



UPDATE: BMW MAINTENANCE BOOKLET AND OEM TIRE  
MANUFACTURERS' WARRANTIES CD-ROM

This new Service Information Bulletin (Revision 00) replaces SI B01 03 08 **dated October 2008**.

### What's New:

- This bulletin replaces SI B01 03 08 dated October 2008
- The BMW Maintenance information and the OEM Tire Manufacturers' Limited Warranty Guide for applicable MY 2021 and newer BMW vehicles has been changed to digital delivery

## MODEL

E-Series	MY	Model Description	Kit Description
F22	2021	2 Series Coupe	2021 BMW 2 Series, 4 Series Z4 Kit
F23	2021	2 Series Convertible	2021 BMW 2 Series, 4 Series Z4 Kit
F44	2021	2 Series Gran Coupe	2021 BMW 2 Series, 4 Series Z4 Kit
F87	2021	M2 Competition	2021 BMW M2, M3, M4, M5 Kit
F90	2021	M5 Sedan	2021 BMW M2, M3, M4, M5 Kit
G22	2021	4 Series Coupe	2021 BMW 2 Series, 4 Series Z4 Kit
G23	2021	4 Series Convertible	2021 BMW 2 Series, 4 Series Z4 Kit
G29	2021	Z4 Roadster	2021 BMW 2 Series, 4 Series Z4 Kit
G80	2021	M3 Sedan	2021 BMW M2, M3, M4, M5 Kit
G82	2021	M4 Coupe	2021 BMW M2, M3, M4, M5 Kit
I01	2021	i3	2021 BMW i3 Kit

Note: This following change in content delivery begins and is only applicable to the above listed vehicles produced on or after November 1, 2020 (Vehicle Production Date: 2020/11 and newer).

## SITUATION

In efforts to provide a digital experience to our customers, BMW of North America, LLC (BMW NA) is proud to announce a digital version of both the BMW Maintenance Booklet and BMW Original Equipment Manufacturers' (OEM) Tire Warranties.

Prior to this change described in this bulletin, the New Vehicle Owner's Kit included a printed version of BMW Maintenance Booklet and a CD-ROM for the BMW OEM Tire Warranty Information.

Starting with November 1, 2020 production, for the applicable BMW models listed above and all future BMW models going forward, the New Vehicle Owner's Kit will no longer contain the printed BMW Maintenance Booklet or the BMW OEM Tire Warranty CD-ROM.

**Please do not consider the removal of this content (Maintenance booklet and CD-ROM) a shortage or mis-production of the New Vehicle Owner's Kits.**

## CAUSE

Change in the content delivery for the BMW Maintenance information and the OEM Tire Manufacturers' Limited Warranty Guide (statements). This change is based on the proliferation of digital print media and technology, making these documents more convenient to access for the customer using digital devices.

## CORRECTION

Refer to the PROCEDURE section.

## PROCEDURE

Accessing the new digital media content versions.

As noted above, the content that was previously provided in the:

- Printed BMW Maintenance booklet; and the
- BMW OEM Tire Warranty CD-ROM



Will now be located and available for access digitally through the following BMW Service and Warranty Book website link:

<https://www.bmwusa.com/explore/bmw-value/bmw-ultimate-service/service-and-warranty-books.html>

Or by using the:

- QR code (Shown to the left)

The customer and your center can either manually enter the above website link or simply scan the QR code with a smartphone.

You will then be directed to the BMW Service and Warranty Book website page, where you will first select the vehicle's Model Year and Model.

After which, the applicable digital version of the BMW Maintenance Book and BMW OEM Tire Warranties Guide (MY 2021 example attached) will be available for viewing and download.

### **Important Note – OEM Tire Warranties**

**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 the customer and your center has the most current warranty information that applies to your tires.**

### **PARTS INFORMATION**

Starting with the models listed above and all future models going forward, a customer can still request a printed copy of the BMW Maintenance Booklet and/or the BMW OEM Tire Warranties Guide. He or she can do so by contacting the BMW NA Customer Relations and Services Department by using the contact information provided below.

The 17-character Vehicle Identification Number (VIN) should also be provided with this request to ensure the correct information is provided to customer.

<b>BMW of North America, LLC</b>
<b>Customer Relations and Services Department</b>
<b>P.O. Box 1227</b>
<b>Westwood, NJ 07675-12271</b>
<b>Telephone: 1 (800) 831-1117</b>
<b>Email: <a href="mailto:customerrelations@bmwusa.com">customerrelations@bmwusa.com</a></b>

**Note:** This contact information can also be found in the customer's printed model-specific New Vehicle Limited Warranty Booklet that is still provided with the vehicle.

### **Important Note – Missing/Incomplete New Vehicle Owner's Kits**

**If the New Vehicle Owner's Kit is missing or incomplete upon new vehicle delivery at your center from BMW NA, please contact Star Publishing at [bmw.vdc@star-cooperation.com](mailto:bmw.vdc@star-cooperation.com) with a VIN-specific email to request to have the needed content delivered directly to your center at no charge.**

The New Vehicle Owner's Kit contains the printed BMW Warranty Booklet, Safety Tips Card, Brake Brochure, Performance Center Brochure, and SiriusXM Radio Brochure.

**The BMW NA Customer Relations and Services Department will not fulfill any requests for missing or incomplete New Vehicle Owner's Kits.**

### **WARRANTY INFORMATION**

Information only.

## QUESTIONS REGARDING THIS BULLETIN

Technical inquires	Submit feedback at the top of this bulletin
Warranty inquires	Submit an IDS ticket to the Warranty Department or use the chat available in the Warranty Documentation Portal
Parts inquiries	Submit an IDS ticket to the Parts Department

### Supporting Materials

[picture as pdf B011220 BMW 2021 Tire Mfrs Warranties.pdf](#)