

**SIM 61 05 23**

RECALL 23V-337: FOOTWELL
MODULE (FRM)
MOISTURE/WATER INTRUSION

SIB 61 05 23

RECALL 23V-337: FOOTWELL
MODULE (FRM)
MOISTURE/WATER INTRUSION

2024-10-16

This Service Information Bulletin (Revision 5) replaces SI B61 05 23 **dated October 2024**.

What's New:

- The Parts Information section has been updated.
- The finalized procedure, and the corresponding PDF, for a customer to request the review of their prior customer-pay repair order/invoice has been added to the Claim Information section.
- Attachment 1 updated and renamed..

<input type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
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MODEL

E-Series	Model Description	Production Date
R55	MINI Cooper Clubman	July 25, 2007 – June 27, 2014
R56	MINI Cooper Hardtop	November 16, 2006 – November 21, 2013

AFFECTED VEHICLES

- Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary, or Warranty Vehicle Inquiry.
- Please make sure you check your dealer inventory as soon as possible. You can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective May 11, 2023) on certain Model Year 2007 - 2014 MINI vehicles that were produced between November 16, 2006, and June 27, 2014.

Due to several factors, over time, the FRM (Footwell Module) could become susceptible to corrosion due to moisture/water intrusion into the vehicle, specifically from the sunroof assembly’s water drain hose(s). Eventually, the corrosion could potentially result in a short circuit.

Note: Standalone Footwell Module (FRM) replacements for operational issues, NOT caused by, or is NOT consequential to moisture/water intrusion into the FRM as described in this Service Information Bulletin, are beyond the scope of this Recall.

PROCEDURE**Important Note**

An Affected Vehicle may arrive at your dealer with un-related pre-existing control module failures and/or with other operational issues due to installed “repurposed auto parts,” for example, vehicle/component non-compatibility and/or the stored VINs and/or vehicle mileages do not match, etc.

Additionally, when other body-related sealing issues/problems are found that are beyond the scope of this Recall.

It is important to identify these types of issues as quickly as possible, during the vehicle’s RO write-up and/or early in the repair process.

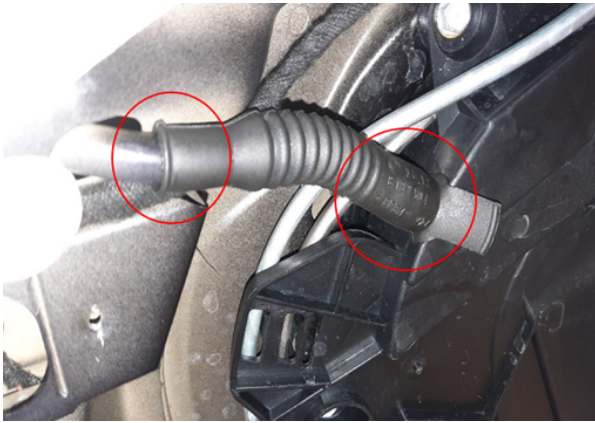
Then, when required, your dealer can proactively advise the customer that the diagnosis, and repair of these other unrelated issues are not covered under the scope of this Recall and explain to them the recommended solution options that are available to address these unrelated issues.

Before performing this Recall repair, thoroughly water soak the vehicle for a reasonable amount of time to begin the in-conjunction water moisture/water intrusion test. While performing this Recall repair, be sure to actively inspect and identify all the sources of water intrusion into the vehicle (the drain hoses, and/or other areas of the vehicle). This will help to ensure that your dealer has the opportunity to address/repair all the water intrusion sources during this workshop visit (See the Important Note above).

1. Disconnect the vehicles 12V battery following the repair instructions listed in ISTA/AIR 61 20 900.
2. Remove the headliner from the vehicle following the repair instructions listed in ISTA/AIR 51 44 011.

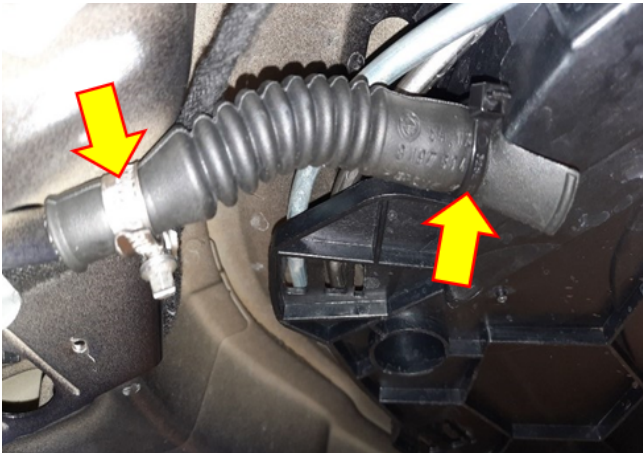
Note: Inspect the headliner for any signs of mold/mildew. If mold/mildew is present, the headliner will need to be replaced.

3. Replace the sunroof drain tube water outlet hoses on both sides (driver and passenger side).



Note: Prior to installing the new sunroof drain water outlet hoses, using compressed air, blowout both front sunroof drain tubes until they are clear from any debris.

4. Using (9-12mm) hose clamps, secure the bottom of the sunroof drain tube water outlet hoses on both sides (driver and passenger) to the drain tube on the body.



Using cable ties, secure the top of the sunroof drain tube water outlet hoses to the sunroof cassette.



6. Remove both (driver and passenger) entrance cover trims following the repair instructions listed in ISTA/AIR 51 47 000.

7. Lift the carpet and inspect for any signs of moisture/water.

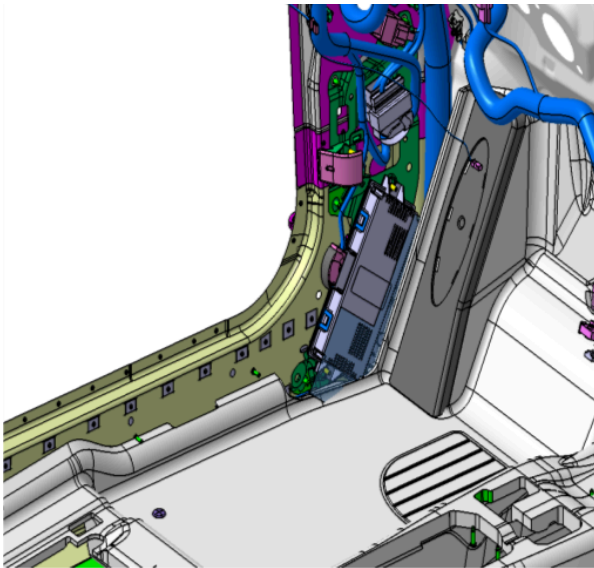
8. Inspect the carpet for any signs of mold/mildew.

Mold/Mildew present: If the carpet has mold/mildew on it, it will need to be replaced.

NO mold/mildew present: If the carpet has NO mold/mildew present but is wet, the carpet will need to be removed and air dried. The floorboard will then need to be dried/cleaned.

9. Inspect the driver and passenger side floorboard for any corrosion/oxidation.

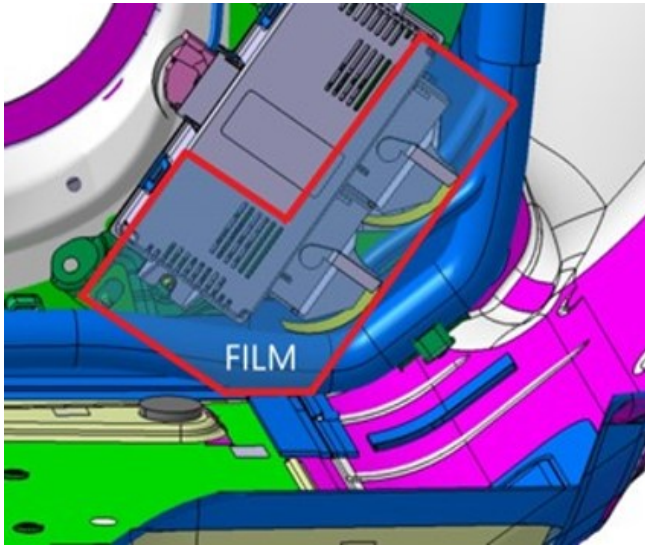
If the floorboard on either side has any corrosion/oxidation on it, it will need to be removed using a wire brush and then primed using 2K epoxy primer to protect it against corrosion.



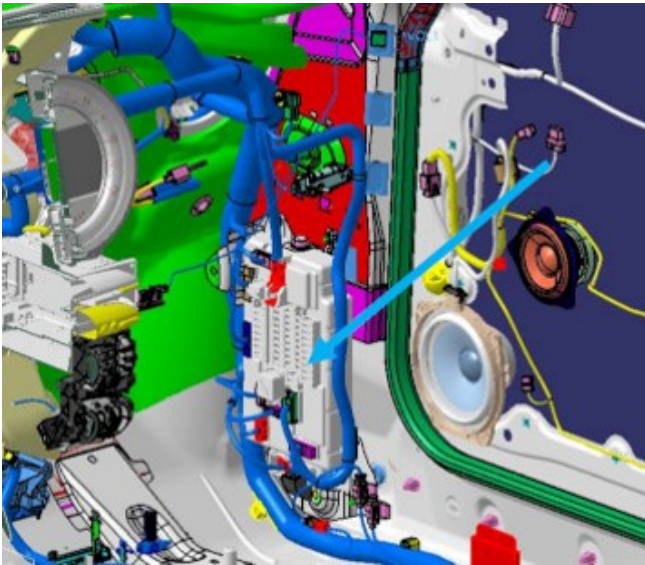
10. The FRM will need to be removed following the repair instructions listed in ISTA/AIR 61 35 115 (included in 00 75 806/00 75 232). Inspect the FRM and its connectors (**X14259, X14260, and X14261**) for corrosion/oxidation. Removing the connector sleeves is required to get a better visual of the condition of the pins and wires.

If there is any corrosion/oxidation on any of the male pins on the FRM (Footwell Module) control module or any of the female pins on the FRM connectors, the FRM control module and the damaged pins, wiring, and connectors will need to be replaced. Review and follow the notes listed in ISTA/AIR on how to handle wiring harnesses and cables 61 00.

Note: Replacement of the FRM (Footwell Module) control module requires programming via ISTA-P. Review and follow repair instructions listed in ISTA/AIR 61 00 730.



11. Once the FRM (Footwell Module) control module has been inspected and/or replaced, an adhesive film must be applied to the side (right side when FRM is installed in the vehicle) of the FRM control module as shown in the photo.



12. The Junction Box Electronics (JBE) control module will need to be removed following the repair instructions listed in ISTA/AIR 61 35 040. Inspect the JBE control module and its connectors (**X11001, X11002, X11003, X11005, X11006, X11007, X11008, X11009, X11010, and X14272**) for corrosion/oxidation. Removing the connector sleeves is required to get a better visual of the condition of the pins and wires.

If there is any corrosion/oxidation on any of the male pins on the JBE (Junction Box Electronics) control module or any of the female pins on the JBE connectors, the JBE control module and the damaged pins, wiring, and connectors will need to be replaced. Review and follow the notes listed in ISTA/AIR on how to handle wiring harnesses and cables 61 00.

Note: Replacement of the JBE (Junction Box Electronic) control module requires programming via ISTA-P. Review and follow repair instructions listed in ISTA/AIR 61 00 730.



13. Inspect the ground fan connectors on the driver and passenger side (**X2042 and X2846**) for corrosion/oxidation.

If there is any corrosion/oxidation on any of the pins or connectors, the damaged pins and connectors will need to be replaced. Review and follow repair instructions listed in ISTA/AIR 61 13 Installing comb connector for retrofitting/repairs.

Note: Review and follow the notes listed in ISTA/AIR on how to handle wiring harnesses and cables 61 00.

14. The vehicles interior can be put back together, and the repair can be verified.

PARTS INFORMATION

Use and invoice the applicable part numbers listed below.

Primary/Base Recall Remedy Repair – Required Parts.

Part Number	Description	Quantity
51 73 8 197 504	Water outlet hose	2
07 12 9 952 102	Hose clamp (Order rounds to a Qty of 10)	2
07 12 9 952 104	Hose clamp (Order rounds to a Qty of 10)	2
61 13 1 372 391	Cable tie (Order rounds to a Qty of 10)	2
61 13 9 432 615	Adhesive film (Order rounds to a qty of 5)	1

Additional Consequential Work-Related Parts when, and as Required.

When applicable, to determine the part number that applies to the specific vehicle being repaired, enter the VIN/chassis number into either ETK or AIR, this will consider the specific equipment and/or options that are fitted to the vehicle.

Part Number	Description	Quantity
61 35 6 827 072	Footwell module 3	1 – If required
Or		
61 35 6 827 073	Footwell module 3	1 – If required
61 35 3 457 582	Fuse box SPEG high	1 – If required
Or		
61 35 3 457 583	Fuse box SPEG high	1 – If required
61 13 0 005 197	Contact bushing MQS with cable	1 – If required
61 13 1 383 776	Socket terminal MQS	1 – If required
61 13 6 954 568	Covering cap	1 – If required
61 13 9 130 832	Universal socket housing	1 – If required
61 13 8 364 842	Socket contact ELO-Power 5.2x0.63	1 – If required
61 13 1 393 724	Socket terminal MQS	1 – If required
61 13 6 954 566	Covering cap	1 – If required
61 13 6 931 866	Socket housing	1 – If required
61 13 6 931 870	Socket housing	1 – If required

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61 13 0 070 583	Buchsenkontakt ELO-Power mit Kabel	1 – If required
61 13 0 056 960	Contact bushing MQS with cable	1 – If required
61 12 1 391 672	Cable brown	1 – If required
61 13 8 727 249	Crimp connector with shrink-fit hose	1 – If required
61 13 8 727 250	Crimp connector with shrink-fit hose	1 – If required
61 13 8 727 251	Crimp connector with shrink-fit hose	1 – If required
61 13 8 727 252	Crimp connector with shrink-fit hose	1 – If required
Refer to ETK/AIR	Floor covering (non-returnable)	1 – If required
Refer to ETK/AIR	Headliner (non-returnable)	1 – If required

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed (according to the ISTA repair instructions/ETK/AIR), are to be selected from the Electronic Parts Catalogue, and/or other approved BMW Group resources according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

CLAIM INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package (WP 1 or WP 2), and when applicable, the expanded WP “Additional Work” labor operation codes and the part numbers listed above that apply.

Repair Code:	0061750700	Footwell Module (FRM) Moisture/Water Intrusion
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See the attachment listed below for the Recall claim submission information.

- M61 05 23 Attachment 1 Claim Information 4_2024

Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)

This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Repair Code noted above as follows:

- Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to SI M01 01 17 for additional information.

Reimbursements of Comparable Recall Remedy Prior Customer-Pay Repairs (TREAD Act)

Note: Standalone Footwell Module (FRM) replacements for operational issues, NOT caused by, or is NOT consequential to moisture/water intrusion into the FRM as described in this Service Information Bulletin, are beyond the scope of this Recall.

The finalized procedure for a customer to request the review of their prior customer-pay repair order/invoice for reimbursement was added to this Service Information Bulletin with the update posted October 2024.

MINI USA, a division of BMW of North America, LLC will reimburse certain cost for qualifying customer-pay repairs that primarily address the “water moisture/water intrusion” issue described in this Service Information Bulletin, and below, when it was performed **prior** to the release of this Recall’s repair (Remedy) procedure.

Specifically, repairs that correct the intrusion of moisture/water inside the vehicle that originates in the upper front roof area because of an issue with the sunroof water drain outlet hoses. This moisture/water intrusion can migrate down into to the lower front left footwell area where the FRM is located. Should this occur, consequentially over time the FRM and the corresponding electrical wire harness connector pins may develop a buildup of corrosion, this could affect the operation of the FRM.

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The repair facility 's procedures to address the above situation must have been performed correctly, adequately, and completely, as required by the applicable BMW Group approved repair standards and instructions.

Requesting Reimbursement for a Previous Repair that Qualifies

For a customer to request reimbursement for a qualifying customer-pay repair performed either by an authorized MINI dealer or independent repair shop located in the United States (including Puerto Rico), please have them submit their reimbursement request online at www.MINI-RP.com under the following reference:

- MINI SR 23V-337 Footwell Module (FRM) Moisture/Water Intrusion

Reimbursement Request Procedure

The online process is initiated by attaching/sending legible PDF files of the required supporting documentation for the previously paid repair. Please refer to the attachment M610523_A_2 SR TA RBMT Procedure 10_2024 (A copy of this PDF can be printed and provided to the customer), or [MINI-RP.com](http://www.MINI-RP.com) for additional information about what repair order (RO)/invoice documentation is required.

The alternative method to request a reimbursement with the required documentation, either through the mail or by fax, is described below:

MINI Customer Reimbursement Center
 Attention: MINI SR 23V-337 Footwell Module (FRM) Moisture/Water Intrusion
 P.O. Box 54067
 Hurst, Texas 76054

Fax number: 877-434-2992

Please allow 4-6 weeks for processing your request.

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

Supporting Materials

- [picture_as_pdf M610523_AT_1 Claim Information 10_2024.pdf](#)
[picture_as_pdf M610523_AT_2 SR TA RBMT Procedure 10_2024.pdf](#)
[picture_as_pdf M610523_23V-337-FAQ-\(11May2023\).pdf](#)
[picture_as_pdf M610523 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 23V-337: Footwell Module – M61 05 23

BMW AG is conducting a Voluntary Safety Recall (effective May 11, 2023) on certain Model Year 2007 - 2014 MINI vehicles that were produced between November 16, 2006, and June 27, 2014.

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.

CLAIM INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package (WP 1 or WP 2), and when applicable, the expanded WP “additional work” labor operation codes and the part numbers listed above that apply.

Pluspostion (+)	The vehicle is already in the workshop, identified by the “ (Plusposition) ” reference in the descriptions below.
Main work	The vehicle arrives for this Recall, no other Main work will be performed/claimed during this workshop visit, identified by the “ (Main work) ” reference in the descriptions below

Only one Main work flat rate labor operation code can be claimed per workshop visit.

Repair Code:	0061750700	Footwell Module (FRM) Moisture/Water Intrusion
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Primary/Base Recall Remedy Repair

Below are the flat rate labor operation code choices for this action.

Work Package	Labor Operation	Description	Labor Allowance
#1	00 75 806 (Pluspostion)	Checking the: <ul style="list-style-type: none"> • Slide/tilt sunroof drains, • FRM (includes remove and install), and the • SPEG, Replacing the <ul style="list-style-type: none"> • Left and right drainage hoses 	As applicable
Or:			
# 2	00 75 232 (Main work)	Checking the: <ul style="list-style-type: none"> • Slide/tilt sunroof drains, • FRM (includes remove and install), and the • SPEG, Replacing the <ul style="list-style-type: none"> • Left and right drainage hoses 	As applicable
With the above	Labor Operation	Description (Associated)	Labor Allowance
And:	00 75 807	Additional work: Checking the front carpet and vehicle floor for wetness	As applicable
And:	00 75 810	Additional work, sticking the film to the FRM (Current or the replacement FRM)	1 FRU

Includes removing and installing headlining (For access) / replacing when required.

Note: There may be other body-related sealing issues/problems found that are beyond the scope of this Recall, see page 4.

Consequential Work, as and when Required.**Additional Work: Passenger Compartment Carpet/Floor Covering**

Expanded WP ID	Labor Operation	Description (Associated)	Labor Allowance
A	00 75 808	Additional work: Removing and installing the carpet to air dry, or replace if required	As applicable

Additional Work: Floorboard/Panels - Left Driver's Side (FRM), Right Passenger's Side (SPEG) or Both Sides

Expanded WP ID	Labor Operation	Description (Associated)	Labor Allowance
B	00 75 809	Additional work: Work time to repair corroded floorboard/panel left (FRM) side (FRM removed with 00 75 806/00 75 232) (Claim 00 75 809 one time)	Up to 12 FRU WT
Or:			
C	00 75 809	Additional work: Work time to repair corroded floorboard/panel right (SPEG) side (Right entrance cover strip and SPEG removed for access) (Claim 00 75 809 one time)	Up to 12 FRU WT
Or:			
D	00 75 809	Additional work: Work time to repair corroded floorboard/panel left and right (both) sides (Claim 00 75 809 one time)	Up to 24 FRU WT
And	if applicable:		
E	00 75 811	Additional work: Replacing the SPEG without programming/encoding	1 FRU

Additional Work: FRM - Repairing the Wire Harness Plug Connectors/Pins, F (X14261), G (X14260)

Expanded WP ID	Labor Operation	Description (Associated)	Labor Allowance
F (X14261)	00 74 724	Additional work: Replacing one connector and one (1) pin (If necessary)	2 FRU
Or, and (Both):			
G (X14260)	00 74 724	Additional work: Replacing one connector and one (1) pin (If necessary)	2 FRU

And with the above:

Addition Work: Replacing More Pins as Applicable (F, G, or Both as noted below)

Expanded WP ID			Labor Operation	Description (Associated)	Labor Allowance
And:	Or:	Or Both			
F1		F1, G1	00 74 725	Additional work: Replacing 2 to 4 pins	5 FRU
	G1		00 74 725	Additional work: Replacing 2 to 4 pins	5 FRU
Or:	Or	Or Both			
F2		F2, G2	00 74 726	Additional work: Replacing 5 to 7 pins	9 FRU
	G2		00 74 726	Additional work: Replacing 5 to 7 pins	9 FRU
Or:	Or	Or Both			
F3		F3, G3	00 74 727	Additional work: Replacing 8 to 10 pins	13 FRU
	G3		00 74 727	Additional work: Replacing 8 to 10 pins	13 FRU

Repairing the Wire Harness Plug Connector/Pins, H (X14259) and/or the Driver Side Ground Fan Connector/Pins

Expanded WP ID	Labor Operation	Description (Associated)	Labor Allowance
H (X14259)	61 99 000	Additional work: Repairing / replacing other additional FRM-related connectors / pins H (X14259) (Claim 61 99 000 one time, see below)	WT FRU

Additional Work: SPEG - Repairing the Wire Harness Plug Connectors/Pins and/or the Passenger Side Ground Fan Connector/Pins

Expanded WP ID	Labor Operation	Description (Associated)	Labor Allowance
I	61 99 000	Additional work: Repairing / replacing SPEG related connectors / pins (Claim 61 99 000 one time, see below)	WT FRU

Additional Work: After FRM and/or SPEG Replacement

Expanded WP ID	Labor Operation	Description (Associated)	Labor Allowance
J	00 74 732**	Additional work: Programming/coding control units after FRM and/or SPEG replacement(s)	9 FRU

Work time labor operation code 61 99 000 is not considered Main labor operation.

Also, only claim work time labor operation code one-time 61 99 000 for the total applicable FRU amount that was required, itemize the total FRU amount claimed on the repair order and in claim comment section.

Claim Repair Comments

Reference the SIM number, the applicable Work Package (Pkg) number (1 or 2), and the "Expanded WP IDs" for the additional work that was performed in the RO technician's notes and the claim comments (For example: M61 05 23 WP 1, A, B, F, F2), unless otherwise required by State law.

The scope of repair work will vary for Affected Vehicle, when needed, please provide additional repair comments to further explain the repair work that your dealer needed to perform.

Sublet – Bulk Supply Materials (RO and Claim Comments Required)

Sublet Code 4	Reimbursement for the repair-related bulk supply materials (Do not use the MINI part numbers for claim submission)	Up to \$50.00
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Sublet reimbursement calculation for claiming the applicable repair-related bulk supply materials (MINI part numbers) is at the dealer net price amount for the proportional quantities used plus your dealer's handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

() Vehicle Programming and Encoding (FRM/SPEG Replacement when Applicable)**

During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

If the FRM and/or SPEG are replaced in conjunction with performing this Recall, select this Technical Campaigns to perform and submit for updating the vehicle to the required I-level or higher.

Please be sure to also perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any other open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

Vehicle Programming and Encoding – Additional Work (RO and Claim Comments Required)

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules that correctly belong and are properly fitted to the vehicle fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Repair Code in this bulletin together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

Affected Vehicles that Arrive with Existing Un-Related Control Module Failures and Issues

Prior to performing a required programming/encoding procedure when applicable, a recalled vehicle can arrive at your dealer with pre-existing:

- A.** Un-related control module failures, and/or have
- B.** Issues due to repurposed (Used/Salvaged) auto parts installed, for example, vehicle/component non-compatibility and/or the stored VINs and/or vehicle mileages do not match, etc.

- For items “A” and “B,” and additionally when
- Other body-related sealing issues/problems are found that are beyond the scope of this Recall.

It is important to identify these types of issues as quickly as possible, during the vehicle’s RO write-up and/or early in the repair process.

Then, when required, your dealer can proactively advise the customer that the diagnosis, and repair of these other unrelated issues are not covered under the scope of this Recall and explain to them the recommended solution options that are available to address these unrelated issues.

For item “A,” should an applicable MINI limited warranty or program coverage apply, claim this work with the applicable Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis* that applies.

BMW Group's AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the the Chassis Number (last seven (7) characters of the VIN), and click on the "Search" icon. If the "Vehicle Selection" window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the "Flat Rate Units" button and enter a flat rate labor operation code number "without spaces" in the field to the right, click on the "Search" icon to display the corresponding listing of "Flat rate unit group details" that are available and their corresponding FRU allowances.

Based on which one applies to your dealer, please refer to **SI M01 01 20** or **M01 04 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments your job/repair work time (WT – 61 99 000), and the vehicle repairs (Base and additional) your dealer performed, unless otherwise required by State law.

MINI 7600 S GRANT STREET
 BURR RIDGE, IL 60527
 DO NOT MAIL REPAIR ORDERS TO THIS ADDRESS



October 2024

Safety Recall (SR) Notice M610523 / NHTSA Recall 23V-337

Footwell Module (FRM) Moisture/Water Intrusion

Certain Model Year 2007-2014 MINI Clubman (R55), and MINI Hardtop 2 door (R56) model vehicles in the US are potentially affected.

What is the specific issue?

Due to several contributing factors (environmental, certain US States' wintertime road treatments, vehicle design configuration, and the vehicle's age), the Footwell module (FRM) could become susceptible to corrosion.

Specifically, intrusion of moisture/water inside the vehicle that originates in the upper front roof area because of an issue with the sunroof water drain outlet hoses. This moisture/water intrusion can migrate down into to the lower front left footwell area where the FRM is located. Should this occur, over time the FRM and the corresponding electrical wire harness connector pins may develop a buildup of corrosion, this could affect the operation of the FRM.

Have you previously paid for this repair?

Prior to the announcement of Safety Recall 23V-337, if you previously paid for a repair that addressed / corrected a moisture/water intrusion issue like the one described above, you may be eligible to be reimbursed for certain previously paid repair costs that qualify.

To request a reimbursement review of your previous customer pay repair invoice (Authorized MINI dealer or an independent repair shop), please submit your request online at www.MINI-RP.com under the following reference:

- **MINI SR 23V-337 Footwell Module (FRM) Moisture/Water Intrusion**

The online process is initiated by attaching/sending PDF files of your supporting documentation for the prior repair (Please include a copy of the completed page two (2) reimbursement request checklist together with the other applicable required documentation).

An alternative method to request a reimbursement is either by mail, or by fax, as described below.

MINI Customer Reimbursement Center
 Attention: MINI SR 23V-337 Footwell Module (FRM) Moisture/Water Intrusion
 P.O. Box 54067
 Hurst, TX 76054 / Fax number: 877-434-2992

Please allow 4-6 weeks to process your request. Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

A qualifying customer pay repair must primarily address the vehicle's moisture/water intrusion issue. Also, the repair facility's procedures to correct the issue must have been performed correctly, adequately, and completely as required by the applicable BMW Group approved repair standards and instructions.

Sincerely,

MINI USA, a division of BMW of North America

**MINI SR Footwell Module (FRM) Moisture/Water Intrusion
Previous Customer-Pay Repair Reimbursement – Required Documentation Checklist**

Reimbursement for a qualifying customer pay repair is available to the MINI owner/lessee who incurred the expense. The questions below will assist you in reviewing your repair order/invoice documentation.

Prior Repair Review Questions	Answers - One per Row	
Did the prior repair to your vehicle primarily address the intrusion of moisture/water inside the vehicle that originated in the upper front roof area because of an issue with the sunroof's water drain outlet hoses? (See the note below)	Yes, next	No
Did you pay for this repair (Drain hose(s) repaired or replaced, along with any directly related consequential repair work and/or part replacements)?	Yes, next	No
Does the repair facility's documentation confirm that the described moisture/water intrusion situation was the primary issue with your vehicle?	Yes, proceed to the checklist	No

Note: Standalone Footwell Module (FRM) replacements for operational issues, not consequential to the described moisture/water intrusion issue, and/or FRM replacements without the moisture/water intrusion issue also being addressed during the same repair appointment, are not eligible for reimbursement.

Required Repair Order (RO) or Invoice Documentation - Checklist

For a previous repair reimbursement request, please include a completed copy this page (one per repair/request) together with legible copies (either a scan, photo, PDF, and/or screenshots) of the following documentation with your name, address, and your preferred contact telephone number(s) and email address(es).

- Customer name and address
- Vehicle Identification Number ("VIN")
- The date of repair
- The mileage when the repair was performed
- Itemized list of labor charges for all repairs* including diagnosis
- Itemized list of parts (Part numbers), including any miscellaneous items, billed for all repairs*

(*) For repair orders containing multiple repair line items, reimbursement consideration will only be given to those line-item expenses that are directly related to the specific repair that is now covered by this component-specific extended limited warranty.

Required Proof of Payment Documentation

Please provide a copy of at least **one** of the following items as valid proof of payment:

- Repair order (RO)/invoice stamped and dated as "PAID"
- Cancelled check
- Signed credit/debit card receipt
- Credit/debit card statement

MINI USA, a division of BMW of North America, LLC ("MINI USA") reserves the right to review and adjust/reduce the amount that will be reimbursed based on what is normally recognized as customary, fair, and reasonable, to diagnose, perform a repair, or to replace components (including the applicable scope and directly related consequential part replacements, and other related materials) to address the issue with the vehicle.

Except for reasonable account number protection measures, illegible, altered/modified, incomplete, non-authentic and/or fabricated repair order/invoice documentation will not be accepted.

**Safety Recall 23V-337
R55 R56 Footwell Module
Model Year 2007-2014
MINI Clubman, Hardtop 2 door
Issue Date: 5/11/2023**

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Certain Model Year 2007-2014 MINI Clubman and Hardtop 2 door models in the US are potentially affected.
- Q2. What is the specific issue?**
Due to several contributing factors (environmental, certain US States' wintertime road treatment, vehicle design configuration and age), over time, the Footwell module (FRM) could become susceptible to corrosion.
- Q3. Why are other models / vehicles not included in this Safety Recall?**
Other models have different design configurations and/or have different environmental exposures.
- Q4. How did BMW Group become aware of the issue?**
BMW Group became aware of the issue through our quality control procedures.
- Q5. Can I continue to drive my vehicle?**
Yes.
- Q6. How will I be informed of this Safety Recall?**
Owners of potentially affected vehicles will receive a letter in July via first class mail advising them of this Safety Recall. When parts become available, they will receive another letter, requesting they schedule an appointment with an authorized MINI dealer as soon as possible to have this Safety Recall performed. For the latest updates to this Safety Recall, please visit miniusa.com/recall.
- If you are not the only driver of this vehicle, please advise all other drivers of this important information.
- Q7. How and when will my vehicle be repaired?**
The footwell module (FRM) will be inspected, and if necessary, repaired.
- Q8. Do I have to wait for MINI to contact me to have the remedy performed?**
Yes. We are in the process of implementing this Safety Recall campaign to ensure that the necessary parts are at the MINI dealers. For the latest updates to this Safety Recall, please visit miniusa.com/recall.
- Q9. I see a reference to the "TREAD Act Customer Reimbursement Plan" in my customer 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. Please visit miniusa.com/recall and click on "[Reimbursement for Prior Customer Pay Repairs Related to a Safety Recall \(TREAD Act\)](#)".