

LIMITED WARRANTY- BMW MOTORCYCLES

(Valid Only in Canada)

Your satisfaction with our products and the services provided by your authorized BMW Motorrad retailer is of great importance to us. We take pride in our product, as does the BMW Motorrad retailer who services it. If you should ever have a question regarding your retailer's level of service or your BMW's performance, we recommend that you contact your authorized BMW Motorrad retailer.

Should you travel to an unfamiliar area, the BMW Motorcycle Retailer Directory provided with your Roadside Assistance package will help you locate the nearest authorized BMW Motorrad retailer. The retailers listed are equipped to help you with virtually all BMW related matters.

When contacting an authorized BMW Motorrad retailer we suggest that you, depending on the nature of your contact, discuss the matter with the Sales, Parts, or Service Manager.

Since all matters can usually be resolved at the retailer level, it is important that they be given the opportunity to provide a solution. Should you feel that you were not provided with the proper response, we urge you to contact the General Manager or the Retailer Principal.

Despite the best intention of all parties, a misunderstanding may occur between you and your BMW Motorrad retailer. Should this occur and you require further assistance, you may wish to contact BMW Motorrad Canada.

When contacting your local area BMW Motorrad retailer or BMW Motorrad Canada, we ask that you be prepared to provide the following information:

1. Your name, address and telephone number.
2. Vehicle identification number (last seven digits).
3. Vehicle's delivery date and kilometrage.
4. Selling retailers name.
5. Service retailers name.
6. Description of the problem.

Please contact us at:

**Customer Relations Department
BMW Motorrad Canada
50 Ultimate Drive
Richmond Hill Ontario
L4S 0C8**

Phone number 1 (800) 567 2691

Or email us at customer.service@bmw.ca

Please remember your BMW Motorrad retailer will always be the prime source to resolve your concern. The retailers have the equipment and the personnel necessary to achieve this goal.

We are confident that every effort will be made to ensure your satisfaction.

LIMITED WARRANTY- BMW MOTORCYCLES

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BMW Motorrad Canada warrants BMW motorcycles, imported by BMW Motorrad Canada to be free of defects in materials and workmanship for a period of three years, without kilometrage limitation. The warranty begins, on the date of the first retail sale or the date the motorcycle is first placed in service as a demonstrator or company motorcycle, whichever occurs first.

This limited warranty does not cover any performance accessory or any component attached or provided by the retailer which alters the original engineering or the operating specification of either the motorcycle or any damage to the motorcycle, which results from any such performance accessory or component.

To obtain service under this warranty, the motorcycle must be brought, upon discovery of a defect in material or workmanship, to an authorized BMW Motorrad retailer. The retailer will, without charge for parts or labour, either repair or replace the defective part(s) using new or authorized remanufactured parts. The decision to repair or replace said part(s) being wholly the prerogative of BMW Motorrad Canada. Parts for which replacement are made become the property of BMW Motorrad Canada.

In all cases, a reasonable time must be allowed for a warrant repair to be completed, after the motorcycle is received by the retailer.

BMW Motorrad Canada makes no other express warranty on this product.

UNLESS PROHIBITED BY LAW, THE DURATION OF ANY IMPLIED WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY HEREIN. BMW MOTORRAD 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 ANY IMPLIED WARRANTY OF MERCHANTABILITY THAT MAY BE APPLICABLE TO THIS PRODUCT.

This warranty is the only and the entire written warranty given by BMW Motorrad Canada for BMW motorcycles. No retailer or his agent or employee is authorized to extend or enlarge on this warranty on behalf of BMW Motorrad Canada by any written or verbal statement or advertisement.

The following items are warrantable for defects in material and workmanship for 6 months.

Halogen, Xenon and LED bulbs, Windshields, Shocks and springs

The following items are warrantable for defect in material and workmanship for 1 year.

Paint and powder coat finishes

Chrome

The following Item is warrantable for 2 years.

THIS WARRANTY DOES NOT APPLY TO THE FOLLOWING

MAINTENANCE SERVICES: This includes scheduled maintenance, oil changes, wheel balancing, mechanical adjustments, or repairs which become necessary through normal use or wear and tear, such as resetting ignition timing, valve adjustments, throttle body adjustment, steering head bearing and adjustments, shafts or spline lubrication. Also maintenance service associated parts such as valve shims, gaskets, lubricants and coolants etc.

SERVICE ITEMS: This includes the replacement of chains, sprockets, belts, belt drives, spark plugs, filters, brake pads, brake rotors, clutch discs, flywheel and pressure plate, steering head bearings, incandescent and LED bulbs, fuses, and rubber items such as handgrips, footrests, foot sift rubber, control cables and shields, exhaust pipes and mufflers for discoloration of finish, shocks.

BATTERIES: Batteries that exhibit signs of neglect (sulfated) or overcharging (mossing, shedding or buckled plates)

TIRES: Tires are warranted by their respective manufactures for defect in material and workmanship.

LACK OF SERVICE: This includes damage attributable to failure to perform maintenance services at the specified service intervals or in accordance with the instructions in the "Rider's Manual" and/or Proof of Ownership booklet. Proof must be provided either by a paid invoice copy of filling in the appropriate boxed in the Proof of ownership booklet.

DAMAGE: This includes damage resulting from negligence, improper treatment, accidents, or improper accident damage repairs, corrosion from road salts, battery acid, cleaning agent, environmental influences, acid rain, or treatment contrary to the "Rider's Manual" and or Proof of Ownership booklet.

NON- BMW PARTS: Damage to a component or assembly due to the installation of replacement parts with specifications that differ in any material respect form original BMW Parts.

TOWING: Towing is not covered under warranty.

THE WARRANTY SHALL BE NULL AND VOID IF:

- 1) The motorcycle is used in any racing, timed or lapped, or used in any other competitive events.
- 2) The motorcycle has been declared a total loss.
- 3) If the vin has been altered, removed or not legible.