



"I AM READY FOR WHAT
THE FUTURE BRINGS."
BMW i ROADSIDE ASSISTANCE.



SUSTAINED MOBILITY. SUSTAINABLE DRIVING PLEASURE.

As the philosophy of ground breaking mobility goes, BMW i is all about visionary thinking that is always a step ahead. Even in unforeseen circumstances, BMW i Roadside Assistance offers you a comprehensive mobility service for five years after the first registration date along with lifetime phone assistance and organizational support for towing and on-site breakdown assistance, at no extra cost to you.

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BMW i ROADSIDE ASSISTANCE. ALWAYS AT YOUR SIDE.

The BMW i Roadside Assistance service is available to all BMW i drivers around the clock, 365 days a year. Just one call and our experts will be at your service, either on the phone or on the scene if required.


When you call us, qualified specialists from our call centre will take care of absolutely everything that needs to be done in the event of a breakdown, a charging difficulty, or an accident. Even over the phone, we can provide you with important information and, if necessary, initiate further steps such as towing, taxi, hotel accommodation and vehicle pick up or recovery services. Meanwhile, you can remain completely calm and enjoy maximum peace of mind and mobility.

No matter what happens, all you need are the BMW i Roadside Assistance telephone number and this handbook to have your journey taken care of.

BMW i ROADSIDE ASSISTANCE

+65 6377 0085

 **AT YOUR SERVICE 24 HOURS A DAY,
365 DAYS A YEAR.**



CLOSE AT HAND. EVEN WHEN YOU ARE FAR AWAY.

In the event of a breakdown, you can access BMW i Roadside Assistance directly via your iDrive menu, which automatically transfers the location of your BMW i to our call centre specialists. They will then retrieve any further details needed to identify the cause of the issue and if possible, remedy the fault through Remote Services.

Alternatively, you can call BMW i Roadside Assistance at +65 6377 0085.

When calling, kindly do the following:

- ✓ **Ensure that all vehicle documents (i.e. vehicle type, registration no.) are in order.**
- ✓ **Name your exact location, cause of breakdown and/or symptoms (if possible).**
- ✓ **Leave your contact number.**

Everything else will be taken care of by BMW i Roadside Assistance, including on-site charging failure or breakdown assistance, dispatch of a BMW i Servicemobile, as well as towing, and other services.

FOR THE LITTLE THINGS.

We can provide organisational support for minor mishaps like a lost car key or discharged battery. Customers may also request for on-site assistance in cases of vandalism, attempted theft and all customer-induced breakdowns. Incurred costs, however, will not be reimbursed in these cases.

MOBILITY SERVICES YOU CAN RELY ON.

We help you stay mobile, no matter what happens. BMW i Roadside Assistance is always at your side to ensure that your journey continues in case of a breakdown.



Our services include:



24/7 CALL CENTRE & ORGANISATIONAL SUPPORT.

Our team of qualified specialists will work with you to identify whether the breakdown is caused by a discharged battery or any other reason. Whenever possible, we will offer step-by-step assistance over the phone to initiate or restart the charging process, or even initiate the service process for the wallbox. With BMW i Teleservice, assistance can also be rendered through BMW i Teleservice Diagnosis & Help.



ON-SITE BREAKDOWN ASSISTANCE.

In case of a breakdown, our qualified specialists will head to your location for on-the-spot repair where possible. Our On-Site Breakdown Assistance is available daily from 6am-11pm.



TOWING SERVICE.

In case of a discharged battery, your BMW i will be transported to the nearest charging station – be it a public one, at an authorised dealer or at home (whichever is closest) for charging. Customers can request for a towing service to a preferred charging spot, provided the additional distance is less than 30 km.

In the event of a breakdown, our fully-trained BMW i Service mobile team or qualified cooperation partners will tow your car to the nearest authorised BMW i Service Centre, with all towing costs borne by us. Once a diagnostic has been done, our service team from the authorised BMW i Service Centre will follow up on the repair process and keep you informed of the latest developments.



TAXI/REPLACEMENT VEHICLE¹.

To ensure your continued mobility, reimbursement will be made for one taxi journey, up to a maximum sum of S\$50. Alternatively, a replacement car may also be arranged.



DEEP DISCHARGING REMINDER.

When your BMW i vehicle is parked and left uncharged for long periods, there is a risk of the battery being depleted and damaged. To prevent this, three warning reminders will be sent to the owner via the BMW i Remote App and/or SMS or email before the deep discharging of the battery can occur. In order to maintain your warranty coverage, please follow the charging instructions in the owner's manual.



HOTEL ACCOMMODATION.

Where necessary, and if the period of repair exceeds three days, we will reimburse hotel costs for all passengers, for up to a maximum of four nights (in a hotel rated up to five stars).²

In addition to the above-mentioned benefits, we also provide the following services, individually or combined, up to a maximum of S\$500 per breakdown.



ONWARD TRAVEL.

If you are abroad, we will bear the expense needed to continue your journey or return home by train or plane, up to the maximum amount mentioned above.



VEHICLE PICK-UP AND RECOVERY².

If the period of repair exceeds three days, we will bear the costs incurred for a vehicle pick-up in Singapore or repatriation from abroad, up to the maximum sum stated above.

¹ The availability of replacement vehicles may vary and is subject to terms and conditions.

² This only applies if the breakdown site is more than 100 km from your place of residence.

SUPPORT YOU CAN RELY ON.

BMW i ACCIDENT MANAGEMENT.

In case of an accident, BMW i Roadside Assistance can help you call the police or emergency services, notify an authorised BMW i Service Centre, and if necessary organise a towing service or a replacement car. However, all costs will be borne by the customer, unless otherwise mentioned.

Steps to follow in case of an accident:

- 1 Turn on your vehicle's emergency lights.**
- 2 Put on your high visibility jacket.**
- 3 Secure the scene of the accident; set up the warning triangle at a sufficient distance from the scene.**
- 4 Provide first aid to anyone who is injured.**

EXCLUSIONS.

A breakdown is defined as a vehicle malfunction preventing the continuation of a journey, i.e. immobilisation of a vehicle due to electrical or mechanical breakdown at home or during a journey.

All mobility services will only apply if the breakdown has not been caused by the driver (pilot error) or external factors.

Furthermore, BMW i Roadside Assistance does not apply in cases of owner or third party liability:

- Damage brought about by deliberate or negligent behaviour.
- Any damage due to participation in a criminal act or offence or as a result of being under the influence of intoxicating liquor, solvent abuse or drugs.
- Regular scheduled maintenance services, technical campaigns and product recall.
- Accident, theft or vandalism and any resulting damage.

Carrying out other maintenance and repair work in non-authorised workshops is not recommended and BMW i Roadside Assistance services are excluded when loss of mobility is due to:

- Any damage attributed to the integration of parts not approved by BMW i or if the vehicle has been modified in a manner not approved by the manufacturer.
- Any damage resulting from the vehicle being kept in a non-roadworthy condition or not being serviced in accordance with manufacturer recommendations.
- Any damage caused during driving events and accompanying practice sessions which involve the attainment of maximum speeds.



PAYMENT/REFUND POLICY.

For services such as vehicle recovery or Servicemobile assistance which are covered by BMW i Roadside Assistance, payment will be settled directly with the service providers.

In addition, reimbursement will be made for all other services agreed upon over the BMW i Roadside Assistance hotline. The original invoice of the utilised services together with a copy of the repair bill and completed breakdown report will be required. All reimbursement for the mentioned services will be handled through the BMW i Roadside Assistance Service Partner.

Reimbursements do not apply to:

- Expenses that would have been incurred under normal circumstances, e.g. fuel costs, toll charges.
- Additional hotel costs such as Minibar, Pay-TV or catering.
- Any consequential losses arising directly or indirectly from the immobilisation, such as loss of income, cancellation costs, and failure to attend events (i.e., no compensation will be given for unused tickets).
- Any costs for services not included under BMW i Roadside Assistance.
- Repair costs and expenses for replacement parts, auxiliaries and operating fluids.

Further details on the services and validity of BMW i Roadside Assistance are available from your authorised BMW i Service Centre or at to **www.bmw.com.sg/roadsideassistance**