



**BMW  
MOTORRAD**

# **CONSUMER WARRANTY INFORMATION**

**2024 U.S. MOTORCYCLES AND SCOOTERS**

**MAKE LIFE A RIDE**

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European model shown

## **Notice**

**The "National Traffic & Motor Vehicle Safety Act of 1966" requires manufacturers to be in a position to contact the vehicle owners when a correction of a product defect becomes necessary. At the time of resale of this motorcycle, fill in and mail this postcard to BMW NA. If a change of address takes place, also notify BMW NA via this postcard. For immediate updates or if there are no postcards left, please contact BMW Customer Relations and Services at 1 (800) 831-1117. The information supplied by you will be used by BMW to update new owner and customer information. Rest assured that we will not rent or sell your personal information to anyone. To see our privacy policy please go to <https://www.bmwmotorcycles.com> then please search the term Privacy or call 1-800-831-1117.**

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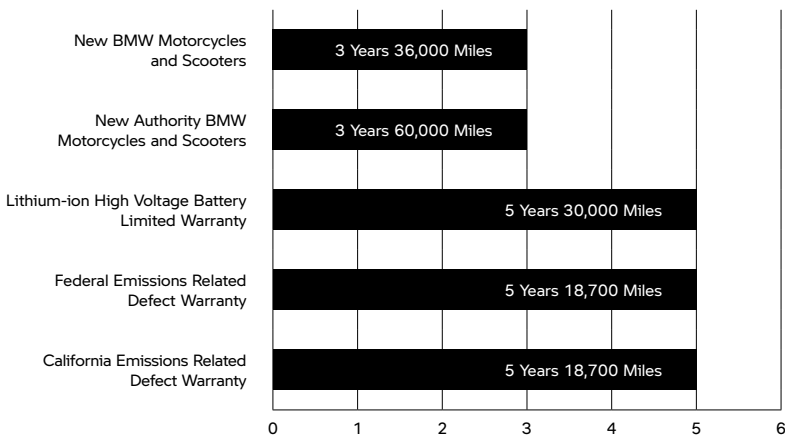


# 2024 MODEL YEAR MOTORCYCLES AND SCOOTERS

## Models

- S Models
- K Models
- R Models
- G Models
- F Models
- C Models
- Heritage Models
- CE Models
- M Models

## OVERVIEW OF BMW LIMITED WARRANTIES



**The BMW limited warranties apply only to U.S.-specification BMW vehicles and cover eligible warranty repair or replacement work when the warranty service is performed at an authorized BMW Motorrad Dealer in the United States (including Puerto Rico), subject to all applicable exclusions and/or limitations.**

# **NEW VEHICLE LIMITED WARRANTY FOR MOTORCYCLES AND SCOOTERS — 2024 MODELS (VALID ONLY IN THE U.S.A. INCLUDING PUERTO RICO)**

## **WARRANTOR**

BMW of North America, LLC (BMW NA) warrants during the Warranty Period the 2024 U.S.-specification BMW vehicles distributed by BMW Motorrad USA or sold through the BMW NA Military Sales Program or any BMW NA European Delivery Program against defects in materials or workmanship to the first retail purchaser, and each subsequent purchaser.

## **WARRANTY BEGINS**

Coverage begins on the date of first retail sale or the date the vehicle is first placed into service as a sales demonstrator, service loaner program or company vehicle, whichever is earlier.

## **WARRANTY PERIOD**

New BMW Motorcycles and scooters

The warranty period is 36 months or 36,000 miles, whichever occurs first, except as noted below.

New Authority BMW Motorcycles and scooters

The warranty period is 36 months or 60,000 miles, whichever occurs first, except as noted below.

## **WARRANTY COVERAGE**

To obtain warranty service coverage, the vehicle must be brought, upon discovery of a defect in material or workmanship, to the workshop of any authorized BMW Motorrad Dealer in the United States (including Puerto Rico) during normal business hours.

The authorized BMW Motorrad Dealer will, without charge for parts and labor (including diagnosis), either repair or replace the defective part(s) using new or authorized remanufactured parts. The decision whether to repair or replace said part(s) is solely the prerogative of BMW NA. Parts for which replacements are made become the property of BMW NA. In all cases, a reasonable time must be allowed for warranty repairs to be completed after the vehicle is received by the authorized BMW Motorrad Dealer.

Warranty repairs do not constitute an extension of the original limited warranty period for the vehicle or a part thereof.

## **OTHER ITEMS**

**Items which are subject to wear and tear or deterioration due to driving habits or conditions, such as brake pads/linings, brake discs, clutch disc, pressure plate, filters, upholstery, trim and chrome items, paint finish, drive belts, glass, steering head, wheel and swing arm bearings, ball joints, fuses, control cables, drive chains, belts, sprockets and pulleys, exhaust pipes and mufflers for discoloration or finish and rubber items such as hand grips, heated hand grips, foot rests, foot shift and control cable shields and similar items, their coverage is specifically limited to defects in material or workmanship.**

## **WHAT IS NOT COVERED:**

Damage, including consequential, to the vehicle or the Lithium-ion high voltage battery which results from negligence, improper operation of the vehicle, improper repair, lack of or improper maintenance, environmental influences, flood, accident or fire damage, road salt corrosion, or use of improper or contaminated fuel.

Damage to the engine, transmission or any related component caused by improper shifting of the transmission or exceeding their mechanical limits.

Damage to the paint finish due to stone chips, nicks, dents, acid rain, industrial fallout, other environmental influences, and normal deterioration, such as fading, discoloration, or loss of luster, improper care/repair of "matte" paint finishes, as well as damage caused by lack of maintenance, excessive rubbing, the use of improper cleaners, polishes and/or waxes.

Maintenance services and parts when replaced during maintenance such as spark plugs (gasoline engines only), lubricants, fluids, engine tune-up parts, replacement of filter and coolant.

Modification of the vehicle or installation of any performance accessories or components attached to the vehicle which alters the original engineering and/or operating specifications or which results in damage to the other original components, electrical interference, electrical short, radio static, leaks and wind noise.

Tires are warranted by their respective manufacturer. See the Tire Warranty Statement on page 26.

**Driving over rough or damaged road surfaces, as well as debris, curbs and other obstacles can cause serious damage to wheels, tires and suspension parts. Be careful to avoid road hazards and reduce your speed.**

Non-genuine BMW Parts — While you may elect to use non-genuine BMW parts for maintenance or repair services, BMW NA is not obligated to pay for repairs of the non-genuine BMW parts or for repairs of any damage resulting from the use of non-genuine parts.

This warranty shall be null and void for specific vehicle components that were previously replaced with used or salvaged parts, including repairs of any damage resulting from the use of these parts.

This warranty shall be null and void if the odometer has been replaced or altered and the true mileage on the vehicle cannot be determined, and/or the Vehicle Identification Number (VIN) is altered and/or cannot be determined.

This warranty shall be null and void if the vehicle has been declared a total loss or sold for salvage purposes, or if the vehicle has been used in any competitive event.

Extreme lack of use (100 miles or less per month on average) or improper storage, the installation and use of side cars, three wheel conversions, trailer hitches, the towing of trailers of any description.

## **GENERAL**

These warranties give you specific legal rights, and you may also have other rights which vary from state to state.

THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES HEREIN.

BMW NA HEREBY EXCLUDES INCIDENTAL AND CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF TIME, INCONVENIENCE, OR LOSS OF USE OF THE VEHICLE, FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, APPLICABLE TO THIS PRODUCT.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

## **BMW AUTHORITY MOTORCYCLES**

BMW Authority Motorcycles are covered under the terms of the "New Vehicle limited warranty", with the following exceptions:

### **WARRANTY PERIOD**

The warranty period is 36 months or 60,000 miles, whichever occurs first.

### **CODE 3 EMERGENCY AND OTHER EMERGENCY PRODUCTS (LIGHTING, MOUNTING, AND SIREN SYSTEMS)**

Please refer to the manufacturer warranty information provided with these products for further details.

# **CE MODEL LITHIUM-ION HIGH VOLTAGE BATTERY LIMITED WARRANTY**

BMW North America, LLC (BMW NA) warrants the Lithium-ion high-voltage battery assembly against defects in materials or workmanship for a period of 5 years/30,000 miles, whichever occurs first.

Battery performance and durability, including Lithium-ion high voltage batteries, is temperature dependent. While battery capacity increases in higher temperatures, colder temperatures will lower the battery's capacity. Extreme high and/or low temperatures will impact the battery's service life.

## **WARRANTY BEGINS**

Coverage begins on the date of first retail sale or the date the vehicle is first placed into service as a sales demonstrator, service loaner, or company vehicle, whichever is earlier.

## **WARRANTY COVERAGE**

**To obtain warranty service coverage, the vehicle must be brought, upon discovery of a defect in material or workmanship, to the workshop of any authorized BMW Motorrad Dealer in the United States (including Puerto Rico) during normal business hours.**

**The authorized BMW Motorrad Dealer will, without charge for parts and labor (including diagnosis), either repair or replace the defective part(s) using new or authorized remanufactured parts. The decision whether to repair or replace said part(s) is solely the prerogative of BMW NA. Parts for which replacements are made become the property of BMW NA. In all cases, a reasonable time must be allowed for warranty repairs to be completed after the vehicle is received by the authorized BMW Motorrad Dealer.**

**Warranty repairs do not constitute an extension of the original limited warranty period for the vehicle or a part thereof.**

## **WHAT IS NOT COVERED:**

Damage, including consequential, to the Lithium-ion high voltage battery which results from negligence, misuse/improper operation of the vehicle, improper repair, lack of or improper maintenance, environmental influences, flood, accident or fire damage, or road salt corrosion.

Modification of the vehicle or installation of any performance accessories or components attached to the vehicle which alters the original engineering and/or operating specifications or which results in damage to the other original components, electrical interference, electrical short, radio static, water leaks and wind noise.

Nongenuine BMW Parts — While you may elect to use nongenuine BMW parts for maintenance or repair services, BMW NA is not obligated to pay for repairs of the nongenuine BMW parts or for repairs of any damage resulting from the use of nongenuine parts.

This warranty shall be null and void for specific vehicle components that were previously replaced with used or salvaged automobile parts, including repairs of any damage resulting from the use of these parts.

This warranty shall be null and void if the odometer has been replaced or altered and the true mileage on the vehicle cannot be determined, and/or the Vehicle Identification Number (VIN) is altered and/or cannot be determined.

This warranty shall be null and void if the vehicle has been declared a total loss or sold for salvage purposes, or if the vehicle has been used in any competitive event.

## **GENERAL**

These warranties give you specific legal rights, and you may also have other rights which vary from state to state.

THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES HEREIN.

BMW NA HEREBY EXCLUDES INCIDENTAL AND CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF TIME, INCONVENIENCE, OR LOSS OF USE OF THE VEHICLE, FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, APPLICABLE TO THIS PRODUCT.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

## **HIGH VOLTAGE LITHIUM ION BATTERY CARE AND REPAIRS**

The Motorrad CE 04 is powered by a high voltage lithium ion battery enclosed in a self contained system. Opening or removing the self contained system creates a genuine risk of severe damage to the high voltage lithium ion battery as well as personal injury, including fatal electrocution.

The high voltage lithium ion battery requires no maintenance except for keeping the vehicle's high voltage lithium ion battery charged to proper specifications; refer to the Owner's Manual.

For the entire duration of the high voltage lithium ion battery Limited Warranty repairs performed according to limited warranties are provided without charge. The vehicle should be taken to an authorized BMW Motorrad Dealer to have these repairs performed by specially trained personnel under the terms of the High Voltage Lithium Ion Battery Limited Warranty.

**NOTE:** The above **CE Model Lithium-Ion High Voltage Battery Limited Warranty** supersedes the BMW CE-04 Battery Certificate for high voltage cell modules terms and conditions listed in the Owner's Manual.

# LIMITED WARRANTY — PAINT, POWDER COATINGS, CHROME, BATTERIES AND BULBS 2024 MODELS.

BMW of North America, LLC (BMW NA) warrants this original vehicle against defects in materials and workmanship for paint, powder coating, chrome and halogen bulbs for the first 12 months. BMW NA also warrants this original vehicle against defects in materials and workmanship for Battery, Xenon bulbs and LED bulbs for the first 24 months. Coverage begins on the date of the first retail sale or the date the vehicle is first placed into service as a sales demonstrator, service loaner program or company vehicle, whichever is earlier.

To obtain warranty service coverage, the vehicle must be brought, upon discovery of defect, to the workshop of any authorized BMW Motorrad Dealer. The authorized BMW Motorrad Dealer will, without charge for parts or labor, either repair or replace the defective part(s). The decision whether to repair or replace said part(s) is solely the prerogative of BMW NA. Parts for which replacements are made become the property of BMW NA.

Warranty repairs do not constitute an extension of the original limited warranty period for the vehicle or a part thereof.

BMW of North America, LLC (BMW NA) makes no other express warranty on this product except for the new vehicle warranty, Paint, Chrome, Powder Coating or the emission system warranties.

THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES HEREIN.

BMW OF NORTH AMERICA, LLC (BMW NA) HEREBY EXCLUDES INCIDENTAL AND CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF TIME, INCONVENIENCE, OR LOSS OF USE OF THE VEHICLE, FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, APPLICABLE TO THIS PRODUCT.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Any legal claim or action arising from any express or implied warranty contained herein must be brought within 12 months of the date it arises.

## **WHAT IS NOT COVERED**

This warranty does not apply to damage, including consequential, which results from negligence, misuse/improper operation of the vehicle, improper repair, lack of or improper maintenance, environmental influences, flood, accident or fire damage and road salt corrosion.

**Non-genuine BMW Parts** — While you may elect to use non-genuine BMW parts for repair services, BMW NA is not obligated to pay for repairs of the non-genuine BMW parts or for repairs of any damage resulting from the use of non-genuine parts.

This warranty shall be null and void for specific vehicle components that were previously replaced with used or salvaged motorcycle parts, including repairs of any damage resulting from the use of these parts.

This warranty shall be null and void if the odometer has been replaced or altered and the true mileage on the vehicle cannot be determined, and/or the Vehicle Identification Number (VIN) is altered and/or cannot be determined.

This warranty shall be null and void if the vehicle has been declared a total loss, sold for salvage purposes, or if the vehicle has been used in any competitive event.

## **NOISE EMISSIONS WARRANTY**

Per 40 C.F.R. § 205.173-1, BMW of North America, LLC warrants that this exhaust system, at time of sale, meets all applicable U.S. E.P.A. Federal noise standards. This warranty extends to the first person who buys this exhaust system for purposes other than resale, and to all subsequent buyers. Warranty claims should be directed to an authorized BMW motorcycle or scooter dealer.

## **TAMPERING PROHIBITION**

The Federal law prohibits the removal or rendering inoperative by any person other than for purposes of maintenance repair or replacement of any device or element of design incorporated into any new motorcycle for the purpose of noise control prior to its sale or delivery to the ultimate purchaser or while it is in use. The use of the motorcycle after such device or element of design has been removed or rendered inoperative by any person is prohibited. Among those acts presumed to constitute tampering are; the Change of intake cross-section. The alteration and/or removal of air filter housing and/or air filter. The disconnection of intake manifold from air filter housing. The use of air filter elements of smaller size or volume. The alterations/tampering and/or removal of the exhaust system or components thereof. Acts likely to constitute alterations/tampering include removal or puncturing the muffler, baffles, header pipes, or any other component which conducts exhaust gases.

**WARNING:** This product should be checked for repair or replacement if the motorcycle noise has increased significantly through use. Otherwise, the owner may become subject to penalties under state and local ordinances.

## **FEDERAL EMISSIONS SYSTEM DEFECT WARRANTY (VALID ONLY IN THE U.S.A. INCLUDING PUERTO RICO)**

This warranty applies only to U.S. -specification vehicles distributed by BMW of North America, LLC (BMW NA) or sold through the BMW Military Sales Program or any BMW NA European Delivery Program.

In accordance with the provisions of Section 207(b) of the Clean Air Act, BMW of North America ("BMW NA") warrants to the first retail purchaser and each subsequent purchaser that his/her BMW motorcycle or scooter is designed, built, and equipped so as to conform at the time of sale with all U.S. Environment Protection Agency (EPA) emission regulations applicable at the time of manufacture and that this vehicle is free from defects in materials and workmanship which would cause it to fail to conform with applicable regulations within the first 5 years or 18,700 miles (30,000 kilometers), whichever occurs first.

Coverage begins on the date the motorcycle or scooter is delivered to the first retail purchaser or, if the motorcycle is first placed in service as a BMW Press vehicle, BMW Employee Lease vehicle, BMW motorcycle or scooter demonstrator, BMW Display vehicle, BMW Fleet vehicle or BMW motorcycle and scooter dealer demonstrator prior to sale at retail, on the date the vehicle is first placed in such service.

Warranty claims must be made as soon as reasonably possible after a defect is discovered. To make a claim, the vehicle must be brought to any authorized BMW Motorrad Dealer during normal business hours.

The authorized BMW Motorrad Dealer will, without charge for parts and labor (including diagnosis), either repair or replace the defective part, and other parts affected by the failure of the warranted part, if any. The decision whether to repair or replace said parts is solely the prerogative of BMW NA and must be expected to correct the failure of the warranted part. Parts for which replacements are made become the property of BMW NA. In all cases, a reasonable time must be allowed for warranty repairs to be completed after the motorcycle or scooter is received by the authorized BMW Motorrad Dealer.

Warranty repairs do not constitute an extension of the original limited warranty period for the vehicle or a part thereof.

For assistance in determining which specific parts or components of your vehicle are covered under this warranty, please contact your authorized BMW Motorrad Dealer.

It is the owner's responsibility to have all scheduled inspection and maintenance services performed (at the owner's expense), as prescribed in the maintenance schedule for the BMW Emission Control System. Service intervals are set by Date and/or Mileage stored in an on board BMW Control Unit and displayed on the instrument panel. The instructions for proper maintenance and use can be found in the Owner's Manual. It is strongly recommended that any replacement parts used for maintenance, repair or replacement of emission control systems be certified BMW Service Parts or BMW Authorized Re-manufactured Parts. Without invalidating this warranty, the owner may elect to have maintenance, repair or replacement of the emission control systems performed by any automotive repair establishment, or elect to use parts other than certified BMW Service Parts. However, the cost of such service or parts will not be covered under this warranty, except in emergency situations.

In an emergency situation, where an authorized BMW dealer or a warranty replacement part is not reasonably available (within 30 days), repairs may be performed at any available service establishment using any equivalent part.

BMW NA will reimburse the owner for such emergency repairs (including labor, parts and diagnosis not to exceed BMW NA rates for labor, parts, and diagnosis in said area) that are covered under this warranty. Replaced parts and paid invoices must be presented at a BMW dealer as a condition of reimbursement for emergency repairs not performed by a BMW dealer.

(Valid Only in the U.S.A. Including Puerto Rico)

The use of replacement parts, which are not of equivalent quality, may impair the effectiveness of the emission control system. If other than certified BMW Service Parts or Authorized Re-manufactured Parts are used for maintenance, repair or replacement of components affecting emission control, the owner should obtain assurances that such parts are warranted by their manufacturer to be equivalent to genuine BMW parts in performance and durability. BMW NA assumes no liability under this warranty with respect to parts other than genuine BMW parts.

However, the use of non-genuine BMW replacement parts or non-EPA certified parts does not invalidate the warranty on other components, unless non-genuine BMW parts or non-EPA certified parts cause damage to warranted parts.

## **WHAT IS NOT COVERED**

This warranty does not cover malfunctions caused by any of the following: accident, flood, misuse, improper adjustment, modification, alteration, tampering, disconnection, improper or inadequate maintenance, use of leaded fuel or fuels other than as specified in the Owner's Manual.

The replacement of maintenance parts, such as spark plugs, filters and similar items used in required maintenance services, the repair or replacement of maintenance parts beyond the first required inspection/maintenance, or if the part has been replaced earlier for reasons other than it being defective.

The vehicle or any part of the vehicle, unless a failure causes the vehicle to fail to conform to applicable emission regulations.

Any vehicle on which the odometer has been replaced or altered and the true mileage cannot be determined.

## **Vehicles sold as salvage and/or total loss.**

### **Repair is not covered**

If the Vehicle Identification Number (VIN) is altered or cannot be read, or if the vehicle has been declared a total loss or sold for salvage purposes and the failed emissions component was damaged due to outside influences, the repair is not covered.

## **GENERAL**

These warranties give you specific legal rights, and you may also have other rights which vary from state to state.

THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES HEREIN.

BMW NA HEREBY EXCLUDES INCIDENTAL AND CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF TIME, INCONVENIENCE, OR LOSS OF USE OF THE VEHICLE, FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, APPLICABLE TO THIS PRODUCT.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you. Additionally, if you are a California resident and your vehicle is registered in that state, your vehicle is eligible for California Emissions Warranty coverage.

These federal warranty provisions also apply to all vehicles sold in all U.S. states and territories regardless of whether a state has enacted state warranty provisions that differ from the federal provisions.

You may obtain further information concerning the emission warranties, or report violations of warranty terms, by contacting:

U.S. Environmental Protection Agency  
Office of Transportation and Air Quality  
Compliance Division, Light-Duty Vehicle Group  
Attn: Warranty Complaints 2000 Traverwood Drive  
Ann Arbor, MI 48105  
Email: [complianceinfo@epa.gov](mailto:complianceinfo@epa.gov)

The following systems are covered by the Federal Emission Defect Warranty for a period of 5 years or 18,700 miles, whichever comes first. The specific systems may vary according to model; therefore, all of the systems listed may not be used on your vehicle. For assistance in determining which systems and specific components within these systems apply to your vehicle, please contact your authorized BMW Motorrad Dealer.

### **1. Air/Fuel Metering System**

- Intake stub pipes
- Fuel injection valves
- Fuel pressure regulator
- Throttle position sensors
- Engine control module
- Engine coolant temperature sensor
- Intake air temperature sensor
- Intake manifold assembly
- Throttle body
- Oxygen sensor
- Idle speed control valve

### **2. Ignition System**

- Ignition control module/ engine control module
- Ignition coil
- Ignition wires
- CD ignition control module

### **3. Crankcase Ventilation System**

- Oil filler cap (sealed)
- Crankcase ventilation system
- Oil separator

### **4. Miscellaneous**

- Hoses, clamps, fitting, gaskets, seals, connectors and tubing for the above systems.

### **5. Catalyst**

**The following items are covered by the Limited Emission Control Warranty, but must be replaced at the recommended service interval at the owner's expense.**

- Spark plugs

# **CALIFORNIA EMISSION CONTROL WARRANTY STATEMENT\* YOUR WARRANTY RIGHTS AND OBLIGATIONS**

The California Air Resources Board and BMW of North America, LLC (BMW NA) are pleased to explain the emission control system warranty on your 2024 vehicle. In California, new motor vehicles must be designated, built and equipped to meet the State's stringent anti-smog standards. BMW NA must warrant the emission control system on your vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your vehicle.

\*The California Emissions Control System Limited Warranty applies to all 2024 U.S. specification BMW vehicles registered in California. Vehicles covered by this warranty are also covered by the Federal Emission Warranty.

Your emission control system may include parts such as the fuel injection system, the ignition system, catalytic converter, and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, BMW NA will repair your vehicle at no cost to you including diagnosis, parts and labor.

## **MANUFACTURER'S WARRANTY COVERAGE**

- For 5 years or 18,700 miles (30,000 kilometers), whichever comes first:

1. If any emission-related part on your vehicle is defective, the part will be repaired or replaced by BMW NA. This is your emission control system DEFECTS WARRANTY.

Warranty repairs do not constitute an extension of the original limited warranty period for the vehicle or a part thereof.

## OWNER'S WARRANTY RESPONSIBILITIES

- As the vehicle owner, you are responsible for the performance of the required maintenance listed in this booklet. BMW NA recommends that you retain all receipts covering maintenance on your vehicle, but BMW NA cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.
- You are responsible for presenting your vehicle to an authorized BMW Motorrad Dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.
- As the vehicle owner, you should also be aware that BMW NA may deny your warranty coverage if your vehicle or part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact:

BMW of North America, LLC  
Customer Relations and Services Department  
P.O. Box 1227 Westwood, NJ 07675  
Telephone: 1 (800) 831-1117  
Email: [CustomerService@bmwmotorcycles.com](mailto:CustomerService@bmwmotorcycles.com)  
Website: [www.bmwmotorcycles.com](http://www.bmwmotorcycles.com)

or the

California Air Resources  
Board 9528 Telstar Avenue  
El Monte, CA 91731

## CALIFORNIA EMISSION CONTROL SYSTEM LIMITED WARRANTY\*

This warranty applies to California certified vehicles distributed by BMW of North America, LLC (BMW NA) or sold through the BMW NA European Delivery Program, registered and operated primarily in California.

\*The California Emissions Control System Limited Warranty applies to all 2024 U.S. specification BMW vehicles registered in California. Vehicles covered by this warranty are also covered by the Federal Emission Warranty.

BMW NA warrants to the original purchaser and each subsequent owner that the vehicle is:

- Designed, built and equipped so as to conform to the applicable California Air Resources Board emission standards.
- Free from defects in materials and workmanship in emission related parts, which are contained in the applicable California Emission Warranty Parts List, for a period of 5 years or 18,700 miles whichever occurs first.

Coverage begins on the date of first retail sale or the date the vehicle is first placed into service as a sales demonstrator, service loaner program or company vehicle, whichever is earlier.

To obtain service under this warranty, the vehicle must be brought upon discovery of the defect, to the workshop of any authorized BMW Motorrad Dealer, during normal business hours. The authorized BMW Motorrad Dealer will honor or deny your claim within 30 days. If the claim is denied, the authorized BMW Motorrad Dealer will notify you in writing of the reason(s). The authorized BMW Motorrad Dealer is required by law to honor the claim if notice is not given to the owner within 30 days.

The authorized BMW Motorrad Dealer will, without charge for parts or labor (including diagnosis), either adjust, repair or replace the defective part and other parts affected by the failure of the warranted part, if any. Items that require scheduled replacement are warranted up to the replacement interval specified in this booklet. BMW NA may repair a part in lieu of replacing it when performing warranty repairs. Parts for which replacements are made become the property of BMW NA, such repairs are limited to the repair or repair or replacement of those identified in the California Emissions Warranty List.

Vehicles sold in California are also subject to Federal emission warranty provisions that run concurrently. For California vehicles, the specific emission control components listed on pages 21- 22 are also covered under the Federal Emission System Defect Warranty.

Warranty repairs do not constitute an extension of the original limited warranty period for the vehicle or a part thereof.

In all cases, a reasonable time, not to exceed 30 days, must be allowed for a warranty repair to be completed, after the motorcycle or scooter is received by the authorized BMW Motorrad Dealer.

It is the owner's responsibility to have all required maintenance services performed (at the owner's expense when applicable), as prescribed in the maintenance schedule for the BMW Emission Control System.

However, BMW NA will not deny your warranty repair claims solely because you do not have maintenance records or you did not perform the required maintenance unless BMW NA demonstrates that such lack of required maintenance is a direct cause of the emission control system failure. Instructions for required maintenance and use can be found in the Owner's Manual and in this booklet.

It is strongly recommended that any replacement parts used for maintenance, repair or replacement of emission control systems be genuine BMW Service Parts or BMW Authorized Remanufactured Parts. Without invalidating this warranty, the owner may elect to have maintenance, repair or replacement of the emission control systems performed by any motorcycle repair establishment, or elect to use parts other than BMW Authorized Remanufactured or genuine BMW Service Parts. However, the cost of such service or parts will not be covered under this warranty, except in emergency situations. In an emergency situation, where an authorized BMW Motorrad Dealer is not reasonably available or a warranty replacement part is not available within 30 days, repairs may be performed at any available service establishment or by any individual using any replacement part.

A repair not completed within 30 days constitutes an emergency. BMW NA will reimburse the owner for such emergency repairs (including labor, parts and diagnosis not to exceed BMW suggested retail price for all warranted parts replaced and labor charges based on the manufacturer's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate) that are covered under this warranty. Replaced parts and paid invoices must be presented to an authorized BMW Motorrad Dealer as a condition of reimbursement for emergency repairs not performed by an authorized BMW Motorrad Dealer.

The use of replacement parts, which are not of equivalent quality, may impair the effectiveness of emission control systems. If other than genuine BMW Service Parts or Authorized Remanufactured Parts are used for maintenance, repair or replacement of components affecting emission control, the owner should obtain assurances that such parts are warranted by their manufacturer to be equivalent to genuine BMW parts in performance and durability. BMW NA assumes no liability under this warranty with respect to parts other than genuine BMW parts.

However, the use of non-genuine BMW replacement parts, to include any add-on or modified parts exempt by the Air Resources Board, does not invalidate the warranty on other components, unless the non-genuine BMW parts cause damage to warranted parts.

## WHAT IS NOT COVERED

This warranty does not cover malfunctions caused by any of the following: accident, flood, misuse, modification, alteration, tampering, disconnection, improper or inadequate maintenance, except if performed by an authorized BMW dealer doing warranty repair work, use of leaded fuel or **fuel other than as specified in the Owner's Manual**. The only exception is any permitted adjustment of a factory installed adjustment limiting device that is properly operational.

The replacement of maintenance parts, such as spark plugs, filters and similar items used in required maintenance services or the repair or replacement of maintenance parts beyond the first replacement interval.

Any vehicle on which the odometer has been replaced or altered and the true mileage cannot be determined.

If the Vehicle Identification Number (VIN) is altered or cannot be read, or if the vehicle has been declared a total loss or sold for salvage purposes and the failed emissions component was damaged due to outside influences, the repair is not covered.

## GENERAL

The warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES HEREIN.

BMW OF NORTH AMERICA, LLC (BMW NA) HEREBY EXCLUDES INCIDENTAL AND CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF TIME, INCONVENIENCE, OR LOSS OF USE OF THE VEHICLE, FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, APPLICABLE TO THIS PRODUCT.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Federal warranty provisions also apply to all vehicles sold in all U.S. states and territories regardless of whether a state has enacted state warranty provisions that differ from the federal provisions.

For assistance in determining which parts are covered by this warranty, please contact your authorized BMW Motorrad Dealer or the BMW NA Customer Relations and Services Department at 1 (800) 831-1117. You may obtain further information concerning the emissions warranty or report violations of warranty terms by contacting Air Resources Board (ARB), Mobile Source Operations Division, 9528 Telstar Avenue, El Monte, CA 91731. Please include the title of the BMW service department head and telephone number.

## **CALIFORNIA EMISSION WARRANTY PARTS LIST**

The following components are covered for defects by the California Emission Control System Limited Warranty for a period of 5 years or 18,700 miles, whichever comes first.

### **1. Air/Fuel Metering System**

- Intake stub pipes
- Fuel injection valves
- Fuel pressure regulator
- Throttle position sensors
- Engine control module
- Engine coolant temperature sensor
- Intake air temperature sensor
- Intake manifold assembly
- Throttle body
- Oxygen sensor
- Idle speed control valve

### **2. Ignition System**

- Ignition control module/ engine control module
- Ignition coil
- Ignition wires
- CD ignition control module

### **3. Crankcase Ventilation System**

- Oil filler cap (sealed)
- Crankcase ventilation systems
- Oil separator

### **4. Evaporative Emission Control System**

- Fuel tank
- Fuel filler cap
- Evaporative pressure valve
- Evaporative solenoid valve
- Evaporative emission canister

### **5. Miscellaneous**

- Hoses, clamps, fitting, gaskets, seals, connectors and tubing for the above systems.

### **6. Catalyst**

### **7. Air Injection System**

- Pulse air valve with air cut-off

**The following items are covered by the Limited Emission Control Warranty, but must be replaced at the recommended service interval at the owner's expense.**

- Spark plugs

## **5 YEAR/18,700 MILE EMISSION CONTROL MAINTENANCE SCHEDULE**

The maintenance schedule as shown on the following pages is required for the proper functioning of the emission control systems with optimum vehicle performance and fuel economy.

# M/S MODELS

		Average Mileage	
		600 Miles Service	6,000 & each add. 12,000 miles
			12,000 & each add. 12,000 miles
		Service	Inspection
Engine Oil and Filter	R	R	R
Valve clearance		IA every 18,000 miles	
Fuel filter		Replace every 24,000 miles	
Air filter		R	R
Spark plugs		R every 18,000 miles	

IA = Inspect and/or adjust

R = Replace

# K MODELS

		Average Mileage	
		600 Miles Service	6,000 & each add. 12,000 miles
			12,000 & each add. 12,000 miles
		Service	Inspection
Engine Oil and Filter	R	R	R
Valve clearance		IA every 18,000 miles	
Fuel filter		Replace every 60,000 miles	
Air filter		R	R
Spark plugs		R every 18,000 miles	

IA = Inspect and/or adjust

R = Replace

# R MODELS

		Average Mileage	
		600 Miles Service	6,000 & each add. 12,000 miles
			12,000 & each add. 12,000 miles
		Service	Inspection
Engine Oil and Filter	R	R	R
Valve clearance		IA*	
Fuel filter		Replace every 24,000 miles	
Air filter			R
Spark plugs			R

IA = Inspect and/or adjust

R = Replace

\*Not applicable to water cooled R models (valve clearance s every 12,000 miles)

# G MODELS

		Average Mileage	
		600 Miles Service	6,000 & each add. 12,000 miles
			12,000 & each add. 12,000 miles
		Service	Inspection
Engine Oil and Filter	R	R	R
Valve clearance		IA	
Fuel filter		Replace every 24,000 miles	
Air filter			R
Spark plugs			R

IA = Inspect and/or adjust

R = Replace

## F MODELS

		Average Mileage	
		600 Miles Service	6,000 & each add. 12,000 miles
			12,000 & each add. 12,000 miles
		Service	Inspection
Engine Oil and Filter	R	R	R
Valve clearance			IA
Fuel filter		Replace every 24,000 miles	
Air filter			R
Spark plugs			R every 24,000 miles

IA = Inspect and/or adjust

R = Replace

## C MODELS

		Average Mileage	
		600 Miles Service	6,000 & each add. 12,000 miles
			12,000 & each add. 12,000 miles
		Service	Inspection
Engine Oil and Filter	R	R	R
Valve clearance			IA every 24,000 miles
Fuel filter		Replace every 24,000 miles	
Air filter			R
Spark plugs			R every 24,000 miles

Note: the C 400 X, C 400 GT models the valve clearance Inspect and/or Adjust and spark plug Replacement are carried out every 12,000 miles.

IA = Inspect and/or adjust

R = Replace

# TIRE WARRANTY STATEMENT

Original equipment tires on new BMW vehicles are warranted by their respective manufacturer as detailed in the applicable tire manufacturer's warranty statement available at:

<https://www.bmwmotorcycles.com/en/service/manuals/tire-manufacturers-warranty.html>

or by scanning the following QR code:



Alternatively, you may request a printed copy of the tire manufacturers' warranties using the contact information listed below.


BMW of North America, LLC  
Customer Relations and Services Department  
P.O. Box 1227  
Westwood, NJ 07675 12271  
Telephone: 1 (800) 831 1117  
Email: [customerrelations@bmwusa.com](mailto:customerrelations@bmwusa.com)

The terms and conditions of the tire manufacturers' warranties are independently determined by the tire manufacturers without input from BMW. We recommend either contacting or visiting the specific tire manufacturer's website to ensure that you have the most current tire warranty information that applies to your tires.

Should you have difficulty in obtaining the applicable warranty service from a tire manufacturer, your Authorized BMW Motorrad Dealer will assist you in resolving the situation.

Notice: Driving over rough or damaged road surfaces, as well as debris, curbs and other obstacles can cause serious damage to wheels, tires and suspension parts. This is more likely to occur with low profile tires that provide less cushioning between the wheel and the road. Be careful to avoid road hazards and reduce your speed, especially if your vehicle is equipped with low profile tires.

## 12 VOLT BATTERY CARE

 Battery posts, terminals and related accessories contain lead and lead compounds; chemicals known to the State of California to cause cancer.

If your vehicle is driven only for short distances of less than 10 miles over a prolonged period of time, without an occasional drive at highway speeds, the engine's charging system will not maintain the battery. Insufficient use of the vehicle could result in short-term starting problems and, in the long term, could damage the battery.

In case your vehicle will not be operated for several weeks, it is advisable to:

- consider using a proper trickle charger, following the charger manufacturer's instructions, to maintain the battery's state of charge; or
- consult your authorized BMW Motorrad Dealer regarding battery removal. Once removed, the battery must be charged and stored in a cool, dry place where it can be protected from freezing. If the battery will be stored for over 3 months, it must be recharged every 3 months, or else it will become damaged and useless.

Please consult with your authorized BMW Motorrad Dealer for further guidance and information.

## GASOLINE ENGINES — FUEL QUALITY

Use fuels advertised to have adequate detergency and low alcohol (such as ethanol) content. Please refer to your Owner's Manual for important information on the fuel recommended for use in your vehicle. Use of fuels with insufficient detergent and/or excess alcohol can cause driveability problems that necessitate cleaning intake valves and fuel injection valves, and, when applicable, adjusting the engine idle. We recommend having this work performed by your authorized BMW Motorrad Dealer perhaps while regular maintenance is performed. Your authorized BMW Motorrad Dealer can also recommend a gasoline additive that will provide sufficient detergency. This recommended, unscheduled maintenance, which may be necessitated by use of inappropriate fuels, is not required in order to maintain the emission warranty. It also is not covered by your vehicle's warranty because no defect in material or workmanship or component failure is involved.

# **GARMIN PRODUCTS**

Garmin products, manufactured by Garmin International and marketed by BMW NA through BMW or for Motorcycle dealers are warranted by their manufacturer, Garmin International, for defects in material and workmanship. Please refer to the warranty information provided with these products for further details.

## **NOTICE**

The "National Traffic and Motor Vehicle Safety Act of 1966" requires manufacturers to be in a position to contact vehicle owners when a correction of a safety-related defect or noncompliance issue with an applicable federal motor vehicle safety standard becomes necessary.

Please see the Correcting, Updating or Changing Your Address and/or Vehicle Ownership Status Information section that follows.

## **CORRECTING, UPDATING OR CHANGING YOUR ADDRESS AND/OR VEHICLE OWNERSHIP STATUS INFORMATION**

To enable BMW to contact you with important vehicle product and safety-related information, including vehicles with expired warranty coverage, please update your address and/or the vehicle's ownership status information by either:

- Calling Customer relations and Service at 1 (800) 831-1117
- Emailing Customer relations at [CustomerService@bmwmotorcycles.com](mailto:CustomerService@bmwmotorcycles.com)
- Completing and mailing the Information Change Card Located at the back of this booklet

Please have your vehicle's 17-character Vehicle Identification Number (VIN) available.

# EXPORTING YOUR BMW VEHICLE

Your vehicle has been specifically adapted and designed to meet the particular operating conditions and homologation requirements in your country and continental region in order to deliver the full BMW driving pleasure while the vehicle is operated under those conditions.

If you wish to operate your vehicle in another country or region, you may be required to adapt your vehicle to meet different prevailing operating conditions and homologation requirements. You should also be aware of any applicable warranty limitations or exclusions for such country or region. In such case, please contact the Customer Relations and Services Department for further information.

## CUSTOMER ASSISTANCE INFORMATION

Your satisfaction with our product and the services provided by authorized BMW Motorrad Dealer is of great importance to us. We take pride in our product, as does the authorized BMW Motorrad Dealer who services it. If you should ever have a question regarding your authorized BMW Motorrad Dealer service or your BMW's performance, we recommend that you contact your authorized BMW Motorrad Dealer.

When contacting an authorized BMW Motorrad Dealer, we suggest that, depending upon the nature of your contact, you discuss it with either the Sales, Service, or Parts Manager.

As all matters are resolved at the authorized BMW Motorrad Dealer level, it is important that they be given the opportunity to provide a solution. Should you feel that you were not provided with the proper response, we urge you to contact the General Manager or authorized BMW Motorrad Dealer Operator.

Despite the best intentions of all parties, a misunderstanding may occur between you and your authorized BMW Motorrad Dealer. Should this occur and you require further assistance, please contact the BMW NA Customer Relations and Services Department at:

Telephone: 1 (800) 831-1117

Email: [CustomerService@bmwmotorcycles.com](mailto:CustomerService@bmwmotorcycles.com)

Website: [www.bmwmotorcycles.com](http://www.bmwmotorcycles.com)

When contacting us, we ask that you provide the following information:

- Your name, address and telephone number
- Vehicle Identification Number (last seven digits)
- Vehicle delivery date
- Vehicle mileage
- Selling authorized BMW Motorrad Dealer's name
- Servicing authorized BMW Motorrad Dealer's name
- Description of the problem

A BMW NA Customer Relations and Services Representative will carefully review all the facts involved and let you know what further action will be taken in conjunction with your authorized BMW Motorrad Dealer. Please remember: the first step in resolving a complaint is to contact the authorized BMW Motorrad Dealer that performed the work on your vehicle. They have the necessary equipment and the personnel to achieve this goal.

We are confident that every effort will be made to ensure your satisfaction.

## **CUSTOMER ASSISTANCE — NOTIFICATION**

During a specific period (for example, the earlier of 12 months or 12,000 miles, though this period varies by state), some states require us or our authorized BMW Motorrad Dealer, to repair in a reasonable number of attempts, any defect or condition which substantially impairs the use, value, or safety of a new vehicle sold, leased or registered in that state.

A reasonable number of attempts is generally defined a (i) four or more attempts to repair the same defect (the number of attempts varies by state) or

(ii) the vehicle is out of service by reason of one or more repair(s) for more than a cumulative total of 30 days (this period varies by state), except for delays created by conditions beyond our control.

If we are unable to correct a defect or condition covered by these statutes in a reasonable number of attempts, we may be obligated either to replace the vehicle or reimburse the owner/lessee in an amount equal to the purchase price or lease payments paid by the owner/lessee, less the amount directly attributable to use of the vehicle by the owner/lessee.

**You should send written notification directly to BMW of North America LLC of the existence of an alleged defect. Send written communication to the Customer Relations and Services Department address listed below.**

BMW of North America, LLC  
Customer Relations and Services Department  
P.O. Box 1227  
Westwood, NJ 07675  
Telephone: 1 (800) 831-1117  
Email: [CustomerService@bmwmotorcycles.com](mailto:CustomerService@bmwmotorcycles.com)

**IMPORTANT: IF THIS VEHICLE HAS A DEFECT THAT SUBSTANTIALLY AFFECTS ITS USE, VALUE OR SECURITY, OR THAT MAY CAUSE DEATH OR SERIOUS BODILY INJURY IF DRIVEN, AND WAS PURCHASED, LEASED OR REGISTERED IN NEW JERSEY, YOU MAY HAVE THE RIGHT UNDER THE LEMON LAW IN THE STATE OF NEW JERSEY TO A REFUND OF THE PRICE OF PURCHASE OR TO YOUR LEASE PAYMENTS.**

Here is a summary of your rights:

1. To qualify for compensation under the New Jersey lemon law, you must give the manufacturer or your dealer opportunity to repair or correct the defect of the vehicle within the terms of protection under the lemon law, which are the first 24,000 miles of operation or two years after the date of original date of delivery or whichever comes first.
2. If the manufacturer or your dealer cannot fix or correct the defect within a reasonable amount time, you may have the right to return the vehicle and receive a full refund, less a discount for the use of the vehicle.
3. If it is assumed that the manufacturer or your dealer cannot repair or correct the defect and if the same defect continues to substantially exist after that the manufacturer has received a notice of the defect, sent by certified mail with return receipt, and has had a final chance to correct the defect or condition within 10 days of receiving the notice. This notice must be received by the manufacturer within the terms of protection and can only be given after (i) the manufacturer or your dealer has attempted two or more times to correct the defect; (ii) the manufacturer or your dealer has attempted, at least once, to correct the defect if the defect is one which can cause death or serious bodily injury if the vehicle is operated; or (iii) the vehicle has been out of service for repairs by a total of 20 calendar days accumulation or more, or in the case of a rolling motorized house (motor-home) 45 days or more.

4. If the same defect substantially continues to exist after the manufacturer has had the last opportunity to repair or correct the defect, you may file a claim for compensation under the New Jersey lemon law.

FOR COMPLETE INFORMATION ABOUT YOUR RIGHTS AND RESOURCES UNDER THIS LAW, INCLUDING THE MANUFACTURER'S ADDRESS FOR NOTIFICATION OF THE DEFECT, PLEASE CONTACT: NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT, POST OFFICE BOX 45026, NEWARK, NEW JERSEY 07101, PHONE NUMBER: 1 (973) 504-6226.

IMPORTANTE: SI EL VEHÍCULO TIENE UN DEFECTO QUE AFECTE DE MANERA SUSTANCIAL SU USO, VALOR O SEGURIDAD, O QUE PUEDA CAUSAR LA MUERTE O LESIONES CORPORALES GRAVES SI SE MANEJA, Y SE COMPRÓ, ARRENDÓ O REGISTRÓ EN NUEVA JERSEY, PUEDE TENER DERECHO EN LOS TÉRMINOS DE LA LEY SOBRE DEFECTOS CONOCIDA COMO "LEMON LAW" DEL ESTADO DE NUEVA JERSEY A UN REEMBOLSO DEL PRECIO DE COMPRA O DEL PAGO DEL ARRENDAMIENTO.

Aquí le damos un resumen de sus derechos:

1. Para tener derecho a una indemnización en los términos de la "Lemon Law" de Nueva Jersey, debe dar el fabricante o a su concesionaria la oportunidad de reparar o corregir el defecto del vehículo dentro de los plazos de protección que establece esta ley, que son las primeras 24,000 millas de operación o dos años a partir de la fecha de entrega original, lo que ocurra primero.
2. Si el fabricante o su concesionaria no pueden arreglar o corregir el defecto en un plazo razonable, puede tener derecho a devolver el vehículo y recibir un reembolso íntegro, menos un descuento por el uso del vehículo.
3. Se da por sentado que el fabricante o su concesionaria no pueden reparar o corregir el defecto si el mismo defecto continúa existiendo de manera sustancial después de que el fabricante ha recibido una notificación del defecto enviada por correo certificado con acuse de recibo, y ha tenido una última oportunidad de corregir el defecto o problema en los 10 días posteriores a la recepción de la notificación. Esta notificación debe ser recibida por el fabricante dentro de los plazos de protección y sólo se puede dar después de que (i) el fabricante o su concesionaria han intentado dos o más veces corregir el defecto, (ii) el fabricante o su concesionaria han intentado, al menos una vez, corregir el defecto si este puede causar la muerte o lesiones corporales graves si se maneja el vehículo, o (iii) el

vehículo ha estado fuera de servicio por reparaciones un total de 20 días calendario o más, o en el caso de una casa rodante motorizada (casa rodante), 45 días o más.

4. Si el mismo defecto sigue existiendo de manera sustancial después de que el fabricante ha tenido la última oportunidad de reparar o corregir dicho defecto, puede presentar una reclamación de indemnización en los términos de la "Lemon Law" de Nueva Jersey.

SI DESEA MÁS INFORMACIÓN ACERCA DE SUS DERECHOS Y RECURSOS EN LOS TÉRMINOS DE ESTA LEY, INCLUIDA LA DIRECCIÓN DEL FABRICANTE PARA NOTIFICACIONES DE DEFECTOS, ESTOS SON LOS DATOS DE CONTACTO: NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT, POST OFFICE BOX 45026, NEWARK, NEW JERSEY 07101, TELÉFONO: 1 (973) 504-6226.

## **NATIONAL CENTER FOR DISPUTE SETTLEMENT (NCDS)**

If your concern is still not resolved to your satisfaction, BMW NA offers additional assistance through NCDS in ARKANSAS, CALIFORNIA, GEORGIA, IDAHO, IOWA, KENTUCKY, MARYLAND, MASSACHUSETTS, MINNESOTA, PENNSYLVANIA, and VIRGINIA.

NCDS resolves disputes through mediation or arbitration. Mediation is an informal proceeding whereby a neutral third party (mediator) helps the parties to find an acceptable resolution. Arbitration is also an informal proceeding in which an impartial third party renders a decision after a hearing at which both parties have an opportunity to be heard. You can select mediation or arbitration or both.

The program is free of charge to you, the consumer, but there are some minimum requirements for participation in the program. Please contact NCDS at the address or phone number listed below for more details:

National Center for Dispute Settlement (NCDS)  
P.O. Box 515315  
Dallas, TX 75251-5315

(866) 906-3380  
[www.ncdsusa.org](http://www.ncdsusa.org)

If you wish to use the program and you qualify for participation, you will be required to provide the following information:

- Your name and address
- The Vehicle Identification Number (VIN)
- The make, model and year of your vehicle
- A description of the problem with your vehicle

NCDS will also ask you for other information that may help resolve your concerns, such as the purchase price of your vehicle, any mileage at the time of purchase, the current mileage, and copies of repair orders.

NCDS will notify you when your claim has been filed. If you decide to arbitrate, you may attend the hearing in person or by telephone. You may bring witnesses and give supporting evidence. You may also submit your claim in writing and ask for a decision on the documents you submit, without attending a hearing. NCDS will usually render a decision within 40 days from the time you file your complaint. The decision is binding on BMW NA if you decide to accept it. BMW NA must comply with the decision within the time frame specified by the arbitrator.

**Important:** You must use NCDS before asserting in court any rights or remedies created by the Magnuson Moss Warranty Act, (The Act) 15 U.S.C. Sec. 2301, et seq. You may also be required to use NCDS before seeking remedies under your state's Lemon Law. If you choose to seek redress by pursuing rights and remedies not created by Title 1 of Magnuson Moss Warranty Act, prior resort to the NCDS is not required by any provision of the Act.

## CALIFORNIA RESIDENTS

1. BMW OF NORTH AMERICA, LLC (BMW NA) participates in NCDS, a mediation/arbitration program administered by the National Center for Dispute Settlement [P.O. Box 515315 Dallas, TX. 75251-5315]. The Arbitration Certification Program of the California Department of Consumer Affairs has certified NCDS and BMW.
2. If you have a problem arising under a BMW NA written warranty, we encourage you to bring it to our attention. If we are unable to resolve it, you may file a claim with NCDS. Claims must be filed with NCDS within six (6) months after the expiration of the warranty.
3. To file a claim with NCDS, call 1 (866) 906-3380. There is no charge for the call.

4. In order to file a claim with NCDS, you will have to provide your name and address, the brand name and Vehicle Identification Number (VIN) of your vehicle, and a statement of the nature of your problem or complaint. You will also be asked to provide: the approximate date of your acquisition of the vehicle, the vehicle's current mileage, the approximate date and mileage at the time any problem(s) were first brought to the attention of BMW NA or one of our dealers, and a statement of the relief you are seeking. There is no charge to the owner in bringing this claim.
5. NCDS staff may try to help resolve your dispute through mediation. If mediation is not successful, or if you do not wish to participate in mediation, claims within the program's jurisdiction may be presented to an arbitrator at an informal hearing. The arbitrator's decision should ordinarily be issued within 40 days from the time your complaint is filed; there may be a delay of 7 days if you did not first contact BMW NA about your problem, or a delay of up to 30 days if the arbitrator requests an inspection/report by an impartial technical expert or further investigation and report by NCDS.
6. You are required to use NCDS before asserting in court any rights or remedies conferred by California Civil Code Section 1793.22. You are not required to use NCDS before pursuing rights and remedies under any other state or federal law. You are also required to use NCDS before exercising rights or seeking remedies created by Title I of the Magnuson-Moss Warranty Act, 15 U.S.C. sec. 2301 et seq. If you choose to seek redress by pursuing rights and remedies not created by California Civil Code Section 1793.22 or Title I of the Magnuson-Moss Warranty Act, resort to NCDS is not required by those statutes.
7. California Civil Code Section 1793.2(d) requires that, if BMW NA or its representative is unable to repair a new motor vehicle to conform to the vehicle's applicable express warranty after a reasonable number of attempts, BMW NA may be required to replace or repurchase the vehicle. California Civil Code Section 1793.22(b) creates a presumption that BMW NA has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:
  - The same nonconformity [a failure to conform to the written warranty that substantially impairs the use, value or safety of the vehicle] results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven AND the nonconformity has been subject to repair two or more

times by BMW NA or its agents AND the buyer or lessee has directly notified BMW NA of the need for the repair of the nonconformity; OR

- The same nonconformity has been subject to repair 4 or more times by BMW NA or its agents AND the buyer has notified BMW NA of the need for the repair of the nonconformity; OR
- The vehicle is out of service by reason of repair of nonconformities by BMW NA or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

**NOTICE TO BMW NA AS REQUIRED ABOVE SHALL BE SENT TO THE FOLLOWING ADDRESS:**

**BMW of North America, LLC  
Customer Relations and Services Department  
P.O. Box 1227  
Westwood, NJ 07675  
1 (800) 831-1117  
customerrelations@bmwusa.com**

8. The following remedies may be sought in NCDS: repairs, reimbursement for money paid to repair a vehicle or other expenses incurred as a result of a vehicle nonconformity, repurchase or replacement of your vehicle and compensation for damages and remedies available under BMW NA's written warranty or applicable law.
9. The following remedies may not be sought in NCDS: punitive or multiple damages, attorney's fees, or consequential damages other than as provided in California Civil Code Section 1794(a) and (b).
10. You may reject the decision issued by a NCDS arbitrator. If you reject the decision, you will be free to pursue further legal action. The arbitrator's decision and any findings will be admissible in a court action.
11. If you accept the arbitrator's decision, BMW NA will be bound by the decision, and will comply with the decision within a reasonable time not to exceed 30 days after we receive notice of your acceptance of the decision.
12. Please call NCDS at 1 (866) 906-3380 for further details about the program.

IDAHO Residents IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER THE STATE'S LEMON LAW TO REPLACEMENT OF IT OR A REFUND OF ITS PURCHASE PRICE OR YOUR LEASE PAYMENTS. HOWEVER, TO BE ENTITLED TO REFUND OR REPLACEMENT, YOU MUST FIRST NOTIFY THE MANUFACTURER, ITS AGENT, OR ITS AUTHORIZED DEALER OF THE PROBLEM IN WRITING AND GIVE THEM AN OPPORTUNITY TO REPAIR THE VEHICLE. YOU ALSO HAVE A RIGHT TO SUBMIT YOUR CASE TO THE CONSUMER ARBITRATION PROGRAM WHICH THE MANUFACTURER MUST OFFER IN THIS STATE.

## **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 MOTORRAD DEALER TO DETERMINE WHETHER ANY ADJUSTMENT PROGRAM IS APPLICABLE TO YOUR MOTOR VEHICLE.**

## **BMW MOTORRAD ROADSIDE ASSISTANCE**

**The BMW Motorrad Roadside Assistance Program reflects our commitment to your satisfaction with the BMW ownership experience.**

It is available for U.S. version BMW motorcycles and scooters 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 42.)

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

Services provided by a third-party business partner.

## ELIGIBILITY

You are covered if your vehicle is:

- A new BMW motorcycle or scooter, distributed by BMW Motorrad USA, and purchased at an authorized BMW Motorrad dealer
- A new, U.S. version, BMW motorcycle or scooter 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 operated by any authorized rider. Eligibility as determined by the original in-service date:

- New BMW motorcycles and scooters — Protection is provided for 3 years/unlimited miles.

NOTE: This protection does not affect the New Motorcycle Limited Warranty coverage, which remains at 3 years/36,000 miles.

## CONTACTING ROADSIDE ASSISTANCE

You can connect by telephone with the toll-free number 1 (877) 680-2176.

For your convenience, a decal showing Roadside Assistance information has been affixed under the rider or pillion seat. The phone number is also pre-loaded in the BMW Motorrad Navigator GPS within the "Where am I?" page that is accessible by tapping on the rider icon on the map.

Your dealer can also create a service request to BMW Motorrad Roadside Assistance on your behalf if calling them first.

In order to receive quick and reliable service, it is essential that you provide detailed and accurate information to the specialist. Please be prepared to provide:

- Rider's first and last name
- Complete 17 digit Vehicle Identification Number (found in your registration, insurance card or on the motorcycle or scooter head stock tube or frame).
- Model information.
- Location information (Lat-Long from a smart phone or BMW Navigator GPS or physical address is preferred).
- A call-back telephone number where you can be reached if disconnected.

- A description of your motorcycle or scooter's problem. (Specific and accurate information will enable the Roadside Assistance specialist to provide the proper help).
- Your preferred BMW Motorrad dealer if transportation is required.

## **SERVICES**

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

## **ON-SITE ASSISTANCE**

On-site service for disablements, such as flat tire, dead batteries and out of fuel conditions is provided. For fuel deliveries, up to 2 gallons of premium gasoline are provided at no cost. Fuel delivery service is limited to 2 events per year.

The cost for any parts or operating fluids such as engine oil or coolant when used for an on-site service is the financial responsibility of the owner/rider. The New Motorcycle Limited Warranty does not cover parts or fluids for any of the above on-site services.

## **TOWING SERVICE**

In the event of a breakdown where on-site assistance would not result in restored mobility, or in the event of a damaged/flat tire or accident your motorcycle will be transported by a qualified motorcycle tow (at no cost) to the nearest authorized BMW Motorrad dealer. However, you may request (at additional no cost) to be taken to your preferred authorized BMW Motorrad dealer as long as it is within 50 additional miles or less of the "nearest" authorized BMW Motorrad dealer. Any additional charge to go beyond these distance limits will be your responsibility. Towing requests for motorcycles or scooter 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/rider.

If it is necessary for you to have your motorcycle or scooter transported through your own arrangements you must have already contacted BMW Roadside Assistance prior and obtained a case number. Claim reimbursement must be directed by an authorized BMW Motorrad dealer. All claims must be submitted within thirty (30) days of the disablement or occurrence and accompanied by the original receipts and qualified repair order from an authorized BMW Motorrad dealer. Claims received after that time period may not be honored and are subject to the full discretion of BMW Motorrad Roadside Assistance.

## **STORAGE**

If a mechanical breakdown occurs after normal business hours and is transported to a dealer that does not have an after-hours drop process, your motorcycle or scooter will be taken to a secure storage location over-night and delivered to the selected BMW Motorrad dealer on the next business day. Storage fees incurred if towing is for tire or accident related incidents are not covered.

## **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 rider (and pillion passenger) 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 rider.

## **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.

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

Reimbursements will be allowed for meals, lodging, car/motorcycle rentals, and alternate transportation to bring the rider and the BMW motorcycle or scooter together after the vehicle has been repaired by an authorized BMW Motorrad dealer. 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 Motorrad dealer for instructions how to submit for trip interruption benefit claims. They will assist in confirming eligibility and can submit the request directly to BMW.

## **REUNITE TRANSPORTATION IF QUALIFIED**

If after towing for a breakdown and a confirmed repair completed by an authorized BMW Motorrad Dealer for a mechanical defect covered by the limited warranty, the motorcycle or scooter may qualify for reunite service if the owner's registered residence is a minimum distance of 50 miles from the BMW Motorrad Dealer address to a maximum of 400 miles in total distance. At the appropriate time after repairs are completed, the authorized BMW Motorrad dealer will assist in creating the service request for a reunite transportation to BMW Motorrad Roadside Assistance and provide supporting documentation to confirm eligibility for the service. Any cost for additional miles beyond program allowance is the responsibility of the owner.

## **EXCLUSIONS**

Specifically excluded from coverage are:

- Fines, taxes, impound, storage or towing fees incurred due to violation of local or state law or movement of the motorcycle or scooter by law enforcement.
- Towing to a repair facility that is not an authorized BMW Motorrad dealer.
- Towing for lost or locked-out key in luggage cases.
- Jump starts for dead battery where the motorcycle or scooter has been stored for longer than 3 months without maintaining the battery with an approved battery charger.
- Delivery of engine oil for low oil condition.
- Expenses related to adverse weather conditions including, but not limited to floods, hurricanes, tornadoes (removal from water, snow, ice, etc.)

## NOTES:

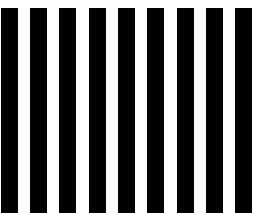
# BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 131 WESTWOOD NJ

POSTAGE WILL BE PAID BY ADDRESSEE

BMW OF NORTH AMERICA, LLC  
ATTENTION: CUSTOMER  
SATISFACTION  
PO BOX 1227  
WESTWOOD NJ 07675-1227

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**Please Check One**

- Address Change  
 Owner Change

\_\_\_\_\_ Current Date (MMDDYYYY)

\_\_\_\_\_ Date of Change of Status (MMDDYYYY)

\_\_\_\_\_ (print the last seven digits of the VIN)  
Model \_\_\_\_\_ Chassis \_\_\_\_\_

\_\_\_\_\_ Middle Initial  
(Mr./Mrs./Ms.) First Name \_\_\_\_\_

\_\_\_\_\_ Last Name

\_\_\_\_\_ Apt./Suite  
Address: Number Street \_\_\_\_\_

\_\_\_\_\_ Zip Code  
City \_\_\_\_\_ State \_\_\_\_\_

\_\_\_\_\_ Cell Phone  
AM Phone \_\_\_\_\_ PM Phone \_\_\_\_\_

\_\_\_\_\_ E-Mail

**Vehicle Status**

- Sold Privately  (print name and address of new owner above, if known)  
Purchased Privately  Exported   
Traded  Destroyed   
Lease Ended  Stolen   
Gifted  Never Owned