



Birchwood BMW



# **BIRCHWOOD BMW**

QUICK ACCESS GUIDE



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# BIRCHWOOD BMW CONTACTS

Main Line	204-452-7799
Steve Payne General Manager steve.payne@birchwood.ca	204-831-4871
Greg Hart Fixed Operations Manager greg.hart@birchwood.ca	204-831-4874
Ben Kuilman BMW New Car Sales Manager ben.kuilman@birchwood.ca	204-831-4872
Steven Weber BMW New Car Sales Manager steven.weber@birchwood.ca	204-336-7845
Stuart Nugent Used Sales Manager stuart.nugent@birchwood.ca	204-831-4878
Randy Ritchot Parts Manager randy.ritchot@birchwood.ca	204-831-4873
Birchwood BMW Financial Services	204-831-4876
Parts Direct	204-831-4234

<b>Birchwood BMW Service Appointments</b>	<b>204-452-7799</b>
BMW Roadside Assistance For your BMW	1-800-267-8269
For your BMW i	1-800-497-9940
Birchwood Roadside Assistance	1-866-612-0499
BMW Accident Management	1-800-267-8269
BMW Assist Customer Care	1-888-333-6118
Manitoba Public Insurance	204-985-7000

## CERTIFIED COLLISION REPAIR CENTRES (CCRC)

Birchwood CCRCs	1-855-291-1105
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## SIRIUS XM RADIO

Sirius XM Customer Care	1-888-539-7474
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## HOURS OF OPERATION

### **Sales**

Monday & Tuesday: 9:00AM – 9:00PM

Wednesday to Saturday: 9:00AM – 6:00PM

### **Service**

Monday to Friday: 7:30AM – 5:00PM

Saturday: 9:00AM – 2:00PM

# ROADSIDE ASSISTANCE

## BMW ROADSIDE ASSISTANCE

Included with your new BMW for 4 years, from date of in service

For your BMW: 1-800-267-8BMW (8269)

For your BMW i: 1-800-497-9940

Or select "Roadside Assistance" from the BMW Assist menu in your vehicle's iDrive

BMW Roadside Assistance offers a range of services including:

- Emergency service calls
- Mechanical breakdown assistance
- Trip interruption benefits
- Emergency message service
- Travel planning services

## BIRCHWOOD ROADSIDE ASSISTANCE

1-866-612-0499

- For when your factory coverage has lapsed
- Did you buy pre-owned from us? You may be eligible.
- Birchwood Roadside Assistance coverage with any tire purchase at the Birchwood Automotive Group.\*
- Birchwood Roadside Assistance includes:

Towing	Up to 80kms
Fuel Delivery	Free delivery
Locksmith for Vehicle	Free dispatch
Battery Service	Boost plus+
Roadside Tire Change	Free
Trip Interruption Coverage	Up to \$300 (accident or tire)
Rental Car Discounts	Yes
Theft or Hit & Run	\$500 reward
Mechanical Fist Aid	Included

Boost plus+ includes minor adjustments to alternators, starters, etc.

\*Some conditions and exclusions may apply. See Birchwood BMW for details.

# SERVICE FOR BMW PRODUCTS

## WHEN IS SERVICE REQUIRED?

- Every time you start your BMW, the dashboard will display when the next service is due.
- The BMW below has Service due in **1,600km or January 2017**



Diagram A

## SERVICE AT BIRCHWOOD BMW

- Service is open Monday to Friday 7:30am–5:00pm
- Basic and emergency service is available on Saturdays from 9:00am–2:00pm
- Appointments can be made one of the following ways:
  - Phone: 204-452-7799
  - Online: [www.bmwappointment.ca](http://www.bmwappointment.ca)
- To schedule regular maintenance and providing you require alternative transportation, booking wait is typically 2-3 weeks.
  - If no alternative transportation is required, booking times are considerably reduced.

**In the event of an emergency, please call us immediately and we will do our best to accommodate you.**

## WHEN YOU ARRIVE FOR SERVICE

Please enter the drive-thru on the north side of the building. Pull up to the doors, **if they are closed, honk and we will let you in.**



## SERVICE MOBILITY OPTIONS

If your vehicle is being serviced, Birchwood BMW has a variety of transportation options available, as well as two customer lounges with all the amenities you would expect.

We guarantee mobility one of the following five ways:

- **Courtesy Vehicle:** Provided from our fleet of BMW service loaners.  
(Typically requires pre-booking)
- **Valet Service:** We can pick up your vehicle, bring it to the dealership for servicing, and return it to you when your vehicle is ready.  
(Requires pre-booking)
- **Service Loaner Valet:** We can also accommodate those who would like a BMW loaner vehicle, but would like it delivered to them. We will bring the vehicle to your location, pick up your vehicle for service, and then return your vehicle and pick up the loaner when service is complete.  
(Requires pre-booking)
- **Birchwood Shuttle Service** (On demand)
- **Taxis** (On demand, location dependent)





## OIL SERVICE

Follow your vehicle to know when oil service is required – see Diagram A on page 5.



Oil warning light.

During engine break in, it is common for your engine to consume some oil. As a courtesy, every new BMW comes with 1L of oil in the trunk.

## OPTIONAL ADDITIONAL SERVICES

### Tire Storage

- Seasonal Tire Storage: We keep your off-season tires in a secure location and have them ready for you the moment the season changes and you are ready to have them put back on your vehicle.
- 72 hour notice is required for exchange.
- Birchwood Tire Contact Number: 204-831-4866

# TYPICAL WEARABLE COMPONENTS LIFE EXPECTANCY

You purchased the Ultimate Driving Machine™. Driving conditions and your individual results will vary.

## Tires

Sedan – All Season	50,000km
M Car – Performance/All Season	25,000-40,000km
SAV – Performance/All Season	25,000-50,000km



Flat tire warning light. Should this light appear, check the iDrive to identify the low tire. Correct the pressure to the specification on the door and reset the light. If the light returns, call us to inspect the tire – 204-452-7799.

## Warning Signs you Need New Tires

- Tire tread depth is less than 3/32 of an inch, or 2.4 millimeters.
- Cracks in the sidewall or tread surface.
- Tire sidewall bulges or blisters. Bulges and blisters lead to blow outs, this should be attended to immediately.
- Excessive or abnormal vibration, especially on smooth roads. While it may not always be a tire issue, too much vibration is almost always a sign that something is wrong.
- Uneven wear patterns.

## Brakes Life Expectancy

Sedan	40,000-50,000km
M Car	40,000 + varies depending on use
M Car with ceramic breaks	Varies depending on use
SAV	40,000-50,000km



Brake system warning light.

Individual results may vary based on driving habits.

# BMW CERTIFIED COLLISION REPAIR CENTRE

## HAVE YOU BEEN IN A CAR ACCIDENT?

- 1. Address Immediate Concerns** - If anyone is hurt and requires immediate assistance, call 911.
- 2. Exchange Information** - Share necessary information with all parties involved at the accident site. Find a witness and gather their contact information, if you can, as they could assist the MPI adjuster in assessing fault of the accident.
- 3. File a Claim with MPI** - Report the accident within 24 hours to Manitoba Public Insurance at 204-985-7000. **Please request direct estimating** and that your vehicle be repaired at the Birchwood Certified Collision Repair Centre.
  - **If MPI states you are eligible for direct estimating:**  
Call the Birchwood Certified Collision Repair Centre to book your Advanced Repair Plan appointment at 1-855-291-1105.
  - **If MPI states you are ineligible for direct estimating:**
    1. You will deal with the MPI Claim Centre
    2. Subsequently, book an appointment with Birchwood Certified Collision Repair Centre afterwards for your Advanced Repair Plan appointment at 1-855-291-1105.





## WHAT YOU NEED TO KNOW ABOUT THE BMW CERTIFIED COLLISION REPAIR CENTRE

After a collision, only a BMW Certified Collision Repair Centre (CCRC) can be sure your BMW is restored to its original factory specifications. Advanced technology, BMW trained technicians and guaranteed work, are at the heart of our BMW CCRC.

### What's Different at Birchwood BMW/Birchwood Collision

- You are eligible for a **current model year BMW loaner vehicle** while your vehicle is in for the repair portion of the claim.\*
- You deal directly with **Birchwood BMW's professional Service Advisor team who you know and trust** to oversee your repair.
- Parts for your vehicle are ordered directly through the Birchwood BMW Parts Department where Birchwood Parts Consultants oversee everything.
- A **BMW Canada Certified technician at Birchwood BMW will quality check the completed collision repair** to ensure it is set up to BMW manufacturer standards.

\*Subject to availability, Extension Loss of Use Level 2 may be required.

## MOBILITY OPTIONS WHILE IN FOR A CCRC APPOINTMENT

- Providing you have Extension Loss of Use Level 2, BMW loaners will be provided for you through Enterprise Rent-A-Car.



## EXTENSION LOSS OF USE LEVEL 2 – MANITOBA PUBLIC INSURANCE

Extension Loss of Use Level 2 is highly recommended. It provides you with the following:

- Covers loss of use costs if your vehicle is stolen or damaged accidentally
- Your rental vehicle will be provided from a fleet of BMW loaner vehicles\*
- Daily coverage limit of \$68 with total limit of \$2,040 (taxes included.)\*\*

\*Subject to availability.

\*\*Coverage limits subject to change.

For further details, see the MPI brochure:

<https://www.mpi.mb.ca/en/PDFs/LossofUseBrochure.pdf>

Speak to your broker to ensure you are covered.

# HOW TO PROGRAM YOUR BMW UNIVERSAL REMOTE - HOMELINK

- Visit the HomeLink website at: <http://www.homelink.com/bmw>
- Follow the step-by-step directions on how to program various makes and models of vehicles with garage door openers, gates, and even home lighting.

## SIRIUS XM RADIO

- Your satellite radio-equipped vehicle comes with a complimentary trial (12 months for new vehicles).
- If your satellite radio is not pre-activated, visit [siriusxm.ca/refresh](http://siriusxm.ca/refresh) and enter your radio ID
- To locate your radio ID: Visit [siriusxm.ca/activationhelp](http://siriusxm.ca/activationhelp)

When your trial ends - visit [siriusxm.ca](http://siriusxm.ca) or call 1-888-539-7474

## BMW CONNECTEDDRIVE

Free to do what you really want to. BMW ConnectedDrive offers you greater comfort – so you can focus on the essentials. It gives you the choice: travel guide, entertainer or guardian angel – you decide who your travelling companion should be.

For information on your connected drive services, refer to your Owner`s Manual or visit <http://www.bmw.com/com/en/insights/technology/connecteddrive/2013/index.html>

## BMW APPLICATIONS FOR YOUR PHONE

- BMW Connected – for BMWs with ConnectedDrive.
- My BMW Remote US – for BMWs with ConnectedDrive.
- BMW Driver's Guide – your custom online Owner's Manual for selected BMW models.

Applications are available for download on the App Store or on Google Play.





# **Birchwood BMW**

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