



BMW Service Campaigns

Pre-Monsoon Check is designed to keep BMW vehicles in top condition and ready for monsoon season. The following checks are included –

- Windscreen wipers check of all functions in all stages and condition of wiper blades
- Washer system for windscreen and headlight washer systems and washer fluid level
- Rain light sensor check
- Electrical check for all lights, alignment of headlights and fog lights
- Horn functional test
- Micro filters check and replacement if necessary
- Check condition of all door and trunk lid weather strips, sunroof cover seals and trunk ventilation
- Sunroof drain pipes flush
- Engine control unit box (E-Box) cleaning and flushing E Box drain
- Electrical plug connections in engine compartment, vehicle underbody
- Tyre check for thread depth, damages, cuts, bulges, irregular wear and correct tire pressure.
- Initializing run flat indicator
- Visual inspection of engine compartment for any leaks and exhaust system
- Visual inspection of belt drive and damper pulley
- Handbrake check
- Battery condition check

End of Warranty campaign is targeted at customers whose cars are in their 19 to 23 months of ownership. Customers are invited at BMW workshops centers for comprehensive 'End of Warranty' check of their cars that helps in identification of even the smallest of warrantable issues and helps in getting them fixed before the cover expires. The following checks are conducted –

- Control and warning lights and license plate lighting.
- Horn, headlight flasher and hazard warning systems
- Seat belts: seat belt strap, automatic reel function, seat belt locking reel, seat belt buckle, seat belt clip and clasp for damage
- Windscreen wipe for function

- Tyres: Tread depth, wear pattern, external condition and inflation pressure
- Engine: Coolant level and concentration, troubleshoot incorrect fluid levels
- Underfloor: Brake lines and connections check for tightness and damage, vehicle underbody check for damage, correct position, corrosion and tightness.

Service Appreciation campaign includes the following checks -

- Complete underbody check for corrosion and damage
- Engine bay check
- Front and rear wheel break check
- Headlight range control check
- Visual inspection of axels, suspension, stabilizer bars, vibration dampers and axel damping
- Visual inspection of exhaust system for corrosion and cracks in rubber mounts
- Visual inspection of engine compartment from above for coolant and oil leaks
- Visual inspection of belt drive
- Steering and chassis components check for damage, wear, tightness and corrosion
- Check horn, headlight flasher, hazard warning flashers
- Instrument/inscription lighting, passenger compartment/luggage compartment and glove box lightning
- Windscreen wipe, and car wash for function and settings
- Air conditioning check
- Tyre pressure check/top up and initializing Run Flat Indicator
- Oil level, Coolant level and concentration check
- Window washer system
- The interior and exterior of the car, computerized scanning of the car and complimentary exterior wash.

BMW Aftersales Service

BMW Fast Lane Service makes sure that the vehicle gets back on the road as soon as possible after a standard vehicle service. The vehicle is serviced within a few hours so that the customer is always mobile and has the freedom to make spontaneous travel plans without worrying about vehicle servicing.

Once the vehicle is at the dealership, latest technology enables the system to extract vehicle data through the smart key reader. The vehicle is received at the Service Consultation Bay where, with the help of advanced **BMW Integrated Service Processes Application (ISPA)** on an iPad, the service advisor gets instant access to vehicle information and its entire service history. ISPA readily assesses the present status of the vehicle and analyses it to highlights areas that require work. In addition, the service advisor checks the car thoroughly for visible or technical repairs with the help of diagnostics. Within a few minutes, ISPA produces a complete service advice automatically applying the benefits of any service package associated with the vehicle. Supported with the relevant images, the estimate is presented to the customer for his/her approval. The customer is able to check the service advice and take quick, informed decisions. ISPA thus significantly contributes in creating absolute transparency and saving time for the customer.

BMW Service Inclusive, BMW Service Inclusive Plus and BMW Repair Inclusive are a range of transparent service packages that cover maintenance, inspection and wear-and-tear. Customers have the flexibility to select a package of their choice at a highly attractive pre-fixed rate. The package can also be upgraded or extended as per the customer's wish. All service work is carried out using original BMW parts and packages are transferrable to the next owner, thereby enhancing resale value.

BMW Service Inclusive covers all regular maintenance work such as vehicle check and standard scopes, engine oil service, engine oil top-ups along with service / replacement of air filter, fuel filter, micro filter, spark plugs and brake fluid. Based on individual needs, customers can choose from a variety of plans based on duration / mileages ranging from 3 years / 40,000 kilometres to 10 years / 200,000 kilometres.

BMW Service Inclusive Plus goes a step further and covers replacement of brake pads, brake discs, wiper blades and clutch in addition to the above.

With **BMW Repair Inclusive**, the standard warranty on a vehicle can be extended even after the initial period of 24 months for unlimited mileage upto a period of 6 years. The cost for all necessary repairs is covered within the agreed mileage / duration.

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Thanks to BMW's intelligent on-board diagnosis system, every BMW is able to monitor all important electrical and electronic systems itself, logging possible faults before a problem occurs. **Condition Based Service (CBS)**, the intelligent BMW maintenance system, continuously monitors oil levels and the degree of wear and tear on individual components using sensors, algorithms and parameters such as mileage and driving style. The next recommended service date is displayed each time the vehicle is started which means that servicing is only carried out when it is necessary and not before. This indication automatically begins four weeks' earlier so service can be planned well in advance.