

SB-10057380-1970

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: N14 Timing Chain Tensioner Service Action
Date: Friday, October 18, 2013 1:24:50 PM

Publish Date: October 18, 2013
From: Technical Service
Expiration Date: November 01, 2013

DCSnet Message
Important



Subject: **N14 Timing Chain Tensioner Service Action**

Message Recipients: MINI Service Managers, Parts Managers, Motoring Advisors, Shop Foremen

A service action to check the N14 timing chain tensioner/chain has been released. Refer to M11 04 13 in TIS for repair instructions, parts and warranty information.

Notification letters advising customers to schedule a service appointment will be mailed this week.

An initial supply of the repair kit has been shipped to each dealer. The repair kit does not include the one-time use camshaft and crankshaft bolts or the profile gasket set. These parts are only needed if the results of the checking procedure indicate replacement of the timing chain.

The supply is limited and orders should only be placed for a scheduled service appointment. Orders should not be placed for more than 10 repair kits (or associated small parts) at a time, as they are not needed on all vehicles and the labor involved is approximately 5.5 hours.

There is enough stock on order with Germany, that if dealers order accordingly a backorder situation can be avoided.

Refer to the attached Q&A for answers to questions that customers may have.

Sincerely,

Technical Service

Attachments: [MINI_Q_A\[8111501d\].pdf](#)
 [MINI_N14_Letter\[8111501c\].pdf](#) [MINI_Q_A\[8111501d\].pdf](#)
 [MINI_N14_Letter\[8111501c\].pdf](#)

Recipients: MINI Passenger Cars, Service, All Regions, All Areas, All Departments, All Personnel
MINI Passenger Cars, Part Sales, All Regions, All Areas, All Departments, All Personnel
MINI Passenger Cars, CC-MiniManagers

MINI Timing Chain Service Action Q&A

Q1. Which models are affected by this Service Action?

Affected are certain Cooper S Hardtop, JCW Hardtop, Cooper S Clubman, JCW Clubman, Cooper S Convertible, JCW Convertible, all with the N14 engine, produced from SOP to May 2009.

Q1a. What are the details of this Service Action?

The engine timing chain assembly (including associated components) may be subject to premature wear. We would like to perform a detailed measurement to determine if your vehicle's timing chain is elongated. Depending on the measurement, this will allow us to determine which components need to be replaced. If you have paid for this repair (even if you no longer own the vehicle), you may be eligible for reimbursement.

Q2. What is the specific problem?

The timing chain tensioner can malfunction resulting in elongation of timing chain.

Q3. Why are other models not affected?

Different internal engine designs and load/stress factors.

Q4. How many vehicles in the US are affected?

This Service Action affects approximately 27,000 vehicles

Q5. What can happen as a result of this issue?

Noise in engine compartment and if not addressed, the engine could fail.

Q6. Can the driver become aware of the problem?

Yes. The following conditions could occur:

- Noise from engine compartment – rattle or slight knocking sound
- Possible oil leak from engine
- Engine could fail, resulting in break down

Q7. What corrective measures will be taken?

As a result of the measurement value found on your engine's timing chain assembly, this will determine if it requires a new tensioner or timing chain assembly.

Q8. How did MINI become aware of the problem?

MINI became aware of the problem through its quality control procedures.

Q9. Can customers continue to drive their vehicles?

Yes.

Should you need MINI Roadside Assistance, they can be reached at 1-866-646-4772.

If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q10. How will customers be informed of this Service Action?

Owners of affected vehicles will receive a letter via First Class mail containing details of the Service Action.

Q11. How will the repair be performed?

- A) 30 minute measurement procedure
- B) Disassembly of engine to install timing chain assembly (kit) if necessary

Q12. How long will the repair take?

This repair may take 30 minutes to 6 hours, depending on the results found. However, additional time may be required depending upon the dealer's schedule. The repair will be performed free of charge by your Authorized MINI dealer.

Q13. How many vehicles have experienced this problem?

The exact number is unknown at this time.

Q14. When will customers receive their notification letter?

Mailings are taking place on October 16, 2013.

Q15. What if a customer requests reimbursement for a previous customer pay timing chain tensioner/ timing chain repair?

Please reach out to your MINI field team member, they will review each request on a case-by-case basis.