

From: Broadcast Messaging System
To: [DL-BMS Message Monitors](#)
Subject: MINI Delivery Stop & Recall: Crash Protection Plate
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From: Technical Service
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DCSnet Message
Urgent



Subject: **MINI Delivery Stop & Recall: Crash Protection Plate**





BMW Group is conducting a Voluntary Safety Recall (effective August 20, 2018) on Model Year 2017-2019 MINI Cooper Countryman (including Countryman All4) vehicles with B36M engines. The production range is December 30, 2016 (Start-of-Production) through August 13, 2018. The issue involves the crash protection plate for the high pressure fuel pump. The plate was not installed during production.

Attached is Service Information bulletin M13 02 18, Q&A and Recall Notice for more details.

The bulletin will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments:

 [M130218_Recall_Notice\[81c90c8e\].pdf](#)
 [M130218\[81c90c8d\].pdf](#)
 [2018-MY2017-19_F60_CrashProtectionPlate-QA-\(17Aug2018\)](#)
[\[81c90c8c\].pdf](#)  [M130218_Recall_Notice\[81c90c8e\].pdf](#)
 [M130218\[81c90c8d\].pdf](#)
 [2018-MY2017-19_F60_CrashProtectionPlate-QA-\(17Aug2018\)](#)
[\[81c90c8c\].pdf](#)

Recipients: MINI Passenger Cars, CC-MiniManagers
MINI Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel



SI M13 02 18
Fuel Systems

August 2018
Technical Service

DELIVERY STOP & RECALL 18V-XXX: CRASH PROTECTION PLATE

MODEL

Engine	Model
B36M	F60 MINI Cooper Countryman, MINI Cooper Countryman ALL4

SITUATION

BMW Group is conducting a Voluntary Safety Recall (effective August 20, 2018) on Model Year 2017-2019 MINI Cooper Countryman (including Countryman All4) vehicles with B36M engines. The production range is December 30, 2016 (Start-of-Production) through August 13, 2018. The issue involves the crash protection plate for the high pressure fuel pump. The plate was not installed during production.

Approximately 9,537 vehicles are affected by this delivery stop/recall.

- Pipeline: 228 vehicles (will be repaired prior to shipping to the dealers)
- Dealer Inventory: 1,093 vehicles (includes new and used)
- Retailed: 8,216 vehicles (can include dealer owned vehicles, i.e. demonstrators)

Affected vehicles will show the campaign as "Open" when checked either in Warranty Vehicle Inquiry, AIR or ISPA Next and identified with the description: **STOP013313 M130218 Recall: Crash Protection Plate**. All of the other systems including DAR and the RDR system will show the Stop Sale Sign starting tomorrow. Please utilize the **Inventory Campaign Details** under ROSS which shows all vehicles that have a Stop Sale in your inventory.

At this time we do not have any parts availability but we are working to secure these parts as quickly as possible.

The bulletin will be updated when more information becomes available. Please monitor the Parts Matrix for the latest updates.

The Q&A has been attached for further information.

ATTACHMENTS

View PDF attachment [2018-MY2017-19 F60 CrashProtectionPlate-QA-\(17Aug2018\)](#).

View PDF attachment [M130218 Recall Notice](#).

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SAFETY RECALL NOTICE

To: All Center Operators, Sales Managers, Service Manager, Parts Manager and Warranty Processor

RE: Delivery Stop & Recall 18V-XXX: Crash Protection Plate M13 02 18

BMW Group is conducting a Voluntary Safety Recall (effective August 20, 2018) on Model Year 2017-2019 MINI Cooper Countryman (including Countryman All4) vehicles with B36M engines. The production range is December 30, 2016 (Start-of-Production) through August 13, 2018. The issue involves the crash protection plate for the high pressure fuel pump. The plate was not installed during production.

Owners will be notified by First Class mail about the Recall and will be instructed to bring their vehicles in for a free repair when parts are available.

Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.

Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.

Please follow any special instructions that we provide to you for the return or disposition of recall parts.

We appreciate all your assistance with this Recall.

**Crash Protection Plate
Safety Recall 18V-xxx
Model Year 2017-2019
MINI Cooper Countryman
*Last Updated 08/17/2018***

Q1. Which MINI models in the US are potentially affected by this Safety Recall?

Approximately 9,537 Model Year 2017-2019 MINI Cooper Countryman (including Countryman All4) vehicles, produced from December 2016 (Start-of-Production) through August 2018, are potentially affected.

MINI Cooper S Countryman models are **not** affected.

Q2. What is the specific issue?

The crash protection plate for the high pressure fuel pump was not installed during production. In a front crash of sufficient severity, the fuel pump could become damaged, which could increase the risk of a fuel leak, and in an extreme case, a fire.

Q3. What can happen as a result of this issue?

In a crash of sufficient severity, the fuel pump could become damaged, which could increase the risk of a fuel leak, and in an extreme case, a fire.

Q4. How did MINI become aware of this issue?

MINI became aware of this issue through its quality control procedures.

Q5. Why are other MINI vehicles not included in this Safety Recall?

Other vehicles were equipped with a crash protection plate during production.

Q6. Can I determine if this issue exists in my vehicle?

No.

Q7. Can I continue to drive my vehicle?

Yes. When you receive a letter asking you to have this recall performed by an authorized MINI dealer, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q8. How will my vehicle be repaired?

The crash protection plate will be installed.

Q9. Is MINI aware of any accidents, injuries, or fires involving these MINI vehicles associated with this Safety Recall?

No.

Q10. How will I be informed of this Safety Recall?

**Crash Protection Plate
Safety Recall 18V-xxx
Model Year 2017-2019
MINI Cooper Countryman
*Last Updated 08/17/2018***

You will receive a letter via First Class mail in October advising you of this recall and to immediately schedule an appointment with an authorized MINI dealer to have this recall performed.

- You can locate your nearest authorized MINI dealer at www.miniusa.com/dealer.
- To ensure MINI has your most recent contact and vehicle information, please register your vehicle at www.miniusa.com/ol. Registration is free, and will give you access to factory initiated campaigns and other information specific to your MINI.

Q11. Do I have to wait for my letter in order to have my vehicle serviced?

Yes. We are in the process of implementing this program to ensure that the necessary parts, tools and procedures are available, prior to contacting you to schedule your vehicle to have this safety recall performed. For the latest updates to this recall, please visit www.miniusa.com/recall.