SI M01 05 15
Warranties

August 2015
Warranties

SUBJECT
Engine Oil is Below the Minimum Level

MODEL
All

SITUATION
Prior to a “Due” engine oil service, a customer may contact your dealer or arrive at your workshop stating the vehicle’s engine oil is below the minimum level.

R5x, R6x and F5x MINI Vehicles

The engine oil “dipstick” reading shows that level is “below” the minimum specification.

And, additionally for the:

F5x MINI Vehicles

A check message to “add engine oil” to the crankcase is displayed.

To assist your dealer in helping these customers and increase their satisfaction, this bulletin provides a procedure for addressing this concern.

This new procedure becomes effective with repair order/claim dates on or after August 17, 2015.

PROCEDURE
When a vehicle arrives at your dealer, as described in the “Situation” above, please perform a key read to evaluate the vehicle’s current “Key Data” through the ISPA Light application.

If the “Engine oil” Service task:

- Shows “Recommended” in the Service status “field,” or it
- “Qualifies” to be performed based on the “60-day Bundling” procedure (See SI M01 06 13).

Perform the “Engine oil” Service task and “reset” the CBS data.

If the “Engine oil” Service task does not qualify to be performed:

- Top-up the engine oil in the crankcase.

Submit for the quantity of engine oil needed as outlined below in the Warranty Information section.

PARTS INFORMATION

Part Number	Description	Quantity
As applicable*	MINI Engine Oil (1 liter)	As needed

Please refer to SI M11 01 15 and/or the MINI Chemical Program for information on the recommended engine oil.

Your dealer's standard MINI Maintenance program parts reimbursement rate applies.

WARRANTY INFORMATION

Covered under the terms of the MINI Maintenance Program when it is "active" on the vehicle.

Reimbursement for the procedure outlined above, parts only with no labor, will be via normal claim entry utilizing the following information:

Defect Code:	**87 11 01 00 MP**	**Topping Up Engine Oil**

Expedited Engine Oil Top-up Service Procedure

To speed up this procedure, there will be no need to open a Repair Order and get the customer's signature as the time top up is being per formed.

Normal Claim Submission:

- After performing the top up, create and open an RO on the specific VIN to upload and create a claim for reimbursement (customer's signature is not required).

Bulk Claim Submission

Maintain a VIN list of engine oil top-ups performed which contains, at least, the following information:

VIN (Last seven)	Service Advisor	Top-Up Date	Quantity	Part Number
WM12345	John Smith	9/1/2015	2 Liters	83 21 2 365 946
T234567	Bob Jones	9/2/2015	1 Liter	83 21 2 365 946

Periodically, based off this list:

- Perform a bulk submission for the engine oil top-ups.
- Create and open an RO for each specific VIN to upload and create a claim for reimbursement (customer's signature is not required).

For both submission types, the standard 30-day claim submission policy, based on the date of top-off was performed, still applies unless otherwise required by state law.

Dealers using Bulk Supply Engine Oil

Please refer to SI M01 04 15 for claiming the one-tenth liter part numbers for claim submission (1 liter = 10 “one-tenths”).

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