



Sheer  
Driving Pleasure

"I DON'T NEED SOMEONE WHO'S  
ALWAYS THERE - JUST SOMEONE  
WHO'S THERE QUICKLY."

TRUST YOUR STANDARD. BMW ROADSIDE ASSISTANCE.



“BY MY SIDE WHEN IT MATTERS.”

YOU STAY CALM – WE’LL TAKE CARE OF THE REST.

BMW is reliably at your service at all times – even when an unforeseen situation arises. For on-the-road emergencies, BMW Roadside Assistance ensures you get fast and comprehensive support.

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## BMW ROADSIDE ASSISTANCE. FOR ALL BMW DRIVERS – ALWAYS.

The BMW Roadside Assistance service is available to all BMW drivers around the clock, 365 days a year. A single call – and our experts are at your service, either on the phone or on the scene if required.

When you call us, our qualified specialists from the call centre take care of absolutely everything that needs to be done in the event of a breakdown or accident. Even over the phone, we can provide you with important information and, if necessary, initiate further steps. Meanwhile, you can remain completely calm and enjoy maximum peace of mind and mobility. Your BMW is in the very best hands with our experts. The authorised BMW service centre will restore it to its original condition – a definite bonus in terms of value retention and vehicle lifetime.

BMW Roadside Assistance provides professional and expert support in consistent BMW quality; starting with your phone call, right through to your onward trip in an intact automobile.

Whatever happens – with the BMW Roadside Assistance number and this handbook, you are excellently equipped.

 **BMW ROADSIDE ASSISTANCE**  
**+673 245 2052**



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



## THE MAIN ACTIONS – STEP BY STEP.

If you remain composed, you'll make better decisions.

Here's what to do if your vehicle breaks down.

- 1 Move your vehicle to a safe place.**  
(As much as possible, to a service lane, parking bay or side of the road)
- 2 Activate the hazard lights.**
- 3 Put on a safety vest.**
- 4 Secure your vehicle.**  
(Turn on your low beam headlights and set up a warning triangle at a sufficient distance from your car)
- 5 Call BMW Roadside Assistance:  
+673 245 2052**
- 6 Wait in a safe place until help arrives.**

Once you have contacted BMW Roadside Assistance, just relax. We will take care of everything to ensure you can continue your journey as quickly as possible.

- ✓ **Problem solved by experts on the phone.**
- ✓ **On-site breakdown assistance by BMW Service Mobile.**
- ✓ **We assist to call the police or emergency services.**
- ✓ **Contact and provide navigation to the nearest Authorised BMW Service Centre.**
- ✓ **If necessary: a tow-away service is organised.**
- ✓ **Advice and arrangement of alternative travel options when necessary.**

## When calling, kindly

- ✓ **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 name and contact number**



“ALWAYS THERE RIGHT  
BY MY SIDE.”

BREAKDOWN?  
ONE RULE APPLIES - ALWAYS STAY CALM!





“I KEEP ON MOVING.  
NO MATTER WHAT.”  
BMW ROADSIDE ASSISTANCE— ON THE SCENE.

## STAY MOBILE – WHATEVER HAPPENS.

### BMW MOBILITY SERVICES.

As a BMW owner, you are entitled to the BMW Roadside Assistance package, which offers phone assistance and organisational support, as well as comprehensive mobility services for twelve months after first registration date, at a very minimal cost to you. The aim here is to always ensure seamless mobility for you and the best possible service for your BMW.



#### **24/7 Call Centre & Organisational Support**

In most cases, our team of qualified call centre specialists, who are always on standby 24 hours a day, 365 days a year, can simply instruct you over the phone.



#### **On-Site Breakdown Assistance**

In the event that help on the phone is not possible, we will arrange an immediate on-the-spot repair by a BMW Service Mobile, or by qualified cooperation partners quickly and reliably. We also offer assistance in case of a flat tyre. On-Site Breakdown Assistance is available from 6am – 11pm, daily.



#### **Towing Services**

If it is not possible to repair the damage on-site, we cover the cost of towing the vehicle to the nearest authorised BMW Service Centre. Once a diagnosis has been established, our service team from the authorised BMW Service Centre will follow up on the repair process and keep you informed of the latest developments.



# “I STOP FOR NOTHING.”

## EVEN FOR THE LITTLE THINGS.

For minor mishaps like a lost car key, wrong fuel or empty tank, we can provide organisational support. 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.

## ALTERNATIVE TRAVEL ARRANGEMENTS.



### **Taxi Service**

If you require a taxi to continue your journey, we will cover the cost of one taxi journey, up to a maximum of BND50.



### **Hotel Accommodation<sup>1</sup>**

Where necessary, and if the period of repair exceeds three days, we will reimburse hotel costs for all vehicle occupants, up to a maximum of four nights (hotel category up to five stars).<sup>1</sup>

In addition to the above-mentioned benefits, we also provide the following services, individually or combined, up to a maximum of BND500 per breakdown.



### **Onward Travel<sup>1</sup>**

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



### **Vehicle Pick-Up and Recovery<sup>1</sup>**

If the period of repair exceeds three days, we will bear the costs incurred for a vehicle pick-up in Brunei or abroad in East-Malaysia to be repatriated to QAF Auto Service Centre, up to the maximum sum stated above.

<sup>1</sup>Case-to-case basis dependant on the nature of repair and breakdown. This only applies if the breakdown site is more than 100 km from your place of residence and if breakdown / accident cases occurring in East-Malaysia.  
All immediate costs are to be borne by customer in advance and is later claimed under reimbursement procedures.  
Further terms and conditions apply.



## WHAT CAN I DO IN THE EVENT OF AN ACCIDENT?

### BMW ACCIDENT MANAGEMENT.

When accidents occur, many things might start going through your mind. What do I need to do? In what order? Who do I call?

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

Here's what you can do in the event of an accident.

- 1 Put on a safety vest or high visibility jacket.**
- 2 Secure the scene of the accident.**  
(Turn on your hazard warning lights, low beam headlights and set up a warning triangle at a sufficient distance from the scene)
- 3 Are there injured people?**  
**Call an ambulance:**  
**991 (Brunei)**  
**999 (Malaysia)**
- 4 Provide first aid to anyone who is injured.**
- 5 Call BMW Roadside Assistance +673 245 2052**
- 6 Look for a safe place to wait.**  
**Do not leave the scene of the accident.**

“I FEEL SAFE WHEN  
HELP COMES RIGHT  
ON TIME.”

ONE NUMBER FOR EVERYTHING.

Police, insurance, tow-away service, garage... there are many numbers you could call when an accident happens. With BMW Roadside Assistance, we'll make things easier for you: **one call – and we take care of everything.**





## EXCLUSIONS

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

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

Furthermore, BMW 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
- Failure to adhere to regular scheduled maintenance services, technical campaigns or product recalls
- Accident, theft or vandalism and any resulting damage

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

- Any damage attributed to the integration of parts not approved by BMW 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 BMW Service Mobile assistance, which are covered directly by BMW Roadside Assistance, payment will be settled directly with the service providers.

In addition, reimbursement will be made for all other services agreed upon through the BMW 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.

Reimbursements do not apply to:

- Expenses that would also 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 incomes, 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 Roadside Assistance
- Repair costs and expenses for replacement parts, auxiliaries and operating fluids.





# “MY TRUST PLACED IN THE BEST OF HANDS.”

## BMW SERVICE AND WORKSHOP EXPERTISE.

If your vehicle is damaged in an accident, there is no need to worry. Our Authorised BMW Service Centres have highly skilled technicians, cutting-edge diagnosis equipment and repair technologies to return your vehicle to its premium quality. As far as your BMW is concerned, this means a high level of value retention and a long lifetime. And for you: lots more driving pleasure.

### IN PERFECT SHAPE: BMW BODY REPAIRS.

Whether it's a minor bump or extensive body damage – state-of-the-art repair techniques are used to get your BMW back in shape and ensure it meets BMW crash test criteria.

### FOR BRILLIANT EFFECTS: BMW PAINTWORK REPAIRS.

Authorised BMW Service Centres use specialised equipment and technologies to ensure perfect restoration of your BMW and true brilliance on all surfaces.

### BECAUSE AUTHENTICITY MATTERS: ORIGINAL BMW PARTS.

BMW Service experts replace damaged components using only Original BMW Parts. These are manufactured according to the most rigorous specifications; meet the highest quality and safety standards, and fits perfectly in BMW cars.



READY AROUND THE CLOCK,  
WHENEVER YOU NEED US.

### 24/7 CALL CENTRE SUPPORT

24 hours a day, 365 days a year: BMW Roadside Assistance provides you with fast, expert support that is available all the time.

**BMW ROADSIDE ASSISTANCE**  
**+673 245 2052**

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

KEEP IT AT HAND – JUST IN CASE.

You can save the BMW Roadside Assistance number in your phone, or find the number inside the welcome pack or membership card provided by the dealer. It is also advisable to keep this brochure together with your car owner's manual in your glove compartment.





**Sheer  
Driving Pleasure**

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