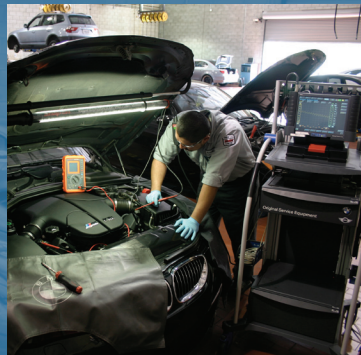


# Weber BMW

## Service Introduction

7171 North Palm Avenue  
Fresno, CA 93650  
(800) 935-4394

[weberbmw.com](http://weberbmw.com)



## **Service Hours**

Monday-Friday 7:00am – 5:30pm

## **Parts Hours**

Monday-Friday 8:00am – 5:30pm

Saturday 9:00am – 5:00pm

## **Sales Hours**

Monday – Friday 8:00am – 9:00pm

Saturday 9:00am – 7:00pm

Sunday 10:00am – 7:00pm

We gladly accept personal or business checks, as well as Visa, Master Card, American Express and Discover.

## **BMW Roadside Assistance**

800-332-4BMW (4269)

# Our Commitment to You

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**Weber BMW** has been in business since 1970. As a proud member of this community, we continually strive to deliver honest, reliable and courteous service, and we believe you will feel it the moment you walk into our dealership.

At **Weber BMW**, you may rest assured that only the highest qualified service technicians will perform diagnosis and repairs on your vehicle. We proudly employ only **BMW Factory-Trained Technicians**, many of whom have achieved the distinction of **BMW Master Status**.

Along with highly trained technicians, we also have the latest specialized tools and diagnostic equipment to properly perform the required testing and repairs. We exclusively use Original BMW Parts and Accessories.

Every repair performed at **Weber BMW** includes a 24-month/unlimited mileage parts and labor warranty.

**We thank you for choosing Weber BMW for all of your BMW needs.**

# Service Overview

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Our Ultimate Goal is to exceed your expectations with every visit. One factor that contributes to your good service experience is how we value your time. In an effort to expedite the service process, appointments are scheduled with specific arrival times. This helps us allocate sufficient time to discuss individual automotive needs during service consultation thus protecting your valuable time. This scheduling also allows us to manage the flow of work into our shop in a manner that honors our time commitments to our clients.

We encourage our clients to schedule a service reservation in advance. Usually, one week advanced booking is sufficient. In the event you are unable to make a scheduled appointment, we ask that you notify us as soon as possible.



# Service Appointments

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Please call (559) 447-6700 to schedule your service appointment. The most convenient time to call is between 10:00am and 3:00pm, when call volume is lower. We ask that you allow sufficient time during your call for the appointment coordinator to establish or verify your service file information, including:

- Your name, address and contact phone numbers
- Year, make and model of your vehicle
- Approximate mileage of your vehicle
- VIN or Vehicle Identification Number (if new customer)
- A list of work to be performed
- Previously recommended (but not performed) items
- Your needs for alternate transportation

Once your information is updated, the appointment coordinator will schedule a convenient date and time for your appointment. If you need to reschedule your appointment, please let us know promptly. This courtesy allows us to accept last minute clients, or attend to an emergency.

Should our appointment coordinator be helping another client when you call, please leave a detailed message and the best contact number. We will return your call promptly.

# Service Consultation

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The key element in satisfying your service needs is the preparation of an accurate repair order. This document must communicate to the technician the exact nature of the vehicle's symptoms. To achieve this, your service advisor needs adequate time to ask pertinent questions. During this consultation, it is helpful to mention any variables that you associate with the problem, such as speed, weather, road conditions or any other information that might help to quickly identify the condition.

In our experience, the most accurate description of a client's concerns or service needs occurs when the primary driver and our service advisor communicate one-on-one. This information enables your service advisor to direct the technician to the specific area that requires attention. When necessary, we may suggest for the owner to discuss their concerns directly with a Master Technician to properly pinpoint the concern.



# Delivery

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When the service of your vehicle is complete, including the final quality control inspection and invoice preparation, you will receive a call from your service advisor. A thorough explanation of all work performed and related charges will be discussed upon delivery of your vehicle. Should you prefer, the service consultation can be performed over the phone prior to your arrival.



# Estimates

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We gladly prepare custom estimates upon request. Menu pricing is utilized for most maintenance and repair operations. Because of constantly changing conditions, we honor these estimates for 30 days. You will be notified if unforeseen circumstances arise which would result in higher costs than originally estimated.



## Unanticipated Repairs

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Most repairs are properly diagnosed and estimated by the service advisor during the service consultation. If your repair needs are complex, additional exploratory diagnosis may be necessary to further assess the problem. This process should reveal the problem, enabling us to provide a more accurate estimate to complete the repair. If you choose not to proceed with the repair, a charge will be assessed for diagnostics, time and any related parts for reassembly. In situations we believe the vehicle is not safe, or we feel the repairs cannot be performed to the manufacturer's standards, we reserve the right not to complete the repair.

## Additional Work and Charges

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Sometimes additional parts and/or service may be recommended in order to adhere to our strict standards of quality-performance. These unexpected repairs require your approval. If this situation arises, your service advisor will contact you to discuss the additional repairs. It is important that your contact information is current, so we can update you throughout the course of your repairs.



# When is your Vehicle Due for Maintenance?

Two factors determine the appropriate service increment for your vehicle. Your service indicator is the primary notification that service is due and time being secondary. In other words, if your service indicator does not suggest a maintenance service, you should schedule a low mileage oil service annually. Conversely, if your service indicator requests maintenance, regardless of the time interval, you should schedule your maintenance appointment.

There are now three types of service indicators on BMWs; all appear momentarily during vehicle startup on the instrument cluster.



The first type of indicator is a series of five green bars, followed by one yellow bar and one red bar. If your vehicle has this type of indicator, service should be scheduled when the yellow bar is illuminated.



The second type of indicator is a numerical countdown to your next required service. If your vehicle has this type of indicator, service should be scheduled when you are down to 500 miles.



The third type of indicator is called BMWTeleService. Select models continually monitor specific parts that are subject to wear and tear, including the oil level, micro-filters, spark plugs, brake linings and various fluids, as well as services that are required at various intervals. This service data is automatically transmitted to your preferred BMW Service Center, which will then call you to schedule a convenient service appointment.

# Indicator-Based Service

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**Approximate mileage intervals: 12,000 to 15,000 miles**

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**1st Service** – Engine Oil Service

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**2nd Service** – Inspection I

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**3rd Service** – Engine Oil Service

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**4th Service** – Inspection II

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# Time-Based Service

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**Every 1Year** – Low Mileage Oil Service

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**Every 2Years** – Brake Fluid Flush and Body Inspection

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**Every 3Years** – Coolant Flush (Motorsport models only)

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**Every 4Years** – Coolant Flush (all other vehicles)

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# 1,200 Mile Service

(Motorsport models & Z8)

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- Read-out diagnostic system
- Replace differential fluid
- Check all warning and indicator lights
- Road test, including checking brakes, suspension, steering and clutch/manual transmission
- Replace transmission fluid (M3 & M5 only)
- Change oil and oil filter while engine is at operating temperature (BMW high performance synthetic oil) (M3 only)

## BMW Engine Oil Service

- Change oil and oil filter while engine is at operating temperature (BMW high performance synthetic oil)
- Replace microfilters (except Z3)
- Inspect front and rear brake disk pads, including examine brake disk surfaces, check thickness of parking brake linings (when replacing rear pads) and record results
- Check parking brake actuation and adjust if needed
- Reset service indicator\*\*

\*\* We do not reset service indicator when additional oil changes (between normal intervals) are requested by client.

# BMW Inspection I

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## Engine Compartment

- Read-out diagnostic system
- Check engine cooling system/heater hose connections for leaks, check coolant level and add coolant if necessary\*
- Check all drive belts and hoses
- Check clutch and brake fluid level in reservoir & add if necessary (excludes 5-Series, M5)
- Replace brake fluid every two years
- Check windshield washer fluid level & antifreeze protection, fill up and/or correct, if necessary & record freeze-point temperature
- Check air conditioner operation
- Replace microfilters (excludes Z3)
- Reset service indicator
- Check & adjust valves (M Roadster, M Coupe & M3)

\* Coolant must be replaced every four years (three years for M5 & Z8)  
Time interval begins from vehicle's production date

## Body & Electrical Equipment

- Check battery state of charge and charge if required
- Check lighting system including headlights, fog lights, parking, backup, license plate, interior (including map and reading lights) glove box, flashlight, illuminated makeup mirrors and luggage compartment light
- Check instrument panel illumination
- Check all warning and indicator lights and functions
- Check turn signals, hazard warning flashers, brake lights, horns, headlight dimmer and flasher switch
- Check wiper washer system, wiper blades and washer jet position
- Check condition and function of safety belts
- Check central and double locking system
- Check operation of all latches and doors
- Check heater, air conditioner blower fan and rear window defogger
- Check rear view mirrors
- Visually examine the SRS airbag units for torn covers, obvious damage or attached decals, decorations or accessories
- Test automatic rollover protection system (if equipped) via diagnostic link (3 Series and M3 convertible only)

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## Undercarriage

- Change oil and oil filter while engine is at operating temperature (BMW high performance synthetic oil)
- Check transmission/engine for leaks
- Check transfer case for leaks (X3 & X5 only)
- Check rear axle for leaks
- Half-shafts (front and rear): check for leaks at boots
- Visually inspect fuel tank, lines and connections for leaks
- Check condition, positions and mounting of exhaust system
- Check power steering for leaks and proper operation, and add fluid if needed
- Inspect front and rear disc brake pads (outer pads only) using special tool, examine brake disc surfaces, check thickness of parking brake linings (when replacing rear pads) and record results
- Check steering for absence of play, condition of suspension track rods, front axle joints, steering linkage and joint disc
- Check parking brake actuation and adjust if needed
- Check all tire pressures including spare, correct if necessary and record values
- Check condition of tires, including tread wear pattern
- Inspect entire body according to terms of rust perforation limited warranty (must be performed at least every two years)
- Check front control arm bushings for wear
- Check brake and clutch system connections and lines for leaks, damage and incorrect positioning
- Replace M-Mobility system sealant cartridge every three years (Motorsport and Z8 only)

## Final Inspection

- Road test with check of brakes, suspension, clutch/manual transmission or automatic transmission

# BMW Inspection II

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## Engine Compartment

- Read-out diagnostic system
- Check engine cooling system and heater hose connections for leaks, check coolant and add if necessary\*
- Check clutch & brake fluid level in reservoir; add if needed (excludes 5 series & M5)
- Replace brake fluid every two years
- Check windshield washer fluid level & antifreeze protection, fill up and/or correct if necessary & record freeze-point temperature
- Check air conditioner operation
- Replace microfilters (excludes Z3)
- Reset service indicator
- Check & adjust valves (M Roadster, M Coupe & M3)
- Replace intake air cleaner element\*\*
- Replace spark plugs (Motorsports models & Z8)  
All other models at 100,000 miles
- Replace IHKA recirculation filters (if applicable)
- Replace oxygen sensor at 100,000 miles
- Replace fuel filter at 100,000 miles

\* Coolant must be replaced every four years for M Roadster, M Coupe, Z3, 325i, 330i, M3 & 5 Series (excludes M5) & every three years for M5 & Z8. Time interval begins from vehicle's production date

\*\*Increase replacement interval in dusty operating conditions

## Body & Electrical Equipment

- Check battery state of charge and charge if required
- Check lighting system including headlights, fog lights, parking, backup, license plate, interior (including map and reading lights) glove box, flashlight, illuminated makeup mirrors & luggage compartment light
- Check instrument panel illumination
- Check all warning and indicator lights and functions
- Check turn signals, hazard warning flashers, brake lights, horns, headlight dimmer and flasher switch
- Check wiper washer system, wiper blades and washer jet position
- Check condition and function of safety belts
- Recharge or replace batteries for remote controls in vehicle master keys (if applicable)
- Check heater and air conditioner blower fan and rear window defogger
- Check rear view mirrors
- Visually examine the SRS airbag units for torn covers, obvious damage or attached decals, decorations or accessories
- Activate automatic rollover protection system (if equipped) via diagnostic link (3 Series & M3 convertible only)

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## Undercarriage

- Change oil and oil filter while engine is at operating temperature (BMW high performance synthetic oil)
- Check transmission/engine for leaks
- Check transfer case for leaks (X5 only)
- Check rear axle for leaks
- Half-shafts (front & rear): check for leaks at boots
- Visually inspect fuel tank, lines and connections for leaks
- Check condition, position and mounting of exhaust system
- Check power steering for leaks and proper operation, add fluid if needed
- Inspect front and rear disc brake pads, (outer pads only) using special tool, examine brake disc surfaces, check thickness of parking brake linings (when replacing rear pads) and record results
- Check steering for absence of play, condition of suspension track rods, front axle joints, steering linkage joint disc
- Check parking brake actuation and adjust if needed
- Check all tire pressures including spare, correct if necessary and record values
- Check condition of tires, including tread wear pattern
- Inspect entire body according to terms of rust perforation limited warranty (must be performed at least every two years)
- Check front control arm bushings for wear
- Replace M-Mobility system sealant cartridge every three years (M5, Motorsport & Z8 only)
- Check clutch disk for wear (M Roadster & M Coupe)
- Replace transmission oil (M3)

## Final Inspection

- Road test with check of brakes, suspension, clutch/manual transmission or automatic transmission

# Optional Owner Services

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Many owners prefer additional services beyond those provided by BMW. We offer interim oil services, tire rotation and balance, four-wheel alignments and smog inspections. Contact your service advisor for a price quote.

# Alternative Transportation Policy

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Weber BMW offers a Courtesy Shuttle service to our customers that require transportation during service. When setting your appointment, please notify the appointment coordinator that you are requesting shuttle service. Due to time restraints we can only accommodate customers within the Fresno/Clovis city limits.

## **In order to provide courtesy cars to our service clients we have instituted and strictly adhere to the following policies:**

- Weber BMW loaner cars are available to clients who have purchased a new vehicle from Weber BMW.
- Vehicles are offered to customers when repair time exceeds three hours.
- Client must be at least 21 years of age, possess a valid driver's license, proof of insurance and a Visa, MasterCard, Discover or American Express credit card.
- Parking tickets and traffic violations are the sole responsibility of the client.
- Body, windshield, or any other damage to the vehicle while in the client's possession is the responsibility of the client.
- Damage to vehicle, violations and non-replenished fuel charges may be charged to your credit card.
- Smoking and pets are not allowed in our service courtesy vehicles.
- A rental fee of \$75.00 per day may be charged if the vehicle is not returned by 7:00pm on the day of completion.
- A cleaning charge of \$175.00 will be assessed if a thorough cleaning is needed as a result of smoking, pets or abuse of the vehicle.
- Courtesy vehicles are substitutes provided by Weber BMW as a courtesy at no charge. Courtesy vehicles may not be the same make, model or color as the client's.
- For those clients who have not purchased their vehicle from Weber BMW, Enterprise Rent A Car is available on our premises for your convenience. Weber BMW will extend Enterprise's high-volume discounted rate to you.

## Replacement Keys

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Weber BMW is compliant with BMW's high security standards concerning replacement keys for your vehicle. To ensure the protection of your investment, documentation including a copy of the owner's valid registration and current driver's license is required. For some 1993 and newer vehicles, this information must be transmitted to BMW prior to the replacement key's delivery. In the event the registration is locked in the vehicle, we will order a lockout key that will only gain access to the interior of the vehicle, and does not allow the car to be started. Keys can usually be obtained within 24 to 48 hours from time of order.



# BMW Spa Detail Service

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## Gold Detail

- Hand wash exterior
- Clean dash, console and door jams
- Clean windows “inside and out”
- Vacuum interior
- Detail wheels: Remove brake dust and road oils
- Dress tires
- Hand wax and polish exterior

## Platinum Detail

- Exterior wash
- Clean and vacuum trunk
- Clean windows “inside and out”
- Vacuum interior
- Shampoo carpets, floor mats and upholstered seats
- Clean dash, center console, visors and door jams
- Apply leather conditioner to seats, dash and door panels
- Detail wheels: Remove brake dust and road oils
- Dress tires
- Remove all sap, tar and road oils
- Hand wax and polish exterior
- Polish chrome exterior

Consult a service advisor for pricing specials

**Wheel Repair** – per estimate

**Paintless Dent Removal** – per estimate

**Paint Chip Repair** - per estimate



# BMW Lifestyle

Our BMW Lifestyle Accessories Boutique has a wide range of items that make excellent gifts or just let you treat yourself.



## For Him

Jackets  
Turtlenecks  
Shirts  
Polos  
Rugbies  
T-Shirts  
Ties  
Caps

**\$3.50 - \$835**

## For Her

Jackets  
Sweaters  
Polos  
T-Shirts  
Scarves  
Caps  
Key Cases  
Umbrellas

**\$3.50 - \$550**

## For Kids

Denim Jackets  
Hats  
T-Shirts  
Pedal Cars  
Baby Racers  
Umbrellas  
Battery-powered BMWs  
Teddy Bears

**\$3.50 - \$499**

## Accessories

Watches  
Suitcases  
Backpacks  
Sunglasses  
Duffel Bags  
Desk Clocks  
Key Chains  
Golf Items

**\$4.50 - \$575**

Also available: Pink Ribbon Collection, Racing Items, Miniatures, and Mobile Tradition

# Parts and Accessories

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The BMW Vehicle Accessory Collection offers something for nearly every BMW, and every BMW driver. Add accessories to suit your lifestyle such as ski rack, bike lift or snowboard carrier. Enhance performance with an aerodynamic kit, sport wheels or a rear spoiler. Or outfit your BMW with added convenience - we offer everything from umbrella holders and grocery gripper, to first aid kits and flashlights. Visit Weber BMW for styles, details and pricing on the entire collection.

## **BMW Alloy Wheels**

## **BMW Performance Parts (available Winter of 2007)**

## **BMW Aero Kits**

## **BMW Bikes and Bike Carriers**

## **Ski and Snowboard Carriers**

## **Cargo Carriers**

## **Apple iPod adapters**

## **SIRIUS Radio systems**

## **6-disc CD players**

Weber BMW  
7171 N. Palm Ave  
Fresno, CA 93650



The Ultimate  
Driving Machine®

weberbmw.com  
559-447-6700

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