

## **BMW/Mini Service Online FAQ**

### **Q: What is BMW/Mini Service Online?**

A: BMW/Mini Service Online is a fast and easy online service appointment to secure the date and time for your vehicle service maintenance at your preferred BMW/Mini service outlet.

### **Q: Who can register?**

A: All individuals and companies who have registered vehicles or purchased cars from BMW Malaysia Sdn Bhd authorized outlets or other retailers.

### **Q: How to register?**

A: User can register by tapping on Register link which can be found at Login page. Please ensure you provide valid information at all mandatory fields. Once done, click on Register button. An activation email will send to your registered email address. Please check your mailbox and click on the activation link to activate your account. Then you will be able to login and make your service booking.

### **Q: Any password requirement policy?**

A: Password must be at least 8 characters long and must include at least one uppercase letter, one lowercase letter, one digit and one special character.

### **Q: What if I forgot my password?**

A: There is a “Forgotten password” link provided at Login page. This link can be used to reset password which will be sent to your email address provided. Please ensure you enter a valid email address correctly.

**Q: What information is collected during booking and how is this information used?**

A: Any information you provide to us when booking is confidential and is handled in accordance with BMW/Mini privacy policy available at <https://www.bmw.com.my> or <https://www.mini.my>

**Q: Can I select any dealer to service my vehicle?**

A: Yes. You may select any available BMW/Mini authorized dealer listed in BMW/Mini Service Online website at your preference.

**Q: Why I can't search for my vehicle?**

A: For newly registered user, there are no vehicle listed for your profile. Please click on "Add New Vehicle" manually to add your vehicle. Once vehicle added successfully you may proceed for service booking.

**Q: How to add my vehicle?**

You may add vehicle by providing the registration number or 17 digit VIN number. There is no limitation on the number of vehicle to be added. The vehicle CRM data is follow the retail dealer DMS (Dealer Management System) data.

**Q: Are they any service promotion?**

A: We will upload some seasonal items during festive season or special occasions. You may select these additional free items besides the normal service items under Service Selection as and when they are available.

**Q: How I know my service booking submitted successfully?**

A: You will receive a service booking confirmation email with reference number send to your registered mailbox from your selected service dealer.

**Q: Can I amend or cancel my booking?**

A: Yes. You may review your service appointment at “My Bookings”. Here you will find options to either cancel or update booking. For further assistance, please contact to the selected dealer phone number or email address listed in the service booking confirmation email.

**Q: What are the benefits of making an online service appointment?**

A: You will get priority attention for service compared to those without an appointment. Waiting time is minimized. You and your BMW/Mini will be taken care by a team of dedicated experts. It is our desire to ensure the exceptional service and maintenance of your purchased BMW/Mini.

**Q: What if I have questions or feedback about BMW/Mini Service Online?**

A: We would love to hear from you! To submit feedback or questions about BMW/Mini Service Online, please click on Contact Us at bottom of the screen.