



SUBJECT

Incorrect Customer Relations Telephone Number Is Saved in the Vehicle

MODEL

R55

R56

R57

R58

R59

R60

R61

SITUATION

The customer is not connected to MINI Customer Relations after dialing the number displayed in the vehicle Kombi or radio.

CAUSE

During the Pre-Delivery Inspection (PDI), the incorrect telephone number is being written into the vehicle.

INFORMATION

1. When performing the PDI test plan, it is extremely important that you select MINI if the ISID is configured for both BMW and MINI.
2. After completion of the PDI test plan, verify that the customer relations number stored in the vehicle is correct.
3. The correct customer relations phone number is 1(866) 275-6464.
4. If the number stored in the vehicle is incorrect and the correct test plan was used, contact your 3g Administrator and have him or her verify the number stored in the ISID.

5. This picture shows the **correct** number stored in the Combox control unit.

Note: To read out telephone number:



- a. Press the Home/Menu button.
- b. Use the joy stick controller and select MINI Connected.
- c. Scroll to Customer Relations, and then push down on the controller.



6. This picture shows the **incorrect** number stored in the radio.

Note: To read out telephone number:

- a. Press the menu button.
- b. Select MINI.
- c. Scroll to “Cust Relat.”

PROCEDURE

Perform the following steps to correct the customer relations number stored:

1. Connect the vehicle to ISTA.
2. The path to the test plan is: Activities / Service Function / 05 Maintenance and Pre-Delivery Check / CBS Correction, vehicle data / Search.
3. Select the test plan titled “CBS vehicle data correction” from the list.
4. Select “Change vehicle data.”
5. After the test plan sets the date and time, the next page displayed will list the CBS data information. Scroll to the bottom of the page and select “Change telephone numbers.”
6. Then select “Technical Support.”
7. Write the number in the following format (+18662756464).

8. Verify that the correct number is now stored in the vehicle.

WARRANTY INFORMATION

Not applicable.

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