

SUBJECT Low Mileage (Annual) Oil Services, Additional (Customer Pay) Oil Services

MODEL All

SITUATION **A limited number of BMW owners accumulate very low mileage on their BMWs annually, in some situations insufficient for the Service Interval Indicator System to call for an Oil Service or Inspection. However, all BMWs should have an engine oil change at a minimum of once a year, regardless of whether synthetic or petroleum-based oil is used. Additionally, some owners prefer to change their oil more frequently than as called for by the Service Interval Indicator System.**

We would like to clarify the issue of when you should perform an oil service on a BMW vehicle, what the BMW Maintenance Program (if applicable) will cover, and how this impacts the maintenance called for by the Service Interval Indicator System.

Typical Example: M/Y 2000 323iA in service 12 months, current mileage 8,299, mileage to next service (as indicated on Service Indicator Display) 6,701.

Action to be Taken - Perform oil service (check and adjust tire pressures while the oil is draining), update/stamp the Service and Warranty Information Statement, **BUT DO NOT RE-SET THE SERVICE INDICATOR SYSTEM**. Note Maintenance Claim (if vehicle is covered by the BMW Maintenance Program) "Perform Low-Mileage Annual Oil Service as per Service and Warranty Information Statement and S.I.B. 00-04-01", using labor operation 11 99 000 - 4 FRUs (oil service only, no microfilter replacement) and the following special Defect Code as applicable:

Low Mileage Annual Oil Service (Full Maintenance):	85 99 00 87 MP
Low Mileage Annual Oil Service (Scheduled Maintenance)	85 99 00 87 SP

What Will Happen - If the driving pattern remains constant, the Service Interval Indicator System should call for an Oil Service within the next 12 months/6,701 miles, at which time the center should perform the oil service (including oil filter replacement), update/stamp Service and Warranty Information Statement, RE-SET THE SERVICE INDICATOR SYSTEM, and note the Maintenance Claim (if vehicle covered by the BMW Maintenance Program) "Perform Oil Service as per Service Interval Indicator System".

Continue this schedule going forward, unless the usage pattern of the vehicle changes and the "low mileage annual oil service" is no longer required.

Note: If it is anticipated that the Annual Oil Service is occurring within 60 days of the time when the Service Indicator System would call for an Oil Service or Inspection, then the upcoming service should be performed and the Service Indicator System reset.

In situations where the customer requests more frequent oil services (at their own expense) than as called for by the Service Interval Indicator System, the same logic applies - **do not reset the**

Service Indicator System until the maintenance is performed that is called for by the System.

This is especially critical for vehicles still covered by the BMW Maintenance Program.

Please direct any questions or concerns regarding the above to your Market Team.