



This Service Information bulletin supersedes SI M01 10 14 **dated September 2014.**

NEW designates changes to this revision

SUBJECT

MINI Motorer-Focused Satisfaction (MFS) Program

MODEL

R55 (Cooper, Cooper S, Cooper S JCW)

R56 (Cooper, Cooper S, Cooper S JCW)

R57 (Cooper, Cooper S, Cooper S JCW)

R58 (Cooper, Cooper S, Cooper S JCW)

R59 (Cooper, Cooper S, Cooper S JCW)

R60 (Cooper, Cooper S, Cooper SX, Cooper SX JCW)

R61 (Cooper, Cooper S, Cooper SX, Cooper SX JCW)

Produced from July 01, 2012 to June 30, 2013

SITUATION

Based on Motorer feedback, MINI has determined that during the first three years of service, some vehicles may require specific additional service work to be performed.

MINI USA, a division of BMW of North America, LLC (“MINI USA”) is pleased to announce the following Motorer-Focused Satisfaction (MFS) Program. This new program’s procedure will be available for your dealer to address these Motorers’ concerns, starting with claim repairs dates on or after September 1, 2014.

As part of our Motorer Pledge to deliver an incredible MINI motoring experience, for the above-referenced MINI vehicles, we developed this program to increase our Motorers’ satisfaction by helping to prevent unexpected dealer service repair visits.

PROCEDURE

When performing the vehicle’s first brake fluid service at 24 months, when it shows either “Recommended” or “Due” as determined by the vehicle’s production date, perform the following additional Motorer-Focused Satisfaction Program’s “expanded scope” service measures:

All Eligible MINI Vehicles

- Check all exterior lighting (including fog lights, reverse lights and brake lights).
- Check door lock/striker adjustments and operation.
- Lubricate door hinges.
- Check/correct tire pressures and reinitialize the RDC.

- Charge the battery.

Eligible R55, R56, R57, R58 and R59 MINI Vehicles Only

- Check door window operation, including noise.
- Clean door seals and treat with the MINI approved rubber care products.

Eligible R60 and R61 MINI Vehicles Only

- Clean and treat the guides with MINI approved rubber care products.

For approved MINI products, please refer to the MINI Automotive Chemical Program's offerings.

NEW KSD2 Issue Resolved

NEW With the release of the October KDS2, the following vehicle correctly shows that it is included in this program:

- **NEW** R61 (Cooper, Cooper S, Cooper SX, Cooper SX JCW)

NEW The new brake fluid operation 00 00 718 will display as noted below for this vehicle.

NEW As announced by DCS message, there was no September KSD2 release.

WARRANTY INFORMATION

Covered under the terms of the MINI Maintenance Program.

Defect Code:	34 00 00 77 MP	Brake Fluid - Replacement
Labor Operation:	Labor Allowance:	Description:
00 00 718	Refer to KSD2	Brake fluid service with expanded scope

For the applicable vehicles, in the ISPA Light Key Data, the new labor operation code 00 00 718 will replace brake fluid service labor operation code 00 00 618.

Refer to KSD2 for the corresponding flat rate unit (FRU) allowance. Enter the Chassis Number, which consists of the last 7 digits of the Vehicle Identification Number (VIN). Click on the "Search" button, and then enter the applicable flat rate labor operation in the FR code.

And, as necessary:

Sublet - Materials

Sublet Code 4	\$1.00	Reimbursement for procedure repair-related materials (Please do not use part numbers for claim submission)
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Enter this material cost in sublet and itemize the amount in the claim comment section.

Exterior Halogen and Incandescent Bulb Replacements Only

In conjunction with performing these service measures, if a exterior halogen and/or incandescent bulb(s) one side of the vehicle is found to be defective, MINI recommends replacing the corresponding bulb on the other side of the vehicle at the same time (both the left and right sides).

Other Repairs Required as a Result of Checking – Invoice Separately

If performing these service measures results in other eligible and covered work, including bulb replacement in sets, claim this work with the applicable defect code and labor operations listed in KSD2.

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