



NAVIGATION SYSTEM HAS MISSING OR INCORRECT ROAD MAP DATA

New information provided by this revision is preceded by this symbol  .

This Service Information bulletin replaces SI M65 06 10 **dated May 2018**

What's New:

- Information section – Changed reporting method

MODEL

R50 Cooper	R52 Cooper Convertible	R53 Cooper Coupe	R55 Clubman
R56 Cooper	R57 Cooper Convertible	R58 Cooper Coupe	R59 Roadster
R60 Countryman	R61 Paceman	F54 Clubman	F55 Hardtop 4 door
F56 Hardtop 2 door	F57 Convertible	F60 Countryman	

Models with option 609 (Navigation System Professional)

or option 606 (Navigation System Business, CHAMP2)

SITUATION

The route guidance is inaccurate and therefore irritating to the customer; or it is not possible to locate certain addresses, for instance:

- Street name, house number or city is missing or incorrect
- Point Of Interest (POI) is missing or incorrect
- Map feature is missing or incorrect
- Bridge
- Roundabout/rotary
- Housing development/estate

The route calculation has discrepancies for certain addresses, for instance:

- Distance is incorrect
- Travel time is incorrect
- Posted speed limit signs do not match map data
- Changes regarding vehicle restrictions

- Lane direction changes, dependent on time and day
- One way streets
- Highway exits
- Toll roads

CAUSE

The Road Map has incorrect or missing data.

INFORMATION

Do not replace parts and do not program the vehicle.

Roads change by up to 15% every year. To ensure the best navigation experience, we do everything in our power to create the best maps. Your reports help us to detect changes in your area and keep future versions of our maps as accurate as possible.

Therefore, a road map error or missing data must be reported directly to the map supplier.

Currently we use two map suppliers:

TomTom / Teleatlas – supplier for head units CHAMP2, CIC

HERE (used to be Nokia) – supplier for head units ENTRY NAV, NBT, NBT EVO

To report issues with **TomTom/Teleatlas** maps access the following link(s):

<http://www.mapsharetool.com/external-iframe/external.jsp>

or

<http://www.tomtom.com/mapshare/tools/?Lid=4>

To report issues with **HERE** maps access the following link:

https://mapcreator.here.com/?site=bmw_na_cs.html

If all the necessary information on the error or missing data is available, the dealer can report the issue directly on the map error website.

INFORMATION FOR CUSTOMERS

Customers can report map issues, to MINI Customer Relations department at 1-866-275-6464 or send feedback via email to mini.assistance@askminiusa.com



IMPORTANT HINT:

Before reporting a road map error or missing data, check the NAV road map version installed in the head unit of the vehicle.

If the NAV road map version is not the most up-to-date version compare the behavior on a similar vehicle with the most up-to-date version to verify if the error or missing data is not already resolved with the newer NAV road map version.

NOTE: NAV road map updates can only be performed on a customer pay basis.

WARRANTY INFORMATION

Not applicable

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