SI M01 04 14
Warranties

October 2014
Warranties

This Service Information bulletin supersedes SI M01 04 14 **dated June 2014.**

NEW designates changes to this revision

SUBJECT
MINI Product Quality Analysis: Special Parts Return Requests

MODEL
All

NEW INFORMATION
As part of our ongoing product quality analysis, MINI USA, a division of BMW of North America, LLC ("MINI USA") will initiate "special" part return requests, together with or in addition to our normal part return requests.

These return requests for causal and, when necessary, other repair-related parts can apply to claim and non-claim repairs performed by your dealer.

These VIN-specific special part return requests are high priority time-sensitive issues, and we respectfully ask that you expedite their return.

To assist you with this, this bulletin clarifies this process by providing an outline of the required procedure steps that must be followed.

SITUATION
There are many groups within MINI USA that can initiate a special part return request: for example, TeileClearing (TC/PuMA), Technical Service or Product Development. Your dealer MUST return-ship these specific parts using the overnight prepaid FedEx labels provided by the Warranty Parts Return Center (WPRC).

Please see the "Parts Return Procedure" options below. Select and perform the one that applies.

PROCEDURE
I**mportant note:** All parts must be properly packaged, fully drained of their operating fluids, and sealed before shipping.

Special Part Returns to the WPRC or the Engineering Group Located in Woodcliff, NJ:

1. A TC Case or email part return request will be sent to your dealer with an attached prepaid FedEx label.
2. Ensure that you have obtained and documented all of the relevant information from the old part being returned to WPRC.
3. Please do not wait for the corresponding Repair Order (RO) to be closed or for the claim submission/payment. Send the part immediately, using the supplied prepaid FedEx label.
4. For claim-related parts, if a corresponding warranty part tag is generated after the claim is paid, please email copies of the parts tag and proof of prior shipment to wprc@bmwna.com. This information will be used to release the part(s).

Core Parts (Claim-related and Non-Warranty)

If the part has a core value, including claim-related core parts that did not generated a Parts Tag, please open a

Non-Warranty Core Claim in the Atlas system and email the "BMW Return Number," for example (36500XXXXX), and the proof of shipment to corereturns@bmwna.com, so your core credit can be issued.

Shipping Engine and Transmissions Assemblies

1. Engine and transmission assembly returns MUST be prescheduled and shipped via FedEx Express Freight, not via FedEx LTL Freight.

   This step must be taken to avoid having the shipping charges being billed directly to your dealer.

2. The contact phone number for FedEx Express Freight is (800) 332-0807.
3. You will need the prepaid shipping label that was provided by the WPRC to ship these parts.
4. Do not create any Bill of Lading (BOL), even if requested by the FedEx driver on scene.
5. When FedEx arrives at your dealer, please confirm that the FedEx driver is from FedEx Express Freight and not from LTL.
6. The FedEx Express driver will not ask for any BOL. The driver will pick up this shipment using only the Prepaid FedEx label that was provided by the WPRC.
7. Please email Special-Parts@bmwna.com if you encounter any issues.

SUPPORT AND INQUIRIES

Questions related to Special Requested Parts should be sent to: Special-Parts@bmwna.com

Questions about the release of warranty parts tag(s) should be sent to: wprc@bmwna.com

Questions about the core credits should be sent to: corereturns@bmwna.com

NEW WARRANTY INFORMATION

A "causal" part replaced and claimed under a MINI limited warranty or program is covered for defects in materials and workmanship.

Claim-related "causal" part inspections by MINI USA that find the required replacement was not due to a defect in materials and workmanship, and/or where a MINI USA replacement recommendation was based on misrepresented and/or omitted information/technical data, are subject to chargeback (claim debit for parts/labor, full or partial, as applicable).

[Copyright ©2014 BMW of North America, Inc.]