

BMW Certified Series™
An exclusive selection of Pre-Owned BMW Vehicles.

bmw.ca



The Ultimate Driving Experience.®

We won't give you one reason to buy a Certified Series.

We'll give you six.





The Certified Series™

You're here for one simple reason – you've always dreamed of owning a BMW. You've seen them in action. You've heard of their reputation. And now you've discovered you can own one for less than you thought possible with a Certified Series Pre-Owned vehicle, found only at your BMW Retailer.

But don't be fooled. Not just any BMW can display the Certified Series badge. To earn that honour, our automobiles are subject to meticulous inspections and reconditioning processes, performed by our trained technicians. It's a very thorough procedure, but it ensures your Pre-Owned BMW performs precisely like a new one.

Table of Contents

3	Introduction
4	Protection Plan Description
5	Transfer/Cancellations
6	Owner's Responsibilities <ul style="list-style-type: none">• Maintenance Requirements• Wear and Tear Related Repairs
7-9	Covered Components
10	Exclusions
11	General Information
12 – 13	Roadside Assistance <ul style="list-style-type: none">• The BMW Service Card
14	Limits of Liability
15	Outside of Canada
(Centre Insert)	Change of Address

Introduction

3

This booklet outlines the coverage, benefits and provisions of the BMW Certified Series™ Protection Plan which has been designed to provide you with peace-of-mind ownership after the expiry of the BMW New Car Limited Warranty. The comprehensive coverage described in this booklet is fully backed and administered by BMW Canada Inc., through authorized BMW Retailers across Canada.

Should you require a repair which is covered by this program, you have the comfort of knowing that the repair will be carried out by BMW Factory trained technicians using only BMW approved and supplied parts. The only charge to you will be a modest handling fee of \$50.00 which applies to each repair visit (see page 4 for details).

You also have the reassurance of knowing that you are fully covered by the BMW Service Card, providing you with a full range of Roadside Assistance, travel and trip interruption benefits, described on page 12-13.

Upon the purchase of your Certified Series™ vehicle, and notification by your BMW Retailer to activate the Certified Series™ Protection Plan, BMW Canada will forward confirmation of your enrolment in the Plan, along with a BMW Service Card to replace the temporary card found in this booklet.

If you have not received these items within 30 days of purchase, please contact BMW Canada Customer Service at 1-800-567-2691.

Protection Plan Description

Provider

The Certified Series™ Protection Plan affords protection against defects in materials or workmanship of the covered components listed in the “Covered Components” section of this booklet on an eligible BMW that has been properly enrolled, inspected and retailed by an authorized BMW Retailer. This plan is valid for the owner/lessee of the vehicle described in the Certified Series™ Protection Plan Customer Agreement and each subsequent owner/lessee, for the period described below.

Protection Plan Effective Date

The Protection Plan becomes effective upon expiration of the BMW New Car Limited Warranty, which is 4 years or 80,000 kilometres, whichever occurs first from the original date of service.

- **BMW** covers you for up to 6 years or 160,000 kilometres, whichever comes first.
- **BMW NEW VEHICLE LIMITED WARRANTY**, 4 Years/80,000 kilometres, whichever occurs first.
- **BMW CERTIFIED SERIES™ PROTECTION PLAN**, 2 Years/80,000 kilometres, whichever occurs first.

Protection Plan Period

The Protection Plan period is 2 years or 80,000 kilometres, whichever occurs first.

Handling Charge

There is a \$50.00 handling charge (per repair visit) that must be paid by the vehicle owner/lessee for any repairs covered under the terms of this Protection Plan.

Transfers/Cancellations

5

This Protection Plan is fully transferable from the original used car purchaser or lessee to each subsequent owner or lessee. Please use the owner/address change cards contained in this booklet to notify BMW Canada of any ownership or address changes.

The Certified Series™ Protection Plan is non-cancellable by any party. However, coverage will automatically be terminated if the vehicle:

- Is reported as stolen by an insurance company,
- Is determined to be a total loss by a qualified entity or person,
- Suffers significant damage as a result of collision or water infiltration.

This Protection Plan is only valid on BMW specification vehicles. Any modifications or alterations that change the vehicle from its original design specifications, such as (but not limited to) suspension modifications, performance modifications, etc., may result in the denial of a claim for a covered part or component that may have been affected by such modifications.

This Protection Plan shall be null and void if the vehicle identification number has been altered or cannot be read, if the odometer has been replaced, altered or rendered inoperative and the true mileage of the vehicle cannot be determined, 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.

Owner's Responsibilities

Maintenance Requirements

It is a condition for coverage under the Certified Series™ Protection Plan, as well as a requirement of the BMW New Car Limited Warranty, that the maintenance operations described in your BMW Warranty and Service Guide or BMW Service Booklet be performed at the required intervals indicated by your vehicle's Service Interval Indicator.

These Service booklets also contain a Service Record section, to be completed when performing required services. **Please ensure that confirmation of maintenance work performed is always recorded in this section at each service interval** as it will be required to verify coverage should you require repairs which are covered under the terms of the Certified Series™ Protection Plan.

Wear and Tear Related Repairs

The Certified Series™ Protection Plan is designed to protect you from the expenses of repairs associated with the unanticipated or unexpected failure of a covered component as a result of a defect in material or workmanship only. However, there are components or parts on your BMW that are subject to **gradual deterioration** or **wear** as a result of driving habits, conditions or use of the vehicle. Coverage for items such as (but not limited to) piston rings, valves and valve guides, suspension bushings, ball joints, tie rod ends, driveshaft flex discs (guibo joint) and other parts and/or components covered by this Protection Plan are limited to defects in material or workmanship only.

Coverage under the Certified Series™ Protection Plan will not apply in certain circumstances. Please refer to "Limits of Liability" on page 14 for details.

Please note that many parts on your BMW are subject to wear and tear, and may wear out over time in the normal use of your vehicle. This is not a defect in materials or workmanship, and is not covered by the BMW Certified Series™ Protection Plan.

Covered Components

7

The Protection Plan Agreement covers defects in material or workmanship in respect of the following parts:

Engine

Cylinder head(s), cylinder head gasket(s) and cylinder block. All internally lubricated parts, including: pistons, piston rings and pins; crankshaft and end cover on crankcase; top cover plate (V engines); secondary air pump; supercharger; main and connecting rod bearings; connecting rods; camshaft adjusting unit (VANOS), camshaft and bearings; timing chains and/or belts; sprockets; rocker arms and shafts; valves, valve springs; upper spring plates (retainers); valve collets, guides, and seats; hydraulic valve clearance compensators (lifters); oil pump assembly. Dipstick assembly; vibration damper; flywheel/ring gear; upper and lower timing case covers; intake and exhaust manifolds; engine mounts; valve cover(s); oil pan. Seals and gaskets are only covered if used during the course of a repair or replacement of the above parts/components.

Automatic/Standard Transmission

Transmission case, torque converter and all internally lubricated parts contained within the transmission case, including sprockets, shafts, bearings, bushings, drums, pumps and valves. Transmission mount; flywheel; drive plate for torque converter. Transfer box and all internally lubricated parts; transfer box vibration absorber. Seals and gaskets are only covered if used during the course of a repair or replacement of the above parts/components. Coverage is not afforded for standard transmission clutch assemblies, as they are subject to wear and tear through normal use.

Final Drive Assembly, Propeller Shaft(s)

Final drive housing; all internally lubricated parts contained within the final drive housing, including all sprockets, bearings and output shafts; CV joints; universal joints; front and rear hub assembly, hub bearings; propeller shafts. Front final drive housing; all internally lubricated parts contained within the front final drive, including all sprockets, bearings, and output shafts; CV joints and flexible gaiter (CV boots). Seals and gaskets are only covered if used during the course of a repair or replacement of the above parts/components.

Front Suspension

Control arms, thrust struts, and bushings; ball joints; wheel bearings; coil springs; stabilizer bar, links and bushings; height control valve; McPherson struts (housings only).

Rear Suspension

Control arms, trailing arms, and lateral links; shafts and bushings; wheel bearings; coil springs; ball joints; hydraulic leveling system; height control valve and height sensor; pump; stabilizer bar, supports and bushings; McPherson struts (housings only); strut housing (self-levelling only).

Steering

Steering box housing; all internally lubricated parts within the steering box; rack and pinion assembly; power steering pump; steering shaft and couplings; guide/idler arm; tie rod ends; pitman arm; centre tie rod; cooler and lines. Steering box seals; power steering pump seal; electric and manual steering column adjustment unit; steering column adjustment control unit.

Brakes

Master cylinder; brake booster assembly; wheel cylinders; brake calipers; hydraulic lines and fittings; brake pedal assembly; parking brake assembly. Coverage is not afforded for brake friction materials, as they are subject to wear and tear through normal use. Master cylinder seal; brake caliper seals; brake fluid reservoir and cap.

ABS Brake System

Hydraulic pump assembly; ABS control module; wheel speed sensors; relays. Hydraulic pump seals; ABS hydraulic unit; ASC+T hydraulic unit; DSC hydraulic unit; ASC throttle valve actuator; DSC rotation rate sensor; DSC pressure sensor.

Fuel System

Fuel injectors; fuel pumps; metal and plastic lines and fittings; fuel tank; fuel injection and air flow sensors; idle regulating valve; EML throttle valve; throttlebody.

Electrical System

Alternator/generator; voltage regulator; starter motor, starter solenoid; ignition coil; windshield wiper motor; rear window wiper motor; power window motors; power seat drives; convertible top storage lid and top drive motors; manually and electrically operated switches; front and rear main wiring harnesses; on-board computer; engine control module; power door and central locking systems; remote electronic entrance system; cruise control switch, actuator and control module; sunroof motor and gear; turn signal/headlight dimmer switch; electronic mirror motors and switches; windshield wiper delay switch; horn contacts, brush, contact ring assembly and horns; rear window defogger; all gauges; instrument and service indicator circuit boards; LCD display modules and coding plugs; control modules.

Sensors

Valvetronic sensor; engine oil temperature sensors; coolant temperature sensors; air flow meter; air flow sensor; engine air temperature sensor; crankshaft sensor; camshaft sensor; knock sensor; pedal position sensor; engine oil level sensor; sunroof sensor; steering angle sensor; interior temperature sensor.

Air Conditioning and Heating System

Condenser; compressor; evaporator; receiver-drier; idler pulley/belt tensioner; compressor clutch and pulley; heating and A/C control panel and control module; expansion valve; stepper motors; auxiliary water pump; heater and air conditioner blower motor; heater control valve and heater core. Final stage heater resistor.

Cooling System

Water pump; radiator; fan clutch and fan surround; idler pulley/belt tensioner; coolant recovery tank; additional fan motor. Engine oil cooler; automatic transmission oil cooler.

Interior and Exterior

Trunk and hood gas pressure struts; front seat tracks/rails; shift lever; bumper impact struts; window regulators; door handle mechanism; seat belt tensioner.

Exclusions

Unless required in connection with the repair of a covered failure, the Certified Series™ Protection Plan does not cover any work or expense that is related to the following:

- The failure of any part not described in the “Covered Components” list on pages 7 to 9 of this booklet.
- Maintenance services and parts as described in the BMW Warranty and Service Guide or BMW Service Booklet, such as, but not limited to, engine tune-ups, suspension alignment, wheel balancing, replacement of filters, lubricants, fluids, spark plugs, lamps and bulbs, belts, wiper blades, hoses, brake and clutch friction materials, exhaust pipes and mufflers, batteries and resurfacing of brake rotors.
- Vehicle damage caused by collision, neglect, accident, misuse, improper maintenance or repair, or environmental influences.
- Additional/consequential damage caused by continued operation of the vehicle in a damaged condition.
- The repair or replacement of tires.
- The use of improper or contaminated fuels, fluids, coolants or lubricants.
- Any alteration or modification to the vehicle. Modification of the vehicle may result in the denial of a claim for a covered part or component that may have been affected by such modifications.
- The repair or replacement of any body components, including finish, windshield or other glass, weatherstrips, lenses, mirrors, interior and exterior trim, upholstery, carpet and cabriolet top and adjustments to such components to correct air and water leaks, wind noise, squeaks, rattles and alignment.
- Repairs required as a result of your failure to fulfill the maintenance requirements for your BMW as described in your BMW Warranty and Service Guide or BMW Service Booklet.

General Information

Please be aware that, depending on the mileage and age of your BMW, you may also have the benefit of the remaining balance of your vehicle's original limited warranties (new car, emission control and rust perforation) as well as any scheduled maintenance. Please refer to your Warranty and Service Guide for additional information. BMW Canada has the ultimate authority to determine whether the warranty or protection plan will take precedence for a covered repair. Further, BMW Canada makes no other express warranty on this product other than what is mentioned above.

Unless prohibited by law, the duration of any implied warranties, including the implied warranty of merchantability, is limited to the duration of the express warranties herein. BMW Canada 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.

If you have purchased your vehicle privately, please visit your local BMW Retailer to ensure your name and contact information has been correctly entered into our data base and to receive a complete explanation on what benefits you may receive under the Certified Series™ Protection Plan.

While there, ask a service consultant about our very competitive service menu pricing and available accessories for your vehicle. Remember, when you do business with your local BMW Retailer you not only receive competitive pricing but great service and genuine parts and accessories (with warranty coverage for 2 years when installed by your BMW Retailer) thereby keeping the value of your BMW high.

Roadside Assistance - The BMW Service Card

For peace-of-mind driving, your Certified Series™ shares all the benefits of BMW Service Card coverage standard on all new BMW vehicles.

In the case of any roadside emergencies, you have only to call the following number, toll-free throughout Canada and the continental U.S.A., to receive help 24 hours a day, 7 days a week:

1-800-267-8269

BMW Service Card benefits include:

- **Emergency Service Calls** for battery boost, fitting the spare tire, delivery of fuel or lock and key service for lost keys and locked-out drivers;
- **Mechanical Breakdown Towing** (by flatbed) from the problem site to the nearest BMW Retailer;
- **Winching** when necessary;
- **Trip interruption** allowances (by reimbursement) of up to \$100 per incident if you are less than 80 kilometres from your residence and up to \$800 per incident if you are more than 80 kilometres from home, which cover emergency transportation, accommodation, return to repair site and special return of passengers, if required;
- **Traffic Accident Services** allowances (by reimbursement) of up to \$500 for any of the combined expenses, such as towing, winching and trip interruption allowances as described above, if not provided by your insurer.
- **Travel Planning Services** including trip routing and personalized information kits for your itinerary;
- **Emergency Cash** should your cash and/or your credit cards be lost or stolen, BMW Service Card Program will wire you up to \$500 as soon as possible. Funds can usually be wired within 24 hours. Note: the interest-free amount must be repaid within 30 days.

A detailed description of these benefits is included in your Warranty and Customer Assistance/Service Guide, along with directions for claiming reimbursements. If you have misplaced this guide or have any questions regarding these benefits, please call the toll-free number for clarification.

A temporary, detachable BMW Service Card is provided in the centre of this booklet. Please refer to this card for instructions, if required, until you have received a permanent BMW Service Card.

Limits of Liability

The liability of BMW Canada Inc. under the Certified Series™ Protection Plan is limited to the repair of covered components and those additional benefits described in this booklet. To the extent permitted by law, BMW Canada Inc. will not be responsible for loss of use of the vehicle, loss of time, inconvenience, lodging (other than that covered by the BMW Service Card), meals, commercial loss or any other special incidental or consequential damage for any breach of any express or implied warranty applicable to the vehicle, including the implied warranties of merchantability and fitness for a particular purpose.

The Certified Series™ Protection Plan does not cover liability for damage to property or injury to or death of any person arising from the operation, maintenance, or use of the named vehicle, whether or not related to the parts covered by the Protection Plan.

The maximum liability of BMW Canada Inc. under this Protection Plan will not exceed the purchase price of the (used) vehicle at the time of a covered repair, either whether by a single repair or multiple repairs during the term of this plan.

Coverage under the Certified Series™ Protection Plan will be null and void if:

- the Vehicle Identification Number has been altered or cannot be read;
- the odometer has been replaced or altered and the true odometer reading cannot be determined;
- the vehicle has been declared a total loss or deemed to be written off or sold for salvage purposes;
- the vehicle has been used for competition driving, racing, police or emergency services, commercial livery (rent or hire) or commercial delivery;
- the vehicle suffers significant damage as a result of a collision or water infiltration; or
- the vehicle has been reported as stolen. Recovered theft vehicles that have been reinspected and found to be mechanically sound will be considered for reinstatement of coverage on a case-by-case basis.

Outside of Canada

15

The Certified Series™ Protection Plan is administered only through authorized BMW Retailers in Canada. However, should circumstances require the repair of a covered component in the U.S.A., please locate the most convenient authorized BMW Retailer in your area, pay for the required repair and submit a copy of the invoice within 60 days of the invoice date directly to your regular Canadian BMW Retailer.

Your retailer will make a claim and, on approval by BMW Canada Inc., reimburse you for the full amount paid (minus the \$50.00 handling charge) by you for a repair performed outside of Canada which is covered under the terms of the Certified Series™ Protection Plan.

Note: Only repairs performed by an authorized BMW Retailer will be eligible for reimbursement.