

Roadside Assistance

Even the most reliable and durable motorcycle may someday need roadside attention. Should this happen, BMW Roadside Assistance is ready to help.

Calling for Assistance

24 hours a day, 365 days a year, BMW Roadside Assistance benefits are accessible through a single toll-free number valid throughout Canada and the continental U.S.A.: 1-800-267-8BMW. The toll-free number is answered by a BMW Roadside Assistance Representative who will promptly arrange for the appropriate service.

Please be prepared to provide the operator with your vehicle identification number (refer to the front of your Service Card) and your location.

Emergency Services

BMW Roadside Assistance provides the following emergency services without cost to you:

Emergency Service Calls

- Battery boost
- Free fuel delivery to a vehicle out of gas (up to 10 litres of gas included)

Mechanical Breakdown Towing

In case of a mechanical breakdown, transport of your vehicle will be arranged to:

1. The nearest BMW motorcycle retailer within 150 km or
2. The nearest BMW automobile retailer within 150 km or
3. The nearest motorcycle servicing dealer

Winching

Should your BMW require removal from a ditch and, once removed can proceed under its own power, winching service will be provided.

Note: In order to obtain any emergency roadside service, you must remain with your motorcycle. The service facility will not provide service to an unattended motorcycle. Service is not included for off-road breakdowns or for transport to or from seasonal storage facilities. For situations where BMW Roadside Assistance cannot provide assistance as requested, you may make your own arrangements with alternate commercial suppliers and submit original receipts for reimbursement of up to \$150.00 per incident.

Trip Interruption Benefits

Should your BMW experience a mechanical breakdown, making it unfit to proceed under its own power, we will reimburse you for the following emergency expenses:

If you are less than 80 km from home:

Emergency Owner Transportation - Commercial transportation to take you to your destination. Reimbursement of up to \$100.00 per incident.

If you are more than 80 km from home:

Emergency Owner Transportation - Commercial transportation to take you and your passenger to your destination. Reimbursement of up to \$200.00 per incident.

Vehicle Rental - Reimbursement for vehicle rental provided through a BMW Retailer or a recognized rental agency while your BMW is being repaired including basic daily rental rate, mileage charges, collision damage waiver and tax. Reimbursement of up to \$200.00 per incident.

Accommodation - Overnight accommodation and meals should you stay at the repair site while your BMW is being repaired. Reimbursement of up to \$200.00 per incident.

Return to Repair Site - Reimbursement for commercial transportation back to your repaired BMW. Reimbursement of up to \$200.00 per incident.

Special Return of Passenger - Commercial transportation for your passenger continuing to their destination while you remain at the repair site. Reimbursement of up to \$200.00 per incident.

Note: These services apply to expenses incurred by you within seventy-two (72) hours from the time of your BMW breakdown.

Traffic Accident Services and Benefits

If your vehicle is incapacitated in a traffic accident you can rely on BMW for the following assistance provided that the same expense is not covered by your regular vehicle insurance.

Traffic Accident Towing - Towing your vehicle from the scene to the nearest BMW Retailer or approved service establishment. Reimbursement of up to \$200.00 per incident.

Traffic Accident Vehicle Rental - Should your BMW be incapacitated in a traffic accident, stolen or destroyed by fire, you may use this benefit to rent a vehicle. Reimbursement of up to \$200.00 is provided for rental charges including basic daily rental rates, mileage, collision damage waiver and tax through a BMW Retailer or recognized rental agency.

Traffic Accident Emergency Transportation - You will be reimbursed for commercial transportation from the accident site to your destination for you and your passenger. Reimbursement of up to \$200.00 per incident.

Traffic Accident Accommodation - Accommodations and meals at an inn or hotel, should you stay at the repair site while your BMW is being repaired following an accident. Reimbursement of up to \$200.00 per incident.

Traffic Accident Special Return of Passenger - You will be reimbursed for the cost of commercial transportation for your passenger to their destination should you be immediately hospitalized following an accident with your BMW. Reimbursement of up to \$200.00 per incident.

Note: These services apply to expenses incurred by you within seventy-two (72) hours from the time of your accident.

Special Benefits

To assist you in very special situations BMW Roadside Assistance also provides the following services:

Emergency Message Service

Should an emergency arise, BMW Roadside Assistance will get a message to family, friends or business associates, twenty-four hours a day, seven days a week.

Emergency Cash

Should your cash and/or credit cards be lost or stolen, the BMW Roadside Assistance program will wire you up to \$500.00 as soon as possible. Funds can usually be wired within 24 hours.

Note: This interest-free amount must be repaid within 30 days.

Lost Key Return Registration

BMW Roadside Assistance will send you a numbered key tag. If you lose your keys, the person finding them can drop them in the mail and they will be returned to us. We will return the keys to you, postage paid.

Credit Card Registry

You may register your credit cards with the BMW Roadside Assistance program. If your cards are lost or stolen, BMW Roadside Assistance should be notified immediately. BMW Roadside Assistance will promptly contact the issuing firms to cancel the cards.

Travel Planning Services

BMW's personalized travel planning services will provide you with current maps and details of the roads and areas on your itinerary. Simply call the BMW Roadside Assistance toll-free number to request information. Please make all travel planning requests at least three (3) weeks prior to your departure to ensure that you receive your personalized package in plenty of time.

Your package will include:

- A computerized guide, detailing the route
- Full colour road, city and vacation area maps
- Distance of cumulating mileage charts
- Bypass routing alternatives
- Destination information on local attractions, historic sites, entertainment venues and other places of interest
- Tour and accommodation directories
- Information and points of interest
- A complete list of BMW Retailers en route

Claiming for Reimbursable Benefits

Should you require reimbursement for any BMW Roadside Assistance covered benefit simply follow these steps:

1. Send in your original invoices within thirty (30) days of the date of the mechanical breakdown or accident to the address below:
2. Please indicate the cause and location of the breakdown or accident. Towing claims must be accompanied by the original detailed repair bill.
3. Ensure the original invoice(s) for trip interruption or traffic accident services indicate the costs incurred for lodging, meals or commercial transportation and the police report if the service relates to a traffic accident. Note: This service applies to expenses incurred by you within seventy-two (72) hours from the time of your BMW breakdown or accident.
4. Upon receipt and confirmation of the information, we will send you a reimbursement cheque for the covered amount.

Roadside Assistance Conditions and Exclusions

1. All service operators providing service are independent contractors and are not employees of BMW Roadside Assistance. Therefore, BMW Roadside Assistance cannot and does not assume any liability or responsibility for any loss or damage to your BMW or your personal property resulting from the rendering of such service.
2. Any loss or damage is the sole responsibility of the servicing facility and should be reported to the proprietor of the facility and your own insurance company within twenty-four (24) hours and prior to any repairs being carried out.
3. Only original receipts and/or charge copies submitted by you will be accepted for consideration for reimbursement. Originals will be returned upon request.
4. Any fraudulent alterations on bills for service will render them invalid for claims reimbursement.
5. BMW Roadside Assistance reserves the right to decline any claim presented for payment later than thirty (30) days from the date the service was performed and/or to discontinue providing services if, in the opinion of BMW Roadside Assistance, there is abuse of the services.
6. Benefits will not be provided where there is any indication at the time of traffic accident or incident of your consumption of alcoholic beverages or narcotics or where you are not in possession of a valid license to operate a vehicle or when your license is under suspension.
7. Benefits will not be provided while a vehicle is not covered by Public Liability and Property Damage automobile insurance.
8. Benefits will not be provided in the event that charges are attributed to a traffic accident or traffic violation that occurred while you were committing or attempting to commit a criminal offence.

BMW Roadside Assistance coverage does not constitute a warranty, but a service provided to you as part of the BMW commitment to minimize unforeseen vehicle operation inconvenience.

New Motorcycle Limited Warranty

BMW Motorrad Canada warrants BMW motorcycles, imported by BMW Motorrad Canada to be free of defects in materials or workmanship for a period of 36 months, without kilometrage limitation, commencing with the date the motorcycle is first delivered to the first retail purchaser, or is first placed in service as a "demonstrator" or "company motorcycle". The battery shall be covered for a period of 24 months. This limited warranty does not cover any performance accessory or any component attached or provided by the retailer which alters the original engineering or operating specification of the motorcycle nor any damage to the motorcycle, which results from any such performance accessory or component. To obtain service under this warranty, the motorcycle must be brought, upon discovery of the defect, to the workshop of any authorized BMW motorcycle retailer. This retailer will, without charge for parts or labour, either repair or replace the defective part(s). The decision to repair or replace said part(s) being wholly the prerogative of BMW Motorrad Canada. Parts for which replacement are made become the property of BMW Motorrad Canada.

BMW Motorrad Canada makes no other express warranty on this product.

The duration of any implied warranty of merchantability, is limited to the duration of the express warranty herein. BMW Motorrad Canada hereby excludes incidental and consequential damages, including loss of time, inconvenience, or loss of use of the vehicle, of any breach of any express or implied warranty, including any implied warranty or merchantability that may be applicable to this product. The provisions contained in this written warranty are not intended to limit, modify, take away from, disclaim or exclude any statutory warranty which, by law, may not be excluded or limited. This warranty is the only and the entire written warranty given by BMW Motorrad Canada of BMW motorcycles. No retailer or his agent or employee is authorized to extend or enlarge on this warranty on behalf of BMW by any written or verbal statement or advertisement.

Please note that this warranty does not apply to the following:

Maintenance Services

This includes scheduled maintenance, oil changes, wheel balancing, mechanical adjustments, or repairs which become necessary through normal use or wear and tear, such as resetting ignition timing, valve adjustments, carburetor adjustment, steering head bearing adjustment, or input shaft and clutch spline lubrications. Also maintenance service associated parts such as valve shims, gaskets, lubricants and coolants, etc.

Service Items

This includes the replacement of spark plugs, filters, brake pads or linings and rotors, steering head and wheel bearings, incandescent bulbs, fuses, and rubber items such as handgrips, footrests, foot shift, control cables and shields, exhaust pipes and mufflers for discolouration of finish.

The following items are warrantable for defects in material and workmanship for the first 7,500 kilometres:

- Brake pads, linings and rotors
- Steering head, front wheel and swing arm bearings
- Headlight bulb (H-4)
- Cables
- Clutches
- Windshield
- Shocks and springs

Batteries

Batteries that exhibit signs of neglect (sulfated) or overcharging (mossing, shedding or buckled-positive plates).

Cassette/Radios

Service performed by anyone other than Clarion Canada Inc. which results in damage to the product. Any product subject to contamination of any nature or which has had the serial number altered, defaced or removed, or which has been connected, installed, adjusted, or repaired other than in accordance with instruction furnished by BMW Motorrad Canada or Clarion Canada Inc. Elimination of static or other electrical interference, external to the audio system, tape head cleaning or adjustments. Radio serial number must appear on sales documentation.

Tires

Tires are warranted by their respective manufacturer for defects in material and workmanship.

Lack of Service

This includes damage attributable to failure to perform maintenance services at the specified intervals or in accordance with the instructions in the "Rider's Manual" and/or Proof of Ownership booklet. Proof must be provided either by a paid invoice copy or filling in the appropriate boxes in the Proof of Ownership booklet.

Damage

This includes damage resulting from negligence, improper treatment, accidents or improper accident damage repairs, corrosion from road salts, battery acid, cleaning agents, environmental influences, or treatment contrary to the "Rider's Manual" and/or Proof of Ownership booklet.

Non-BMW Parts

Damage to a component or assembly due to the installation of replacement parts with specifications that differ in any material respect from original BMW parts.

Towing

The Warranty shall be null and void if:

1. The motorcycle is used in any competitive events
2. The motorcycle has been declared a total loss

Please see your authorized BMW Retailer for additional information on coverage and limitations.