



This Service Information bulletin supersedes SI M00 03 13 **dated October 2014.**

NEW designates changes to this revision

SUBJECT

MINI Second Date: New Passenger Car “Follow-Up” Delivery Inspection

MODEL

All

INFORMATION

As part of our Motorer Pledge, we have all taken a solemn oath to not only deliver corner-carving, spirited motoring machines that stand out in a crowd, but also to deliver them the way our Motorers want them. Along with this pledge, the MINI Second Date program aims to help you provide your customers with an enhanced delivery experience.

To accomplish this, your dealer can schedule, perform and submit a claim for a MINI Second Date new vehicle “follow-up” delivery inspection.

The program’s objectives are to:

- Personalize the customer delivery experience
- Increase customer product knowledge, and
- Increase customer retention through satisfaction.

This program applies to new vehicle deliveries, as outlined in the procedure section, which occurred on or after October 15, 2013.

PROCEDURE

Situation One

NEW **New in-stock vehicles – retail deliveries:** Please schedule an appointment at the time of the new-vehicle delivery and perform your Motorers’ MINI Second Date service **within 90 days after delivery, but not less than 24 hours.**

Situation Two

NEW **Service Loaners (AMP/Retail Type 6) and Sales Demos (Retail Type 7) – retail deliveries:** After being sold to a retail customer, these vehicles are also eligible for the MINI Second Date service. This service is to be performed within 180 days after the original in-service date (AMP/Demo), **but not less than 24 hours after being sold to a retail customer.**

Note:

- This service will not show in the vehicle’s Condition Based Service (CBS) display.
- Fluids and materials **are not** reimbursable through this program.

Since the expectation is that a dealer employee other than a workshop technician will be performing this follow-up

service, punch times are not required.

However, please refer to the Processes and Documentation section below for more information on what is required. Also refer to the MINI Second Date program attachments.

Note: The corresponding repair order and other related documentation must be retained as required in your dealer files.

MOTORER SATISFACTION SUPPORT

MINI USA, a division BMW of North America, LLC remains committed to providing exceptional service and delivering an awesome Motoring Experience.

NEW Only **in conjunction** with performing this service, as an incentive to our Motorers, effective immediately your dealer may claim up to a maximum of \$50.00 for:

- **NEW** Topping off the vehicle's fuel tank, or
- **NEW** Providing the Motorer with a "Gas Card."

NEW Please extend this goodwill to your Motorers only after they have experienced MINI Second Date at your dealer.

Note: Aftersales Manager (AM) "Field Authorization" (FAS) is not required.

WARRANTY INFORMATION

Covered under the terms of the MINI New Passenger Car Limited Warranty.

NEW **New in-stock vehicles – retail deliveries:** The MINI Second Date service is to be performed within 90 days after the delivery of a new vehicle, but not less than 24 hours.

Defect Code:	11 12 00 77 BV	MINI Second Date New Passenger Car "Follow-Up" Delivery Inspection
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Or:

NEW **Service Loaners (AMP/Retail Type 6) and Sales Demos (Retail Type 7) – retail deliveries:** When sold to a retail customer, the MINI Second Date service is to be performed within 180 days after the original in-service date (AMP/Sales Demo), but not less than 24 hours after being sold to a retail customer

Defect Code:	85 10 02 32 BV	180-Day MINI Second Date New Passenger Car "Follow-Up" Delivery Inspection
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And:

Repair order/claim dates of 10/01/2014 and later

Labor Operation:	Labor Allowance:	Description:
00 99 000	6 FRU	Work time to perform the MINI Second Date New Passenger Car "Follow-Up" Delivery Inspection

Or:

Up to and including repair order/claim dates of 9/30/2014

Labor Operation:	Labor Allowance:	Description:
00 99 000	3 FRU	Work time to perform the MINI Second Date New Passenger Car "Follow-Up" Delivery Inspection

Labor operation code 00 99 000 is a Main labor operation. Only one Main labor operation can be claimed per repair visit; all other labor operations must be claimed using the Plus code labor operation(s).

NEW And, as applicable:

Sublet Code 4	Up to \$50.00	NEW Reimbursement for topping up the vehicle's fuel tank (at cost) or providing a \$50.00 "Gas Card."
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Please explain the type of goodwill provided and itemize the amount on the repair order and in the claim comment section. Retain and file the corresponding invoices.

Note: Only one MINI Second Date reimbursement per new vehicle.

ATTACHMENTS

View PDF attachment [M000313 FORM LET'S DELIVER Checklist.](#)

View PDF attachment [M000313 MINI Second Date Brochure.](#)

View PDF attachment [M000313 Processes and Documentation.](#)

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