

BMW Z8

Service guidelines



The logo features the letters 'Z8' in a bold, italicized, sans-serif font. The 'Z' and '8' are connected, with the '8' having a distinctive shape. The logo is set against a dark, textured rectangular background.

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The ultimate sports car

The BMW Z8 is the ultimate sports car. Its release heralds BMW's return to the exclusive sports car market of the M1.

Innovative technology is BMW's strong suit, and the Z8 is at the forefront of ingenious design: the aluminum space frame; the S62 engine and six-speed manual transmission, also found on the M5; and brakes derived from the 750iL. This translates into thrilling performance for the owner. For BMW Service personnel, the Z8 presents the opportunity to work with a wonder of engineering and design. By and large, the Z8 can be serviced in much the same way as a BMW M Car; however, there are some special considerations to take into account. This manual, in conjunction with Service Information Bulletin No. 00 01 99 (dated June 2000), outlines the particulars of Z8 service.

BMW customers expect these services to be delivered with the highest levels of quality. The Z8 promises unlimited driving pleasure; as a BMW Service Professional, it is your role to make this a reality.

The logo for the BMW Z8, featuring the letters 'Z8' in a stylized, italicized font. The letters are white with a black outline, set against a dark, textured rectangular background. The logo is positioned on the right side of the page, within a vertical band of alternating light and dark grey stripes.

The Z8 service concept

The logo features the letters 'Z8' in a bold, italicized, sans-serif font. The 'Z' and '8' are connected. The logo is set against a dark, textured rectangular background.

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You can expect Z8 owners to be very particular and demanding about service and maintenance. We recommend that you pull out all the stops and offer them every service and convenience available at your center. For instance, offer to pick up and deliver their vehicle, and call to remind them about their maintenance requirements.

Z8 service should be as pleasurable an experience as possible for the owner. As with all BMWs, here are a few things to remember when handling appointments:

- Make it personal – Get to know your customer and their Z8. Handle each appointment according to the specific requirements of the owner and the type of service to be performed.
- Be efficient – Make all of the necessary preparations for Z8 service ahead of time. Keep the duration of the service to a minimum.
- Promptness counts – Z8 owners won't want to be separated from their cars for a day – let alone a week. So schedule appointments wisely, give them realistic timelines for work completion, then do all the follow-up necessary to make sure that deadlines are met.
- Show professionalism – Keep all vehicle records and documentation in pristine condition. Many Z8 owners will be collectors who archive all service records... even oil changes.

Customer satisfaction

Customer satisfaction is of paramount importance in the luxury sports car segment. It is imperative that you get it right the first time, on time, every time. A person who buys a Z8 is not accustomed to anything less. Most of them are car collectors, adventurers and BMW enthusiasts – people who take cars very seriously. Because their Z8 is both a thrill ride and a museum piece, they will closely evaluate the level of service they receive. They speak with authority about cars, and when they speak people listen.



Service programs



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The BMW Valet Program

Any authorized BMW center in the United States or Puerto Rico will pick up the customer's Z8 from any reasonable location when a recommended maintenance or warranty repair appointment is made. Upon request, the BMW center will furnish the customer with a free BMW loaner vehicle for the duration of the repair. Upon completion of the repair, the BMW center will return the customer's Z8 to them and pick up the loaner vehicle.

This program should be provided as standard service on every Z8 purchased from any authorized BMW center in the United States or Puerto Rico. The owner is entitled to the Valet Program for the duration of the New Vehicle Limited Warranty period of 4 years or 50,000 miles, whichever comes first.

The goal is to make the customer as comfortable as possible while his or her Z8 is being repaired. Unfortunately, the rarity of the Z8 precludes it from being used as a loaner vehicle. With that in mind, we recommend another BMW eight-cylinder.

Transportation and Roadside Assistance

Because of its low ground clearance, low profile tires and high horsepower, the Z8 must receive extra care in all phases of loading, unloading, tie-down and transportation. **The Z8, like all BMWs, should never be towed. Rather, it must be carefully loaded onto a flatbed when it cannot or should not be driven. It is especially important that “S”-hooks, chains, straps, or “J”-hooks are never attached to tie rods, control arms or any other part of the vehicle’s suspension. Doing so can cause severe damage to the Z8.**

As with all BMW vehicles, the preferred method of securing the Z8 to a transport trailer is with nylon wheel straps. However, if chains are the only option, “T”-hooks are the only recommended attachment hardware that should be utilized (“T”-hook slots are located under the vehicle lift pads).

The Z8 is enrolled in the BMW Roadside Assistance Program for the duration of the New Vehicle Limited Warranty period of 4 years or 50,000 miles, whichever comes first.

Full Maintenance for the Z8

All Z8’s are covered by BMW’s Full Maintenance Program. The program provides quality service by factory-trained technicians, performed at authorized, participating BMW centers. Z8 owners are entitled to Full Maintenance for 3 years or 36,000 miles, whichever comes first.

The BMW Full Maintenance Program covers all factory-recommended maintenance as determined by the Service Interval Indicator. It also includes the replacement of wear and tear items such as brake linings, brake rotors and wiper blades.



Aluminum repairs

Z8

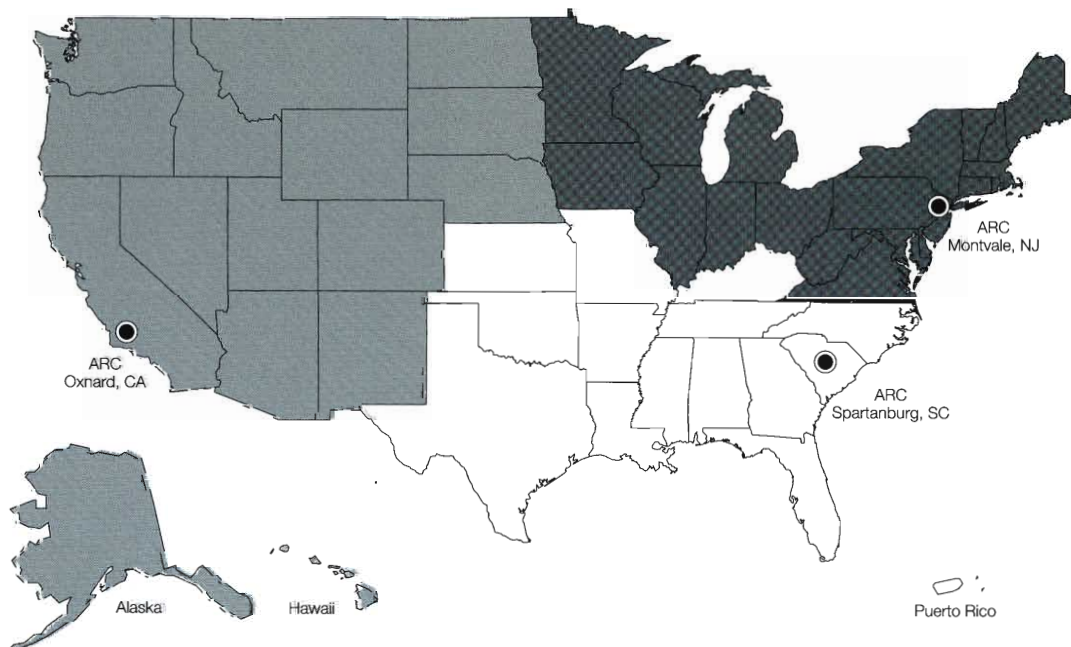
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BMW centers will recognize much of the technology in the Z8. For example, it shares the S62 engine with the M5. But one feature makes the Z8 unique: a body and space frame composed almost entirely of aluminum. BMW created the Z8 body panels and structure of aluminum – a strong, durable, lightweight material that enhances the car's overall performance. However, should body and/or structural repairs become necessary, aluminum requires special handling. In order to assure the highest level of repair quality, BMW has created special Aluminum Repair Centers for the Z8. These centers specialize in all facets of aluminum repair.

There are three BMW NA Aluminum Repair Centers in the United States:

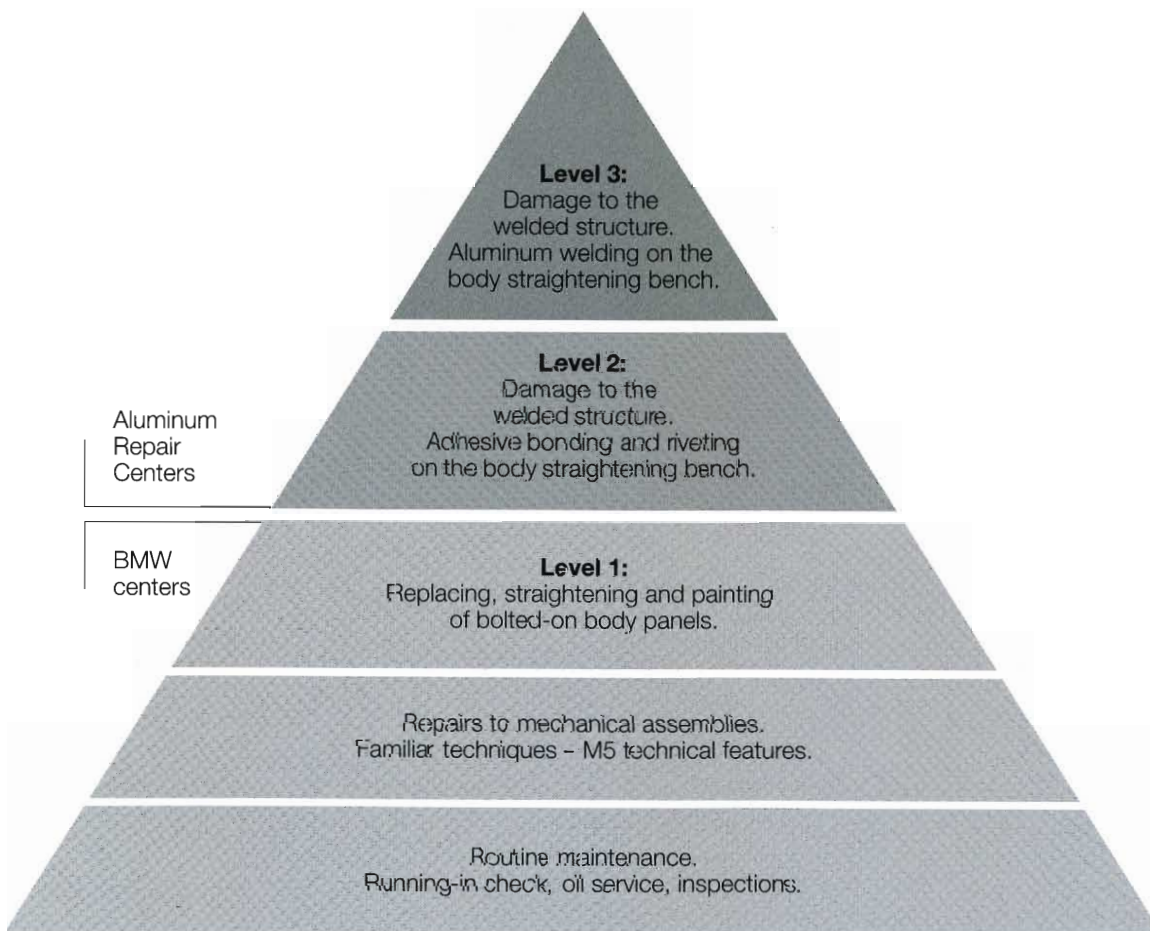
- Montvale, NJ
- Oxnard, CA
- Spartanburg, SC (BMW Performance Center).

BMW NA Aluminum Repair Centers



Levels of repair work

This chart outlines who is responsible for which kinds of repair work. Having attended available BMW Z8 training, your center is qualified to service the Z8 and make repairs – except where structural damage (Levels 2 & 3) is concerned. The BMW NA Aluminum Repair Centers have factory-trained technicians and the required tools and equipment to expertly perform Level 2 & 3 structural repairs.



Z8

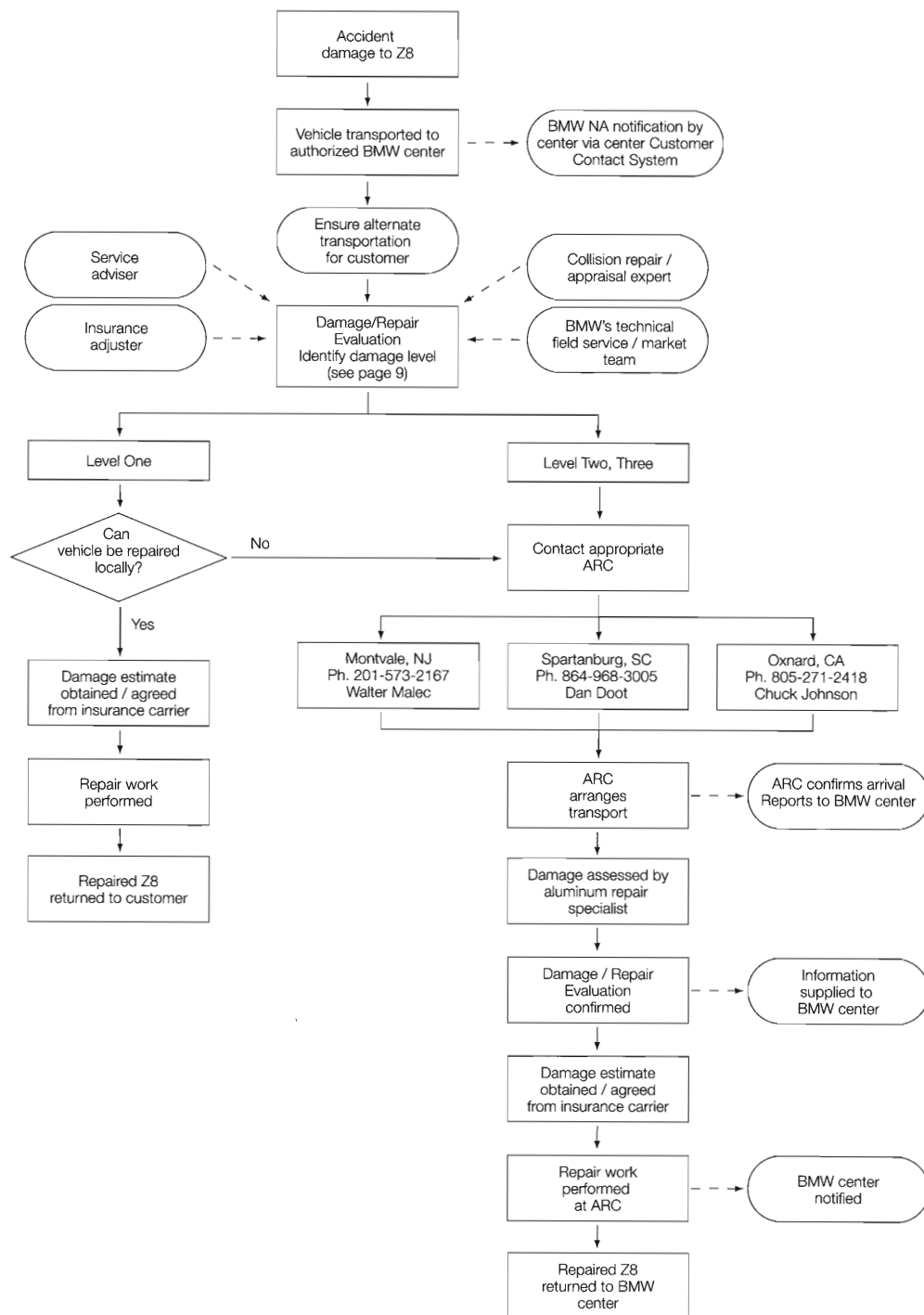
Z8 accident management



Due to the advanced technology in this vehicle, the Z8 requires very special treatment. To maintain the integrity of the vehicle, repairs to the aluminum body and/or frame (Levels 2 & 3) must be performed by a BMW Aluminum Repair Center. This is a situation that must be handled with great care, because owners may not be comfortable letting their prized Z8 out of their sight for even a minute.



In body damage situations, expect an owner to be distraught over the damage to their Z8. It is your job to assure them that everything is being handled in the most professional way possible. Maintain a close dialog with your ARC to know the vehicle's status at all times (see flowchart on facing page). A BMW owner should never receive the answer, "I don't know," to any question about their vehicle.

Personalized service is the key to keeping Z8 customers happy. It is critical that your customers have one contact at your center to handle all of their needs and serve as the customer's single point of contact.



Certification of original BMW Z8 bodywork

Each time a Z8 undergoes repair work at a BMW Aluminum Repair Center (see page 8), this certificate attesting to the authenticity of the repairs will be issued. The certificate pictured below will accompany all returned Z8's to guarantee the quality of the factory-performed repairs.



**Certification of
Original BMW Z8 Body Work**

This certifies that this BMW Z8, Vehicle Identification Number _____
has been restored to original factory repair specifications at the authorized BMW Aluminum Repair Center as indicated below.

Date: _____ Odometer reading: _____

Authorized signature: _____
Print name: _____
Location: _____

BMW Z8

Special care and treatment

Storing the Z8

Some of your customers may wish to store their Z8, especially in the winter months. In these cases you should recommend that your customers properly prepare their Z8 for storage. These simple procedures will help the vehicle to best withstand an extended period of inactivity:

- Fill gas tank completely
- Top up all fluid levels
- Wash both the interior and exterior
- Dry brake pads by driving a short distance and using brakes
- Raise tire pressure to maximum psi (as indicated on sidewall)
- Block wheels
- Do not apply the parking brake
- BMW recommends use of the BMW (accessory) Battery Charger (p/n: 82 11 0 026 663) which connects electrically via the cigarette lighter
- If this battery charger is not utilized, disconnect the battery ground lead to avoid discharging battery through current draw of electrical equipment (maintain the battery charge as outlined in S.I. 61 07 88 (11/99))
- **Please note: When using the BMW Battery Charger, DO NOT disconnect any battery leads.**

For additional information on proper BMW storage procedures, please consult the BMW Operating Fluids Guide.

BMW spa

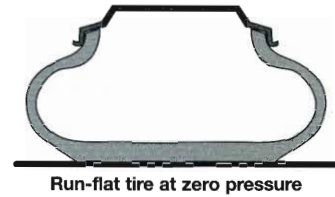
(specially pampered automobile)

Z8 owners are ideal candidates for the BMW spa program. Make sure to apprise these customers of the full range of detailing services that your center offers. BMW can support your efforts with a wide selection of BMW spa marketing materials.



Z8

Run-flat combination – the new tire technology



The Z8 has run-flat tires and is one of the first BMW vehicles to have the run-flat combination as standard equipment. In day-to-day driving, these tires perform in the same way as conventional low aspect-ratio tires of the same size. But even if all pressure is lost from the run-flat tire, the Z8 can still be driven – **with due care**.

This is assured by reinforced sidewalls made from a rubber mix that is resistant to high temperatures. They are designed to prevent the tire from collapsing into the rim well if the air pressure is lost; in most situations resulting in a flat tire, the vehicle can still be driven without any serious loss of ride quality. Unlike other systems, the run-flat tire uses no additional elements such as support rings. The only change is that the so-called “humps” on the rim, which retain the tire, have been increased in height slightly for better bead retention.

Run-flat tires are only supplied for vehicles equipped with the Tire Pressure Warning System (RDW). RDW must be initialized during the QCI road test, after the tire pressures have been set to the values listed on the Tire Information Placard. This system acts as a run-flat indicator, since the driver may not otherwise notice the loss of tire pressure.

Run-flat technology will change the customer's reaction should a tire lose air pressure. Since the Z8 has no spare wheel, customers have the ability to drive to a convenient, safe parking location to await Roadside Assistance. All BMW centers are expected to have the necessary tires in stock (rear 275/40 R18 W, front 245/45 R18 W).

Z8

Service and maintenance

1,200 Mile service

The Z8's first scheduled maintenance is due at 1,200 miles. The Service Interval Indicator should NOT be reset. However, the small yellow "1,200 Mile service required" label on the center console should be removed. The service includes:

- Replacing the differential oil
- A readout of the diagnostic system
- Checking of all warning/indicator lights and check control
- A road test.

Special maintenance for the Z8

The Z8's S62 engine is designed to use an approved 5W-30 synthetic oil, such as those available through the BMW parts system. Approved oils are listed in the Operating Fluids Manual. They should also be used when topping up between oil changes. If it is not available for topping up, use small amounts of synthetic oil meeting the API specification SH or higher.

For more about Z8 maintenance, refer to Service Information Bulletin No. 00 01 99.



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