

BMW Frequently Asked Questions

1. What is BMW Service Inclusive (BSI)?

In order to provide an enjoyable ownership experience, BMW offers services that can keep new and existing customers from wasting a moment thinking about the cost of maintenance, inspection or wear-and-tear.

BMW Service Inclusive (BSI) allows customers to purchase packages that will cover the maintenance costs of their BMW for a period of time or maximum mileage of 50,000 kilometers. This means that regular service intervals are just a matter of scheduling and dropping off the vehicle as BMW takes care of the rest. BSI covers both new and used vehicles, and uses only Original BMW Parts. Moreover, BSI can be transferred to the next owner, increasing the resale value of the vehicle.

The Benefits of BMW Service Inclusive at a Glance

Full Cost Control

Maintenance and wear-and-tear work using Original BMW Parts combined with service expertise — so you don't have to worry about service cost for the agreed time/mileage (whichever is earlier).

Convenience

BMW Service Inclusive is valid at all participating Authorised BMW Service Centres.

Longevity

Regular maintenance means warranty entitlements remain in force.

Transferability

BMW Service Inclusive shifts to the next owner, thereby securing value retention.

Expandability

You can upgrade or extend your agreement at any time you wish.*

** Upgrades are only applicable during the validity of the package and up to nine months after the expiration of the package.*

2. What is a BMW 5-Year Warranty?

From 1 June, all brand-new vehicles sold by SMC ACDC dealers will be adopting the 5-year or 200,000-kilometer warranty. This warranty covers all mechanical and electrical components, but does not cover preventive maintenance or wear-and-tear items. Items and components covered by the warranty will always be replaced by Original BMW Parts.

Touted as the industry-leading warranty for the premium vehicle segment, new customers can take advantage of the affordable costs of BMW ownership, coupled with the peace of mind that this program brings. BMW 5-Year Warranty is also transferrable in the event that the vehicle is sold.

3. Is it expensive to own a BMW?

With our existing BMW ownership programmes, such as the BMW 5-Year Warranty and the BMW Service Inclusive (BSI) packages, it's as easy as ever to experience sheer driving pleasure without worry. As long as your vehicle still falls within the limitations of our programmes, our warranty ensures that your BMW stays in the best possible shape while your preventive maintenance is covered under our BSI programme.

All our vehicles are also equipped with an on-board Condition Based Servicing (CBS) monitoring system that's linked to your iDrive monitor. This system tells drivers when maintenance is required; the green "OK" symbol means the system check info is up-to-date and/or in good working condition, while the yellow triangle icon suggests the listed components are due for servicing.

BMW's Condition Based Servicing (CBS) system actively monitors engine and other vehicle components for wear. This system monitors the oil life, cabin air filter, brake pad wear, condition of the brake fluid, spark plugs, and, with diesel engines, the diesel particulate filter. BMW's CBS system alerts owners about necessary vehicle maintenance so they can address the issue(s) promptly and without hassle. Once the system is triggered, the driver knows to schedule an appointment to take the vehicle in for servicing. This way, you can be sure that you are getting only the work required at every visit based on these indicators.