

**From:** [Broadcast Messaging System](#)  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** Delivery Stop - Upcoming Recall Electric Auxiliary Water Pump for 2007-2011 R5x and R60 with N14 engines  
**Date:** Friday, January 13, 2012 6:45:44 AM

Publish Date: January 13, 2012  
From: Technical Service  
Expiration Date: January 27, 2012

DCSnet Message   
Important

**Subject:** Delivery Stop - Upcoming Recall Electric Auxiliary Water Pump for 2007-2011 R5x and R60 with N14 engines

To: MINI Dealer Principals, Sales Managers, Service Managers, Parts Managers

Subject: Delivery Stop - Upcoming Recall Electric Auxiliary Water Pump for 2007-2011 R5x and R60 with N14 engines.

BMW of North America, LLC has announced a recall to correct a potential failure of the electric auxiliary water pump on certain MINI vehicles equipped with the turbocharged N14 engine.

A Service Information bulletin is in preparation. Please do not order or return any parts at this time, as the recall procedure and Service Information bulletin are still being finalized.

Any new or pre-owned affected vehicles currently in center inventory must be held until this safety recall can be completed. Affected vehicles can be identified by performing a campaign inquiry using the Key Reader or a DCSnet Warranty Vehicle Inquiry.

Previously retailed customer vehicles in the workshop for other repairs or normal maintenance do not need to be held. Perform this recall repair when the Service Information bulletin has been released.

A list of Questions and Answers has been prepared that should address most inquiries our customers may have. Please provide and discuss this information with your staff.

Q1. Which models are affected by this recall?

Affected are MINI Cooper S and John Cooper Works (JCW) models equipped with the 4-cylinder turbocharged engine as follows:

<u>Model Year / Model</u>	<u>Production Dates</u>
2007-11 / Cooper S	Dec 2006 – Oct 2010
2008-11 / Cooper S Clubman	Dec 2007 – Oct 2010
2009-11 / Cooper S Convertible	Dec 2008 – Oct 2010
2009-11 / John Cooper Works (JCW)	Jun 2008 – Oct 2010
2009-11 / John Cooper Works (JCW) Clubman	Jun 2008 – Oct 2010
2009-11 / John Cooper Works (JCW) Convertible	Apr 2009 – Oct 2010
2011 / Cooper S Countryman	Nov 2010 – Jan 2011

Q2. Why are other models not affected?

Earlier model years contained a different engine.

Q3. How many models in the US are affected?

The number of MINI vehicles in the US affected is approximately 89,000.

Q4. What is the specific problem?

The issue involves the electric auxiliary water pump on models that are equipped with the 4-cylinder turbocharged engine. The auxiliary pump is controlled electronically by an engine control unit. After switching off the engine, the electric auxiliary water pump conducts heat away from the turbocharger.

Under certain conditions, the pump's electronic circuit board can malfunction. The malfunction can occur as a result of certain design features in combination with high operating temperatures.

Q5. What can happen?

The water pump can fail. In some cases, the circuit board can overheat. In an extreme case, overheating of the circuit board can lead to smoldering of the water pump. If smoldering occurs, this may also lead to an engine compartment or vehicle fire.

Q6. Can the driver become aware of the problem?

Yes.

In some cases, a plastic burning smell, or burning and/or smoke from the front of the vehicle may be noticed.

Q6a. What should I do if I notice this condition in my vehicle?

Should this condition occur, pull off the road to a safe location away from traffic, and switch off the engine. If you notice a plastic burning smell, or burning and/or smoke from the front of the vehicle, do not open the hood. All occupants should carefully exit the vehicle and move to a location away from traffic. Do not continue to drive your vehicle.

Contact MINI Roadside Assistance at 1-866-646-4772 immediately to have your vehicle brought to the nearest authorized MINI dealer.

Q7. What corrective measures will be taken?

The electric auxiliary water pump will be replaced on your vehicle.

Q8. How did MINI become aware of the problem?

MINI became aware of the problem through its quality control procedures.

Q9. Is MINI aware of any accidents or injuries associated with the recall?

No.

Q9a. Is MINI aware of any engine fires associated with this recall?

Although the number has not been confirmed, a limited number may be related to this issue.

Q9b. Is there any connection between this action and the NHTSA Investigation that mentions the auxiliary water pump, i.e., NHTSA PE11-036?

In our evaluation of this issue, we have taken into consideration NHTSA PE11-036, and are fully cooperating with the agency on this matter.

Q9c. Should I park my car in the garage, because this condition can occur when the engine is off?

MINI recommends parking your vehicle outdoors until repairs have been performed.

Q10. Can customers continue to drive their cars?

Yes, but we recommend that owners of affected vehicles, who receive a letter asking them to have this service performed by their authorized MINI dealer, do so as soon as possible.

Should you need MINI Roadside Assistance, they can be reached at 1-866-646-4772.

We recommend that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.

If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Please be aware of the following:

If the water pump fails, or if there is a reduction in engine cooling, a plastic burning smell, or burning and/or smoke from the front of the vehicle may be noticed.

Should any of these warnings occur, pull off the road to a safe location away from traffic, and switch off the engine. If you notice a plastic burning smell, or burning and/or smoke from the front of the vehicle, do not open the hood. All occupants should carefully exit the vehicle and move to a location away from traffic. Do not continue to drive your vehicle.

Contact MINI Roadside Assistance at 1-866-646-4772 immediately to have your vehicle brought to the nearest authorized MINI dealer.

Q11. How will customers be informed of the recall?

Owners of affected vehicles will receive a letter via First Class mail asking them to schedule an appointment with their authorized MINI dealer.

Q12. How will the recall be performed?

Affected customers who make an appointment will have the electric auxiliary water pump replaced on their vehicle.

Q13. How long will the repair take?

This repair should take approximately 1 hour; however, additional time may be required depending upon the MINI dealer's scheduling and processing. The repair will be performed free of charge by your authorized MINI dealer.

Q14. How many models have experienced this problem?

The exact number is unknown at this time.

Q15. When will I receive my owner notification letter?

Mailings are planned to start in February.

Q16. Do I have to wait for my recall letter in order to have my recall performed?

Yes. We are in the process of implementing the recall campaign to ensure that the necessary parts are at the dealers prior to sending out the owner notification letters.

Q17. I see the "TREAD Act Customer Reimbursement Plan" attached to my letter. Can you explain what that is about? Am I eligible for reimbursement?

If you have already had this repair performed at your own expense, you may be eligible for reimbursement of certain expenses that you incurred.

#### Technical Service

Attachments:

No Attachments No Attachments

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