SI M01 06 13
Warranties

April 2015
Warranties

This Service Information bulletin supersedes SI M01 06 13 **dated March 2015.**

NEW designates changes to this revision

SUBJECT
60-Day Bundling of Maintenance Services for Motorer Satisfaction

MODEL
All

SITUATION
Since the engine oil, vehicle check and/or brakes (front and rear pads) services' "Include range" values are based solely on mileage, sometimes a vehicle will return to your workshop soon after a recent visit because these maintenance tasks now show "Due" in a the vehicle display.

To help minimize these "soon after" workshop return visits and increase customer satisfaction, this bulletin and accompanying attachment provide a procedure to perform a 60-day service window calculation.

PROCEDURE
The following table outlines the remaining "time" and "mileage" interval parameters to be used to determine whether or not a maintenance service task qualifies to be performed:

NEW Service task	NEW Remaining time (calculated)	NEW "Include range"	NEW Notes
Engine oil	60 days to the "Recommended" period based on "Due in mm/yyyy" or the "Include range" remaining mileage interval.	2,001 miles	
Vehicle check	60 days to the "Recommended" period based on "Due in mm/yyyy" or the "Include range" remaining mileage(Include range) interval.	2,001 miles	
Front brake	60 days to the "Recommended" period based on "Due in" remaining mileage (Include range) interval.	2,500 miles	Pad thickness: 5mm or less
Rear brake	60 days to the "Recommended" period based on "Due in" remaining mileage (Include range) interval.	2,500 miles	Pad thickness: 5mm or less
Brake fluid	60 days to the "Recommended" period based on "Due in mm/yyyy" and the remaining time (Include range) interval.	112 days	

Note: Used vehicles in your dealer inventory are not eligible.

NEW **Calculator for Bundling Maintenance Services**

To help with the calculations that follow, a “Service Bundling Calculator” was developed to assist you in determining whether or not a maintenance service task qualifies to be performed.

The calculator is located in the MINI Warranties Documentation site and can be accessed as follows:

- Warranties and Programs / Maintenance Program (MP and MPU) / (under Quick Launch menu on the right side) / Calculator for Bundling Maintenance Services

NEW Normalizing the “Avg. distance (8 weeks)” Data to 60 days

The “Avg. distance (8 weeks)” data is based on 56 days (8 weeks times 7 days), the updated calculation below “normalizes” this data to 60 days.

Note: A calculation tool will be provided shortly to assist you in performing in this calculation.

Engine Oil and Vehicle Check

When the “Due in” (remaining) mileage in CBS is greater than 2,001 miles (the “Include range” mileage value), and the:

- Service task will be due within the next 60 days (By time: Two months),

Or based on following calculation:

- Avg. distance (8 weeks) divided by 7 (days), multiplied by 60 (days) and when this is subtracted from the “Due in” (remaining) mileage in CBS and the result is equal to or less than 2,001 miles (the “Include range” mileage value in CBS),

Perform the engine oil and/or vehicle check service task as applicable and reset the CBS data, even though the “Service status” field is not displaying “Recommended” or “Due.”

“Combined with” Service Tasks

When the “engine oil” service task qualifies to be performed, please also perform any applicable “connected” service tasks (intake silencer, microfilter, and/or spark plugs) when the **“combined with engine oil”** message displays in the **“Service status”** field as shown in the example below:

Service Task	Service status	Service Counter	Due in	Include range
Standard scope		0	---	n.a.mi
Engine oil	60-day calculated or “Recommended” / “Due” is displayed	2	5.2015/2,361 mi	2,001 mi
Microfilter (consider further additional job(s) if appropriate	Combine with engine oil	0	5.2015/2,361 mi	n.a.mi

Front and Rear Brakes (Pads)

When the "Due in" (remaining) mileage in CBS is greater than 2,500 miles (the "Include range" mileage value), and the:

- Remaining brake pad thickness measurement is at or less than 5.0 mm, and

And based on the following calculation:

- Avg. distance (8 weeks) divided by 7 (days), multiplied by 60 (days) and when this is subtracted from the "Due in" (remaining) mileage in CBS and the result is equal to or less than 2,500 miles (the "Include range" mileage value in CBS),

  NEW **Perform the brake service(s) and reset the CBS data, even though the "Service status" field is not displaying "Recommended" or "Due."**

NEW **Brake Fluid**

When the "Due in" (remaining) time is greater than 112 days (the "Include range" time value) based on the displayed mm/yyyy in CBS, then:

- Subtract the current and correct key data's "Last Key Update" date from the "Due in" date in CBS, assume the "Due in" dates is based on the first of the month when performing this calculation (mm/01/yyyy). If the result is between 172 days and 113 days (the "112 day Included range" together with the 60-day bundling period):

  Perform the brake fluid service task as applicable, and reset the CBS data even though the "Service status" field is not displaying "Recommended" or "Due."

NEW **Other: Non-CBS Service Tasks at 100,000 Miles**

NEW Some earlier production vehicles have a requirement, as stated in the Service and Warranty Information booklet, to replace the automatic transmission fluid and/or spark plugs at 100,000 miles.

NEW This applies when these maintenance service tasks are not included in the CBS data. They also require an active BMW Maintenance Program upgrade to be eligible to be claimed.

For those eligible vehicles, you can perform the applicable service when it will be due within:

- The next 2,001 miles (current vehicle mileage is between 97,999 and 100,000),

Or based on the line above and following calculation:

- Avg. distance (8 weeks) divided by 7 (days), multiplied by 60 (days) and when this is subtracted from the "remaining mileage to 100,000" and the result is equal to or less than 2,001 miles.

REPAIR ORDER AND CLAIM COMMENTS

The calculations provided in this bulletin are independent of CBS data "Service status" (Recommended and Due) and the "Include range."

So when a maintenance service task qualifies to be performed based on these calculations, please be sure to state which "calculation" was used, and the corresponding "qualifying" results on the repair and in the claim comments.

BRAKE PAD THICKNESS GREATER THAN 5.0 MM

For those vehicles which have a brake pad thickness greater than "5.0 mm," the vehicle may be displaying an "Erroneous Service due Message Although Brake Lining Thickness is Above Minimum Specification."

A CBS correction, as well as a vehicle programming and encoding procedure, may be necessary. Please refer to SI M34 01 13.

ADD-ON REPAIRS AND OTHER DOCUMENTATION

When the maintenance service tasks are correctly performed based either on the applicable “time-base” or “mileage” interval, these repairs are not considered “add-ons.”

The MINI “add-on” repair documentation policy still applies to all other repairs.

When maintenance service tasks are performed based the calculated “time-base” interval, please note this reason on the repair order and in the claim comments prior to submitting the claim for payment.

VEHICLE ONBOARD TIME/DATE ACCURACY

If a vehicle’s onboard time/date is incorrectly set, this will affect the accuracy of “date-dependent” service tasks.

	Always confirm that the vehicle’s “onboard” time/date is correct, especially the year (yyyy), prior to performing any maintenance service tasks. This can be done in ISPA Light by verifying that the “Last key update” date and time information is accurate. This “date and time stamp” information is based on the vehicle’s “onboard” time/date.

If you have to correct the vehicle’s “onboard” time/date, please be sure to operate the vehicle locally for a short distance to re-update the vehicle’s CBS data and perform a new Key Read upon its return to your dealer. For F56 and newer MINI models, refer to SI M61 02 14.

INFORMATION

Service Data (CBS) - Overview

The Key Reader/ISPA Light application generally displays a vehicle’s Condition Based Service (CBS) maintenance service tasks and their statuses as follows:

Service task	Service status	Service counter	Remaining or Due in	Include range
Standard scope	N/A	0	N/A	N/A
Engine oil		1, 2, 3, etc..	mm.yyyy / ##,##0 mi	2,001 mi
Vehicle check		1, 2, etc.	mm.yyyy / ##,##0 mi	2,001 mi
Spark plugs		Combined	mm.yyyy	
Intake silencer		Combined	mm.yyyy	
Brake fluid		1, 2, etc.	mm.yyyy	112 days

Front brake		1, 2, etc	##,##0 mi	2,500 mi
Rear brake		1, 2, etc	##,##0 mi	2,500 mi
Microfilter		Combined	mm.yyyy	

Service tasks

This column lists the applicable CBS maintenance-related service tasks.

Service Status

The “Service status” field will display “Recommended” and/or “Due,” except for the “Standard scope,” when the vehicle reaches the corresponding factor/threshold which applies, “mm.yyyy” or mileage.

Service Counter

This field identifies the service tasks:

- Current “iteration” (number), or if it is
- Combined with another service task.

This mainly applies to the engine oil service, since a number of tasks is “combined” to a specific engine oil service counter number.

Remaining or Due in (mm.yyyy)

This is the “month and year” the service task(s) will become “Due” to be performed. This is either a stand-alone value or replaces the corresponding mileage-based value when applicable.

The displayed “mm.yyyy” is calculated based on a 12, 24* or 36-month interval, as follows:

- Service counter “1” interval starts from the vehicle’s production date.
- Service counter “2 and higher” interval starts from the date of the task’s last CBS reset.

***Note:** For the annual low-mileage engine oil change procedure for vehicles which have a 24-month oil service interval only, please refer to SI M01 02 03.

Remaining or Due in (Miles)

This is the “total” miles remaining before the service task needs to be performed.

Include Range

The “Include range” is the CBS, Key Reader and ISPA Light application’s built-in “service window” when the corresponding service can be performed.

Typically, at the beginning of the “service window,” these services will be identified as “Recommended,” transitioning to “Due” as the service interval continues to count down.

Include Range - Miles

This is the mileage-based service window at the end of the service interval when the service task can be performed.

Include Range – Brake Fluid (Days)

This is the time-based service window at the end of the brake fluid service interval when this service task can be performed.

MAINTENANCE PROGAM INFORMATION

Covered under the terms of the MINI Maintenance Programs.

ATTACHMENTS

View PDF attachment **M010613_60-Day_Procedure**.

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