

# BMW MAINTENANCE PLAN DEFECT CODES

Always refer to SI Bulletin # B-01-02-03

• 1200 Mile Service (Run In - M Cars only)	85 99 00 88 MP
• Adjustments	11 00 77 77 MP
• Automatic Trans Fluid Change @ 100,000	85 99 03 01 MP
• Belt, A/C Compressor	64 52 03 77 MP
• Belt, Alternator / Water Pump	11 28 03 77 MP
• Body Corrosion Inspection	41 00 01 77 MP
• Brake Fluid Service	34 00 00 77 MP
• Brake Pads, Front	34 11 00 77 MP
• Brake Pads, Rear	34 21 00 77 MP
• Brake Pads and Rotors, Front	34 11 77 77 MP
• Brake Pads and Rotors, Rear	34 21 77 77 MP
• Brake Pads, Replace the Front and Rear at the same time	34 11 00 35 MP
• Brake Pads and Rotors, Replace the Front and Rear at the same time	34 11 00 38 MP
• Clutch Disc and Pressure Plate	21 21 00 77 MP
• Engine Coolant Change	17 11 00 77 MP
• Engine Oil Service (1st)	85 99 00 89 MP
• Engine Oil Service (After 1st)	85 99 00 91 MP
• Engine Oil Service (Annual Low Mileage)	85 99 00 87 MP
• Inspection 1	85 99 00 92 MP
• Inspection 2	85 99 00 93 MP
• Oxygen Sensor Replacement @ 100,000	85 99 04 01 MP
• Spark Plug Replacement @ 100,000	85 99 02 01 MP
• State and Local Taxes on Repairs. Check with your tax advisors before claiming.	10 32 01 05 MP
• Valet Service	99 99 77 77 MP
• Windshield Wiper Rubber Insert, Front	61 61 00 77 MP
• Windshield Wiper Rubber Insert, Rear	61 61 11 77 MP

In addition to the defect codes listed above, the following defect codes would apply for the models equipped with (CBS) Condition Based Service.

• Vehicle Check	85 99 01 01 MP
• Standard Scope	85 99 05 01 MP
• Replace Micro Filter	64 31 02 37 MP
• Engine Air Filter	11 72 03 76 MP
• Replace all parking shoes	34 41 04 77 MP
• Replace both parking brake Bowden cables	34 41 08 77 MP
• Spark Plug Replacement	85 99 06 01 MP

#### Reasons for Vehicle Update Programming:

1. Control Module Replacement
2. SIB or Service Action/Recall
3. Programming Validation Code (GWCode)
4. PuMA Case Recommendation
5. FSE Advisement
6. Update Software for Accessory Retrofit

#### M-MOBILITY KIT SERVICING

The M-Mobility kit needs to be serviced every 3 years (except model year 2005 and 2006 M3 every 4 years) by replacing the sealant cartridge on the vehicles having this equipment. This is covered under The BMW Maintenance Program using the following defect codes. Refilling the Sealant Cartridge container due to flat tires is not covered under The BMW Maintenance Program.

• Full Maintenance	71 10 01 77 MP
• Scheduled Maintenance	71 10 01 77 SP

## Premium Aftersales Strategy

- Highly Skilled and Motivated People
- Fix the Customer First
- The Benchmark in Customer Experience
- One Stop Shop

#### Optional BMW Maintenance Program Upgrade

As you know, 4 year/50,000 mile maintenance became standard coverage for all 2003 and later model year BMWs (imported by BMW NA and sold through an authorized BMW NA center). You have asked for additional programs to replace that former profit opportunity, as well as compliment your CPO business. In response, as of 1/12/04 your center will have the option to offer your customers an additional 2 years or 50,000 miles of BMW Maintenance on qualified vehicles as defined herein. Upgrades are not just limited to new vehicle sales, or vehicles in your inventory. Customers or centers that own their vehicles are also able to obtain this 2 year 50,000 mile coverage option. The only prerequisite is their vehicle must currently be covered by an existing (not expired) maintenance (3 year/36,000 mile or 4 year/50,000 mile) program. **PLEASE REVIEW SI# 01-11-03.**