



SI M01 01 18  
Warranties

February 2018  
Technical Service

## N18 ENGINE TURBOCHARGER: LIMITED WARRANTY EXTENSION TO 10 YEARS/120,000 MILES

### MODEL

R55 (Cooper S Clubman) (N18 Engine) Model Years 2011 and 2012 produced from 8/9/2010 to 6/30/2011	R56 (Cooper S) (N18 Engine) Model Years 2011 and 2012 produced from 8/9/2010 to 6/30/2011	R57 (Cooper S Convertible) (N18 Engine) Model Years 2011 and 2012 produced from 8/9/2010 to 6/30/2011	R60 (Cooper S Countryman) (N18 Engine) Model Year 2011 produced from 10/22/2010 to 6/29/2011
R60 (Cooper S Countryman ALL4) (N18 Engine) Model Years 2011 produced from 10/22/2010 to 6/30/2011			



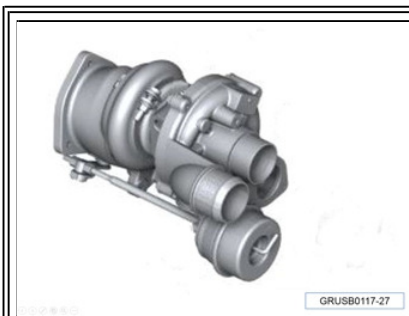
**Note:** The “Model” information above is for informational purposes only, it is not the only deciding factor.

To determine vehicle eligibility and that this coverage applies, always perform a VIN-specific DCSnet Warranty Inquiry first; please refer to the “Eligible Vehicles” section of this bulletin for further details.

### INFORMATION

For the above-referenced vehicles, MINI USA, a division of BMW of North America, LLC (“MINI USA”) is extending the limited warranty for the N18 engine’s **turbocharger** to:

- **10 years/120,000 miles as determined by the vehicle’s original in-service date**



- This “component-specific” limited warranty extension applies to defects in materials or workmanship of the turbocharger
- This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the MINI New Passenger Car Limited Warranty.

**This bulletin is notice of a “limited warranty extension.” This is NOT a notice of a Recall or Service Action.**

There is no immediate repair required unless the MINI vehicle is currently experiencing this problem.

### Customer Notification Letter

Even though this is **NOT** a Recall, MINI USA sent VIN-specific customer notification letters

## ELIGIBLE VEHICLES

To assist you in identifying those vehicles that have this “component-specific” extended limited warranty coverage, the DCSnet Warranty Vehicle Inquiry has been updated with the VIN and Component-specific “Vehicle Comment” shown below:

**For this vehicle, the engine’s turbocharger limited warranty for defects in materials or workmanship has been extended to 10 year/120,000 mile as determined from the original in-service date. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the MINI New Passenger Car Limited Warranty, Please see SI M01 01 18 (DC 11 65 90 04 00)**



**Note:** Before performing a repair and submitting a claim, first confirm that the vehicle has the above

“Notice of Limited Warranty Extension” in the DCSnet Warranty Inquiry “Vehicle Comments” section.

**Please do not use a vehicle’s production date as the sole deterrent for this coverage, the vehicle’s “model year” is also an important determinate.**

If you have ELW eligibility and/or coverage question, please contact the Warranty department through IDS by selecting “Coverage, Policy and Coding” prior to performing any repairs.

## PARTS INFORMATION



**Note:** Please refer to the Electronic Parts Catalog (ETK/EPC), using the customer’s VIN to

**locate the applicable replacement part numbers.**

- Only order these **parts in the quantities** needed to address customers’ vehicles that have confirmed failures.
- **“Only in conjunction with” parts:** When applicable, if ETK/EPC item identifies additional part(s) that must also be replaced/installed “in-conjunction” with performing a covered repair, these “required” additional items are also covered under the terms of this extended limited warranty.
- Also refer to ETK/EPC and the repair instructions for onetime-use fasteners/screws and other information regarding repair-related gaskets, seals, fluid and/or lubricants that also need to be replaced/used and claimed.

## WARRANTY INFORMATION

The engine’s turbocharger limited warranty extension to 10 years/120,000 miles applies to “eligible US-specification MINI vehicles” that are registered, operated and have their covered repair performed by an authorized MINI dealer in the United States (including Puerto Rico).

**The existing limited warranty coverage for the whole vehicle and other components has not changed.**

This coverage supersedes the coverage that is provided under the MINI NEXT/MINI Certified Pre-Owned Limited Warranty or any BMW Group Vehicle Service Contract that applies to the vehicle.

Should the engine's turbocharger fail again, this component are covered by the remaining portion of the extended limited warranty coverage period.

### Non-Qualifying Repairs

Non-US specification vehicles, ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues are not covered under the terms of this limited warranty extension.

### Qualifying Repairs - Claim Submission

Claim this work with the defect code and the applicable labor operation provided below.

<b>Defect Code:</b>	<b>1165900400</b>	<b>R5x R60 N18 US version exhaust turbocharger</b>
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 65 584	Refer to KSD2	Replace turbocharger (includes connecting an approved battery charger/power supply, performing a vehicle test and re-aiming the headlights) (Plus work – Vehicle is already in the workshop)
Or:		
00 65 050	Refer to KSD2	Replace turbocharger (includes connecting an approved battery charger/power supply, performing a vehicle test and re-aiming the headlights) (Main work)

If you are using a Main labor code for another repair, use the Plus code labor operation 00 65 584 instead of 00 65 050.

Refer to KSD2 for the corresponding flat rate unit (FRU) allowances.

And, as needed:

### Sublet – Bulk Materials

<b>Sublet Code 4</b>	See the sublet reimbursement calculations below	Reimbursement for the repair-related bulk materials (Do not use part numbers for claim submission)
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Sublet reimbursement calculation for claiming repair-related bulk materials (MINI part numbers) is at the dealer net price for the “quantities used” plus your dealer’s handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

### Overlapping Labor Procedure – Other Repairs

If invoicing the KSD2 flat rate labor operation codes for other repair work results in overlapping labor, for those flat rate labor operations that are affected, you can now:

- Replace the stated KSD2 “FRU allowance” with a “reduced FRU value” to eliminate the overlapping labor.

For help in identifying the overlapping labor, please refer to the AIR FRU Plausibility Check (Overlapping Labor Tool) that is located in the AIR Client.

Eligible other repair work being claimed under a different defect code will require separate punch times.

On the repair order and in the claim comment section, please identify and itemize those labor operations being claimed with a “reduced FRU value.”

### **Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement**

Under this extended limited warranty, MINI USA, a division of BMW of North America, LLC will provide reimbursement for “qualifying customer-pay repairs” that were performed on an eligible vehicle prior to the release of this component-specific limited warranty extension.

Customer-pay repairs are subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the MINI New Passenger Car Limited Warranty.

### **Repairs that do not Qualify for Reimbursement**

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other unrelated issues. This exclusion also applies to repairs that were performed using (including those repairs that result from using) non-genuine MINI parts and/or used MINI passenger car parts.

### **Requesting Reimbursement for a Previous Repair that Qualifies**

For a customer to request reimbursement for a “qualifying customer-pay repair” performed either by an authorized MINI dealer or independent repair shop located in the United States (including Puerto Rico), please have him/her submit his/her reimbursement request “online” at [www.MINI-RP.com](http://www.MINI-RP.com) under the following reference:

- **M-ELWR 2018 N18 Engine Turbocharger 10Y120M**

### **Reimbursement Request Procedure**

The online process is initiated by attaching/sending “PDF files” of the supporting documentation for the “prior repair.”

The website attached sample customer letter provides information as to “what” documentation is needed to be supplied to support a prior repair.

The letter also includes alternative methods to request reimbursement, either through the mail or by fax as described below:

MINI Customer Reimbursement Center

Attention: M-ELWR 2018 N18 Engine Turbocharger 10Y120M

P.O. Box 561089

Dallas, Texas 75356

Fax number: 877-457-0214

Please allow 4-6 weeks for processing your request.

Should you have any questions concerning this reimbursement process, please call 1-844-203-1331.

**MINI Owner/Operator Inquiries and Assistance**

For all other questions, please contact the MINI USA Motorer Relations and Services via email at [MINI.assistance@askMINIUSA.com](mailto:MINI.assistance@askMINIUSA.com) or via telephone at 1-866-ASK-MINI (275-6464).

**ATTACHMENTS**

View PDF attachment [M010118\\_Turbo Charger\\_Sample Customer Letter](#).

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8-777-H407B-0000006-001-000-000-000-000

JANE SMITH  
123 ANY STREET  
PAPERTOWN, NJ 12345-6789

January 2018

This **“Important Limited Warranty Information”** applies to the MINI vehicle with the Vehicle Identification Number (VIN) of **FFFFFFFFFFFFFFFFFFFF**.

Dear MINI Motorer:

MINI USA is committed to delivering the ultimate in product satisfaction to our Motorers

Towards that end, MINI is extending the limited warranty for the engine's:

- **Turbocharger**

On the above-referenced vehicle to:

- **10 years/120,000 miles, whichever occurs first, as determined by your vehicle’s original in-service date**

This “component-specific” limited warranty extension applies to defects in materials and workmanship and is subject to the applicable vehicle and coverage eligibility requirements, exclusions and limitations that apply to the MINI New Passenger Limited Warranty.

**This is notice of a “limited warranty extension.” This is not a notice of a Recall or Service Action.**

If a repair to this component is required, please contact your nearest authorized MINI dealer in the United States or Puerto Rico to schedule an appointment. Your authorized MINI dealer will determine the vehicle’s eligibility and review the scope of repair covered by this component-specific limited warranty extension.

**Company**

BMW of North America, LLC  
BMW Group Company

**Mailing Address**

PO Box 1227  
Westwood, NJ  
07675-1227

**Telephone**

(800) 831-1117

**E-mail**

Customerrelations@  
bmwusa.com

**Website**

bmwusa.com

After vehicle inspection and diagnosis, eligible repair work will be performed by the authorized MINI dealer in the United States (including Puerto Rico) free of charge.

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other “unrelated” issues are not covered under the terms of this limited warranty extension.

The integrity of our products is essential to MINI's success and our Motorers’ trust. We are determined to exceed your expectations and hope this warranty extension further enhances your motoring experiences.

Sincerely,

MINI USA, a division of BMW of North America, LLC

777-3002-0714

## Previous Motorer-Pay Repair Reimbursement - Limited Warranty Extension

### MINI USA, a division BMW of North America, LLC

January 2018

#### VIN FFFFFFFFFFFFFFFF

Under this extended limited warranty, MINI USA, a division of BMW of North America, LLC will provide reimbursement for “qualifying Motorer -pay repairs” on eligible MINI vehicles that were performed prior to the release of this Motorer notification.

If you previously paid for a repair that you believe would now be covered under this limited warranty extension, please submit your reimbursement request online at [www.MINI-RP.com](http://www.MINI-RP.com).

Motorer -pay repairs are subject to the applicable vehicle and coverage eligibility requirements, exclusions and limitations that apply to the MINI New Passenger Limited Warranty

#### Requesting Reimbursement for a Previous Repair that Qualifies

Repairs performed on ineligible vehicles or the diagnosis and repair of other unrelated issues, do not qualify for reimbursement.

To initiate the online process, you will be asked to attach PDF files of the required documentation as outlined in the reimbursement checklist on the next page.

Alternatively, you may mail or fax your request and documentation to:

MINI Customer Reimbursement Center  
Attention: M-ELWR 2018 Engine Turbocharger 10Y120M  
P.O. Box 561089  
Dallas, Texas 75356

Fax number: 877-457-0214

Please allow 4-6 weeks for processing your request.

Should you have any questions concerning this reimbursement process, please call 1-844-203-1331.

For all other questions, please contact the MINI USA Motorer Relations and Services via email at [MINI.assistance@askMINIUSA.com](mailto:MINI.assistance@askMINIUSA.com) or via telephone at 1-866-ASK-MINI (275-6464).

Please have your 17-character Vehicle Identification Number (VIN) available and include the VIN with all communications.

#### Repairs that do not Qualify for Reimbursement

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico and/or the diagnosis and repair of other “unrelated” issues are not covered under the terms of this limited warranty extension.

## Previous Motorer-Pay Repair Reimbursement – Documentation Checklist

### MINI USA, a division of BMW of North America, LLC

Reimbursement is available to the MINI Motorer who incurred the expense.

When submitting a reimbursement for a previous repair, please provide **legible copies** of the following documentation and include your VIN, name, address and your preferred contact telephone number(s):

#### Repair Order (RO) or Invoice

This document should include the following information:

- Motorer name and address
- Vehicle Identification Number (“VIN”)
- The date of repair
- The mileage when the repair was performed
- Itemized breakdown of the labor charges for all repairs\* including diagnosis
- Itemized breakdown of the parts, including any miscellaneous items, billed for all repairs\*

\*For repair orders containing multiple repair line items, only the specific line item expenses that relate to the component that is covered by this extended limited warranty will be considered for reimbursement.

#### Proof of Payment

Please provide a copy of at least **one** of the following items as valid proof of payment:

- Repair order (RO)/invoice stamped and dated as “PAID”
- Copy of a cancelled check
- Copy of a signed credit/debit card receipt
- Copy of a credit/debit card statement

#### Determining if an eligible vehicle’s repair qualifies for reimbursement:

Please use the following questions to review your repair order documentation prior to submitting a reimbursement request:

1. Why was the vehicle brought into the repair facility?
2. What was the repair facility's diagnosis?
3. What did the repair facility do to correct the concern and does it qualify?