your vehicle will be transported (at no cost) to the nearest authorized BMW center. However, you may request for your vehicle to be taken to your servicing BMW center as long as it is within 50 additional miles or less of the "nearest" authorized BMW center. Any additional mileage charges beyond this limit will be your responsibility.

If the breakdown occurs after normal business hours and the designated authorized BMW center cannot accept after-hours deliveries, your vehicle will be transported to a secure storage location and delivered on the next business day.

If you request that the vehicle be taken to a location other than an authorized BMW center, the entire expense will be your responsibility.

Towing requests for vehicles disabled because of casualty, fire, act of God, or violation of law (Federal, State or local) will be at the complete expense of the owner/driver.

If it is necessary for you to have your vehicle towed through your own arrangements, you must first contact BMW Roadside Assistance for a case ID number and instructions on claim reimbursement procedures.

All claims must be submitted within sixty (60) days of the disablement or occurrence and accompanied by the original receipts. Claims received after that time period may not be honored and are subject to the full discretion of BMW Roadside Assistance. Your servicing BMW center can assist with this process.

ONWARD MOBILITY

If towing is required, onward mobility utilizing ride share services (e.g. Lyft/Uber, etc.) may be requested from the Roadside Assistance specialist to pick up a driver, passengers and luggage from the disablement point to travel back home, hotel, work, school, dealership, etc. A maximum trip distance of 90 miles distance is allowed and covered under the program. Additional distance and resulting costs are the responsibility of the driver.

ROADSIDE TRAVEL SUPPORT

In the event you are in an unfamiliar area and experience an unexpected mechanical breakdown or accident that requires towing of your vehicle, if you have 24/7 Concierge Support as part of your Connected Drive contract* this service will provide assistance in this situation to help reduce your stress and assist with any services required.

If your vehicle does not have 24/7 Concierge Support, as part of your Roadside Assistance coverage you will have access to Roadside Travel Support directly from the Roadside Assistance specialist working your case. This service will help to search and arrange reservations for alternate individual mobility, lodging or public transportation. He or she will also be able to contact another individual to relay emergency information.

*To discover all your Connected Drive benefits sign in to your My BMW account, and if you haven't already, add your new BMW to the vehicles section of your profile. www.bmwusa.com

TRIP INTERRUPTION BENEFITS

Trip interruption benefits are provided for mechanical breakdowns as follows:

- ▷ Breakdowns must be caused by a defect covered under the terms of the limited warranty.
- ▷ Must occur in excess of 100 miles from the owner's primary residence.
- ▷ Repairs that cannot be completed during normal business hours on the same day of breakdown.

Breakdowns caused by flat tires or accidents do not qualify for trip interruption benefits.

Reimbursements will be allowed for meals, lodging, car rentals, and alternate transportation to bring the driver and the BMW vehicle together after the vehicle has been repaired by an authorized BMW center. Original receipts must accompany all reimbursement requests. Trip interruption benefit is limited to \$1,000.00 per incident, for expenses incurred a maximum of five days after the breakdown and roadside service date. Always contact your BMW center for assistance of how to submit for a trip interruption benefit claim. They will assist in confirming eligibility and submit the request directly to BMW on your behalf.

REUNITE TRANSPORTATION

After towing for a breakdown and a confirmed repair completed by an authorized BMW center for a mechanical defect covered by the limited warranty, the vehicle may qualify for a reunite service back to your home location. At the appropriate time the authorized BMW center will assist in creating the request to BMW Roadside Assistance for a reunite transportation and provide supporting documentation to confirm eligibility.

EXCLUSIONS

Specifically excluded from Roadside Assistance coverage are:

- ▷ Fines, taxes, impound, storage or towing fees incurred due to a collision, violation of local or state law or movement of the vehicle by law enforcement.
- ▷ Expenses related to adverse weather conditions including, but not limited to, floods, hurricanes, tornadoes (removal of a parked vehicle from water, snow, ice, etc.)
- ▷ Expenses for the removal and mounting of snow tires or removal of snow chains.

- ▷ Towing to an independent repair facility that is not an authorized BMW center.

CALIFORNIA PROPOSITION 65

WARNING

Operating, servicing and maintaining a passenger vehicle or off-road vehicle can expose you to chemicals including engine exhaust, carbon monoxide, phthalates, and lead, which are known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize exposure, avoid breathing exhaust, do not idle the engine except as necessary, service your vehicle in a well-ventilated area and wear gloves or wash your hands frequently when servicing your vehicle. For more information go to www.P65Warnings.ca.gov/passenger-vehicle.