



This Service Information bulletin supersedes SI M00 03 09 **dated April 2015**.

NEW designates changes to this revision

SUBJECT

TeileClearing (Specialized Technical Support)

MODEL

All vehicles under:

Original warranty

MINI New Passenger Car Limited Warranty

MINI NEXT Certified Pre-Owned Program

Extended Motorer Protection Program

Demonstrator Extension Program

Federal and California Emission Control Warranty

INFORMATION

TeileClearing (TC) is Specialized Technical Support staffed by TC Specialists who have been specifically trained by BMW and partner suppliers of selected BMW parts. The TC function focuses on identifying and resolving product problems, and identifying and reporting test plan errors and omissions. The TC process requires that a prior authorization be obtained before replacing any TC parts under warranty. This authorization is obtained by the submission of a “TC case” in PuMA.

Parts currently requiring TC authorization are shown below:

Appendix A1	Engine Components
Appendix A2	Digital Motor Electronics (DME)
Appendix A3	AISIN Automatic Transmissions
Appendix A4	Body Domain Controller (BDC)
Appendix A5	Headunit Basic (HU-B)
Appendix A6	LED Headlights
Appendix A7	Taillights
Appendix A8	Headunit High (HU-H)

The latest information on the affected TC parts can also be found in the following locations:

By viewing the latest monthly DCS message (“PuMA Submission for Authorized Part Replacement”)

In PuMA (click “TC” and then “Actions”)

TEILECLEARING BENEFITS

The TeileClearing process provides these benefits:

- In-depth part and system diagnosis to address the customer's complaint
- Clear instructions on the appropriate repair, including part replacement authorization where appropriate
- Immediate sharing of information with responsible engineers to address quality issues and expedite the defect eradication process
- Long-term improvement of product quality and diagnostic test plans that will improve CSI and the ability of a technician to fix it right the first time.

PROCEDURE

TC normal working hours as of March 3, 2014:

8:00 AM – 8:00 PM Eastern Time, Monday to Friday, except for MINI USA holidays

Before creating a PuMA TC case:

- Confirm that the part identified as defective appears on the TC list.
- The technician assigned to the vehicle must have training directly related to the vehicle or system in question.
- All available resources must be reviewed. These include, but are not limited to: Service Information bulletins, DCS messages, Bonnet Boot & Wings, Training Manuals, Wiring Diagram (SSP), Repair Instructions (REP) and Functional Descriptions (FUB). It is the dealer's responsibility to be familiar with all published technical information.
- All required checks must be performed, e.g., diagnostic test plans, verifying circuit integrity, power and grounds, and reviewing the vehicle service history.
- The Shop Foreman/Team Leader must be consulted.
- The vehicle must be in the shop.
- Transmit FASTA data so that the TC specialists can see that all relevant test modules have been completed. DO NOT perform quick delete or delete any fault memory before transmitting FASTA data.

Create and submit a TC case describing in as much detail as possible the customer complaint and all diagnosis steps and measurements that resulted in the "faulty part" diagnosis.

A TeileClearing specialist will respond either confirming the need for part replacement or requesting additional tests or information.

For repairs outside normal working hours (except complete engine, Automatic Transmission or mechatronic repairs), a repair may go ahead without prior authorization. However, a TC case must be submitted for approval retroactively in order to get the warranty claim paid.

See the flowchart (Appendix B) for the complete TC process.

See the attachment for details on creating a "TC Case" in PuMA.

To contact our TeileClearing management team for any TC process inquiries or current TC case escalation, send an email to tc@bmwna.com.

WARRANTY INFORMATION

Claims submitted without prior PuMA TC case approval will not be eligible for payment by MINI USA.

The PuMA TC case number must be specified in the comment section.

A TeileClearing case is **NOT** a “claim payment authorization” for in and out out-of-warranty repairs or work time.

An Administrative Payment can be claimed for each valid TC Case approved by a TC Specialist; please refer to Service Information [M01 05 07](#).

NEW Appendix A1	May 2015
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TEILECLEARING FOR ENGINE COMPONENTS

Series	Model
F55	Cooper 4-door Hardtop, Cooper S 4-door Hardtop
F56	Cooper, Cooper S
R55	Cooper Clubman, Cooper S Clubman, John Cooper Works
R56	Cooper, Cooper S, John Cooper Works
R57	Cooper Convertible, Cooper S Convertible, John Cooper Works
R58	Cooper Coupe, Cooper S Coupe, John Cooper Works
R59	Cooper Roadster, Cooper S Roadster, John Cooper Works
R60	Cooper Countryman, Cooper S Countryman, Cooper S Countryman All4, JCW Countryman ALL4
R61	Cooper Paceman, Cooper S Paceman, Cooper S Paceman ALL4, JCW Paceman ALL4

The following are the required component(s):

- Complete engine/short engine (except N12 and N14)
- Cylinder head (except N12 and N14)
- Turbocharger (except N12 and N14)

NEW Appendix A2	May 2015
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TEILECLEARING FOR DIGITAL MOTOR ELECTRONICS (DME)

Series	Model
F55	Cooper 4-door Hardtop, Cooper S 4-door Hardtop
F56	Cooper, Cooper S
R55	Cooper Clubman, Cooper S Clubman, John Cooper Works
R56	Cooper, Cooper S, John Cooper Works
R57	Cooper Convertible, Cooper S Convertible, John Cooper Works
R58	Cooper Coupe, Cooper S Coupe, John Cooper Works
R59	Cooper Roadster, Cooper S Roadster, John Cooper Works
R60	

	Cooper Countryman, Cooper S Countryman, Cooper S Countryman All4, JCW Countryman ALL4
R61	Cooper Paceman, Cooper S Paceman, Cooper S Paceman ALL4, JCW Paceman ALL4

The following are the required component(s):

- Digital Motor Electronics (DME)

NEW Appendix A3	May 2015
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TEILECLEARING FOR AISIN AUTOMATIC TRANSMISSIONS

Series	Model
F55	Cooper 4-door Hardtop, Cooper S 4-door Hardtop
F56	Cooper, Cooper S
R55	Cooper Clubman, Cooper S Clubman, John Cooper Works
R56	Cooper, Cooper S, John Cooper Works
R57	Cooper Convertible, Cooper S Convertible, John Cooper Works
R58	Cooper Coupe, Cooper S Coupe, John Cooper Works
R59	Cooper Roadster, Cooper S Roadster, John Cooper Works
R60	Cooper Countryman, Cooper S Countryman, Cooper S Countryman All4, JCW Countryman ALL4
R61	Cooper Paceman, Cooper S Paceman, Cooper S Paceman ALL4, JCW Paceman ALL4

The following are the required component(s):

- 6-speed Automatic Transmission
- Electronic Gearbox Control (EGS) control unit
- Hydraulic Selector Unit (i.e., Valve Body)
- **NEW** Torque Converter (F55 and F56 ONLY)

NEW Appendix A4	May 2015
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TEILECLEARING FOR BODY DOMAIN CONTROLLER

Series	Model
F55	Cooper 4-door Hardtop, Cooper S 4-door Hardtop
F56	Cooper, Cooper S

The following are the required component(s):

- Body Domain Controller (BDC)

NEW Appendix A5	May 2015
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TEILECLEARING FOR HEADUNIT BASIC (HU-B)

Series	Model
F55	Cooper 4-door Hardtop, Cooper S 4-door Hardtop
F56	Cooper, Cooper S

The following are the required component(s):

Headunit Basic (HU-B) with 6.5" display:

- MINI Visual Boost (option 6FP)
- MINI Navigation (option 6UM)

NEW Appendix A6	May 2015
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TEILECLEARING FOR LED HEADLIGHTS

Series	Model
F55	Cooper 4-door Hardtop, Cooper S 4-door Hardtop
F56	Cooper, Cooper S

The following are the required component(s):

- LED Headlight Components:
 - Full LED headlight
 - LED control unit
 - LED cornering light module

NEW Appendix A7	May 2015
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TEILECLEARING FOR TAILLIGHTS

Series	Model
F55	Cooper 4-door Hardtop, Cooper S 4-door Hardtop
F56	Cooper, Cooper S

The following are the required component(s):

- Taillights

NEW Appendix A8	May 2015
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TEILECLEARING FOR HEADUNIT HIGH (HU-H)

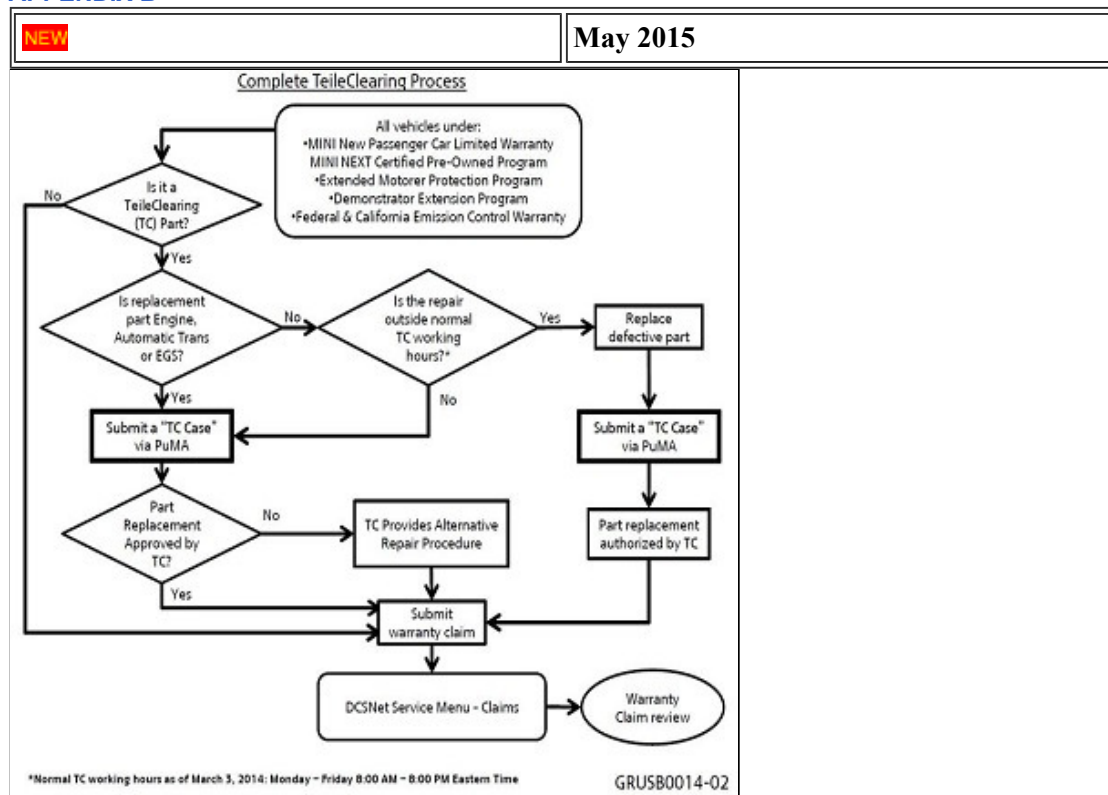
Series	Model
F55	Cooper 4-door Hardtop, Cooper S 4-door Hardtop
F56	Cooper, Cooper S

The following are the required component(s):

- Headunit High (HU-H) with 8" display:

MINI Navigation XL (option 609)

APPENDIX B



ATTACHMENTS

View PDF attachment [M000309 MINI PuMA Part Replacement Authorization.](#)View PDF attachment [M000309 BW 2015 05 MINI TC List.](#)View PDF attachment [M000309 COLOR 2015 05 MINI TC List.](#)

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