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# VEHICLE MAINTENANCE AND CARE.

ADVICE, HINTS AND TIPS ON KEEPING YOUR CAR IN TOP CONDITION.



**BMW Group Fleet & Business Sales**





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# INTRODUCTION.

In these trying times, we know there's a lot to think about. But you may not have considered that even though your drivers aren't covering any mileage, their car still needs attention. We care about their car just as much as you do.

To assist, we've put together a few easy steps to share with your drivers to make sure that when you're ready to get back to normality, their car is ready too.



The information provided is purely a guide on how to keep your vehicle appropriately maintained, in particular during this period of lockdown. BMW accepts no liability if your failure to follow any one or more of the recommendations in the guide results in damage or loss to you, your vehicle or any third party; or in the event you follow any one or more of these recommendations using inappropriate materials or equipment, which cause damage or loss to you, your vehicle or any third party.

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# BATTERY AND ENGINE MAINTENANCE.



If you're still using your car at least once a week for more than 20 minutes, your battery should stay charged and healthy.

But if, like many others, your car isn't moving beyond the end of your drive, you may find that it discharges over time. Most modern vehicles can be safely left for two weeks or more without the need to be started up to recharge the battery.

If you are in any doubt about the state of your battery, you should start the engine at least once a week and run it for 20 minutes while you carry out your other vehicle checks. This will not only recharge the battery, but will also help to keep the engine in good condition. In the case of petrol engines, it will also help prevent the engine from being flooded with fuel. If your vehicle is parked in a garage, be sure to move it on to the driveway to run the engine.

Remember, though, that stationary idling on a public road is an offence under section 42 of the Road Traffic Act 1988. Rule 123 of the Highway Code states you must not leave a parked vehicle unattended with the engine running, or leave a vehicle engine running unnecessarily, while the car is stationary on a public road. Apart from the safety and environmental concerns, it's also a temptation for opportunist thieves.



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## CLEANING YOUR CAR.



Try these tips for maintaining your car in top condition. Keeping the bodywork clean with these simple steps should prevent potentially costly paintwork damage while it isn't being used.

- Try to park away from trees and areas where birds gather, for example under telephone or electricity lines.
- Avoid washing your car in strong sunlight or high heat. Start from the top and work your way down.

- Clean off bird lime as soon as possible to avoid paint damage.
- Hate watermarks? Us too. Dry your car with a fresh cloth or chamois leather after washing to avoid a streaky finish.
- Use a brush to get into those tricky areas such as the wheels.
- A soft paintbrush will help with those awkward nooks inside.
- Remember to clean your windows both inside and out using microfibre cloths. It's amazing what a difference a set of freshly scrubbed windows can make to the car's appearance.

- Don't miss the top of the window. Drop the glass a few inches to make sure you clean the whole glass.
- Protective rubber mats for your car's footwells and boot area are well worth the investment. They're highly durable and will preserve the carpets and floor of your car.
- And finally, please check that no animals are hiding under the bonnet or have chewed through pipes or cables before starting the engine.



## GENERAL MAINTENANCE.



### TYRES

**Tyre depth:** The legal limit for car tyre tread depth is 1.6mm. A quick and easy way to see if your tyre tread exceeds the minimum legal tread depth is to place a 20p coin into the main tread grooves of your tyre. If the outer band of the 20p coin is obscured when it is inserted, then your tread is within the legal limit.

If your car is standing idle you need to make sure your tyres don't suffer as when the wheels aren't turning, the car's weight can distort them.

Regularly moving the car slightly should prevent flat spots developing in the tyres. It's also essential to ensure the tyres are properly inflated while the car is unused.

**Tyre pressures:** Before driving the car after a prolonged period off the road, please check the tyre pressures to ensure they are at the correct level. The correct tyre pressures can be found in the car's manual or printed on the driver's door frame.



### BRAKES

Brakes can show signs of corrosion if they are left too long without use. Unfortunately, the only way to keep your brakes fresh is to use them once in a while. If a short journey, for example to the shop, is out of the question, be sure to take care the first time you use your car after lockdown as stopping distances could be longer. Light use of the brake pedal while driving for the first time will help 'bed' the brakes in again. If there is excessive noise during initial use, it is most likely to be due to surface corrosion on the



brakes themselves. However, if it continues it should be checked at your local retailer.

### FLUIDS

Ensure all your car's fluids such as oil, coolant and screen wash are topped up and the levels are correct before setting off on your journey. Keep the fuel tank full. If you know you're parking your car up for some time, fill the tank to the top as this will help prevent condensation building up inside during warmer weather.



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## ELECTRIC VEHICLES AND BMW CONNECTEDDRIVE.

The charge capacity of an Electric Vehicle (EV) or Hybrid Vehicle High Voltage battery will last for weeks when the car is not being driven as the Lithium-Ion battery has a low self-discharge rate. The car can be left connected to a home charger 'wall box' indefinitely as charging will stop once the battery is full.

Your BMW's battery state of charge can be seen and monitored in the car or via the ConnectedDrive App on a smartphone.

### HOW TO GET BMW CONNECTEDDRIVE

The BMW Connected app is available through the App Stores for both Apple iOS devices and Android operating systems.

ConnectedDrive makes full use of your BMW's connectivity and personalises the services available to you. It's quick and easy to activate these features. Simply follow the in-car instructions and create your personalised ConnectedDrive account. You can do this either online at [www.bmw-connecteddrive.co.uk](http://www.bmw-connecteddrive.co.uk) or by downloading and registering within the BMW Connected App on your smartphone. Click on the links below to download the App.



The BMW Connected App connects you more seamlessly than ever with your BMW and facilitates your knowledge of the car and your future journeys with clever and intuitive features. With the BMW Connected App you can keep track of your car's

status and book service appointments when required, once retailers return to full servicing. To receive notifications on your mobile device such as service alerts, you need to enable push notifications within the settings menu of the App.

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# WARRANTY AND SERVICE INCLUSIVE.



If you have cars on-fleet requiring a service during the delays caused by Covid-19, to support you during the Coronavirus outbreak we will ensure the warranty will be unaffected by this disruption. All cars serviced within three months or 2,000 miles (whichever is earlier) of the service indicator will be protected in full by any applicable warranty.

For cars with warranty expiry due during the Covid-19 restrictions (from 14 March 2020 onwards), BMW will extend coverage until 30 June 2020\*. End of warranty checks due during this period will also be fulfilled. Support for customers remaining in self-isolation beyond this date will be dealt with on a case-by-case basis.

Customers in self-isolation beyond 30 June should contact a BMW Centre to arrange for collection and delivery of their car.

BMW will honour all Corporate Service Inclusive packages expiring between 14 March and 30 June 2020\* for any overdue work.

\*Depending on the lockdown period, this date could change

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# RETAILER AVAILABILITY.

We can confirm current availability across our Network for urgent and critical work to support the mobility of the emergency services and key workers.

Click [HERE](#) to find BMW and MINI Centres remaining open during this time. Please also refer to this list for further information relating to operational and roadside assistance.

We would, however, request that due to limited staffing levels you contact the Retailer directly to ensure they have capacity to offer support.

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## FREQUENTLY ASKED QUESTIONS.

**Q: We have cars on our fleet that we can't get serviced due to the Covid-19 restrictions. Will this impact the warranty?**

**A:** Our cars use condition-based servicing (CBS) to actively monitor when they require a service. To maintain the BMW warranty, the Lease Company should ensure their cars are serviced as closely as possible to the expected service schedules.

All cars serviced within three months or 2,000 miles (whichever is earlier) of the service indicator will be protected in full by any applicable warranty.

If you have any M-cars on your fleet which require a 1,200-mile running in service, you should not exceed 2,000 miles. Please contact BMW on 0370 5050 160 if you are affected by this.

\*Depending on the lockdown period, this date could change

**Q: The car's warranty has expired during the Covid-19 closures. What impact will this have?**

**A:** For Lease Companies with cars on-fleet with a warranty expiry during the Covid-19 restrictions (from 14 March 2020 onwards), BMW will extend warranty coverage until 30 June 2020\*. End of warranty checks due during this period will also be fulfilled.

Corporate Customers in self-isolation beyond 30 June should contact a BMW Centre to arrange for collection and delivery.

**Q: My Corporate Service Inclusive Package is about to expire but your retailers are closed due to Covid-19. Can I still claim the remaining service under the package?**

**A:** BMW will honour any service due under a Corporate Service Inclusive package (BMW SI and MINI tlc) that has expired during the Covid-19 closures.

**Q: We have a problem with a car on our fleet and the warranty is expiring. However my retailer is closed due to Covid-19. What do we do?**

**A:** BMW is committed to supporting Lease Companies and Corporate customers affected by the closure of our retailers during the Covid-19 restrictions. For Lease Companies and Corporate customers with a warranty expiry during the Covid-19 restrictions (14 March 2020 onwards), we will extend the vehicle's warranty coverage until 30 June 2020\*. Corporate customers in self-isolation beyond 30 June should contact a BMW Centre to arrange for collection and delivery of their car.

If the car is unsafe to drive, please contact BMW Roadside Assistance on 0800 777111 and we will arrange for a trained technician to attend.

Please click [HERE](#) for our full Coronavirus Statement.

Find the latest Government guidance on Covid-19 here:  
[www.gov.uk/coronavirus](https://www.gov.uk/coronavirus)

