CSC-10052614-2441

MINI

May 2013

Certain Model Year 2002-2005 MINI Cooper/Cooper S
Certain Model Year 2005 MINI Cooper Convertible/Cooper S Convertible
Warranty Coverage Extension/Repair Expense Reimbursement

Dear MINI Owner:

At MINI, we are committed to maintaining a level of automotive and service excellence that exceeds your expectations now and in the future. Consistent with this philosophy, we want to help you avoid problems and minimize your inconvenience.

This letter addresses an issue involving the power-assist steering pump and associated pump cooling fan on certain model year 2002-2005 MINI Cooper and MINI Cooper S models, and model year 2005 MINI Cooper Convertible and Cooper S Convertible models. This issue can cause a temporary or permanent loss of the power-assist steering function.

Please note that, if this were to occur, the vehicle still maintains its manual steering capability; however, this will require greater steering effort at low vehicle speeds.

Warranty Coverage Extension

In the interest of customer satisfaction, we are extending the warranty coverage for the power-assist steering pump and associated cooling fan on your vehicle to 13 years/150,000 miles, whichever occurs first, starting from the date of first retail sale or the date the vehicle was first placed in service as a demonstrator or company vehicle, whichever is earlier. Under the terms of this extended warranty coverage, MINI will cover all necessary repair costs related to this issue.

Repair Expense Reimbursement

If you have previously had the power-assist steering pump and/or the associated cooling fan replaced at your own expense, MINI will reimburse you for certain expenses that you may have incurred. If you replaced the pump or pump fan at an authorized MINI dealer, out-of-pocket expenses incurred for parts and labor are generally reimbursed. If you replaced the pump or pump fan at an independent repair shop, expenses for parts are generally reimbursed. Please contact MINI Customer Relations and Services at 1-866-ASK-MINI (1-866-275-6464) or via email at MINI.Assistance@askmini.com regarding specific details and possible eligibility for reimbursement.

Please keep this letter with your vehicle documentation for ease of reference.

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Printed on Recycled Paper

If this issue occurs, we sincerely apologize for any inconvenience, but we hope that this extended warranty coverage reassures you that we stand behind our products.

Should you need MINI Roadside Assistance during operation of your vehicle, they may be reached at 1-866-646-4772.

We appreciate your confidence in our product, and we are pleased to take this action in support of you, our valued MINI owner. Should you need additional information or assistance, you may contact MINI Customer Relations and Services at 1-866-ASK-MINI (1-866-275-6464) or via email at MINI.Assistance@askmini.com

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

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