SI M84 08 18
Communication Systems

September 2018
Technical Service

CONNECTEDDRIVE/MINI ASSIST SYSTEM DIAGNOSIS INFORMATION

New information provided by this revision is preceded by this symbol **UPDATE!**.

This Service Information bulletin replaces SI M84 08 18 **dated August 2018**

What's New:

• Model – deleted statement about Package 7GK.

• Attachment – Added Service Matrix and question to checklist for Remote Services.

UPDATE! MODEL

F54 (Cooper, Cooper S, JCW Clubman)	F55 (Cooper, Cooper S, JCW Hardtop 4 door)	F56 (Cooper, Cooper S, JCW Hardtop 2 door)	F57 (Cooper, Cooper S, JCW Convertible)
F60 (Cooper, Cooper S, JCW Countryman)			

Model Year 2019 equipped with one or more of the following options:

- SA6AC – MINI Assist eCall
- SA6AE – MINI Teleservice
- SA6AM – Advanced Real Time Traffic
- SA6AP – Remote Services
- SA6CP – Apple CarPlay Compatibility

SITUATION

ConnectedDrive/MINI Assist features are partially or completely inoperative. This Service Information bulletin is being published because vehicles are down for an extended period of time when researching system failures with ConnectedDrive or MINI Assist. This Service Information bulletin will assist you both in identifying the issue and providing technical support.

CAUSE

In order to assist with your ConnectedDrive issue as quickly as possible, a checklist has been developed which provides all the essential information to the support team. Any requested information that is missing from the checklist will delay the resolution of your issue.

PROCEDURE

It's important to collect the needed information upfront in order to shorten the PuMA case processing time which leads to resolving the customer issue as soon as possible.

1. Print out the attached checklist in the attachment section.

2. Fill in/answer all questions on the checklist during diagnosis.

3. If the issue is still not resolved after completing the attached checklist, the technician **must create** and s**ubmit a PuMA case** for further assistance.

☞ **Note: Do not contact the ConnectedDrive support team via telephone or email. These are no longer monitored.**

4. **Extremely important:** The following information **must** also be included in the PuMA case:

   • A picture of the Telematics Control Unit label **currently activated and installed** in the vehicle

   • The completed checklist as an attachment

   Note: If the checklist is not completed or missing, it will increase the processing time to resolve the issue.

   • Print and attach the ConnectedDrive Service Cockpit page showing services and subscription dates

   • Attach screen shot of the Activation portal page if unit was replaced.

   • The number of days the vehicle has been at the dealer for this issue, or the date the RO was opened

   • Complete details on all repairs that have been performed

   • Which parts have been replaced (include the number if more than one of the same part was replaced)

5. The picture below shows the signal connection overview for MINI Assist and ConnectedDrive features. This also applies to the Connected App functions.
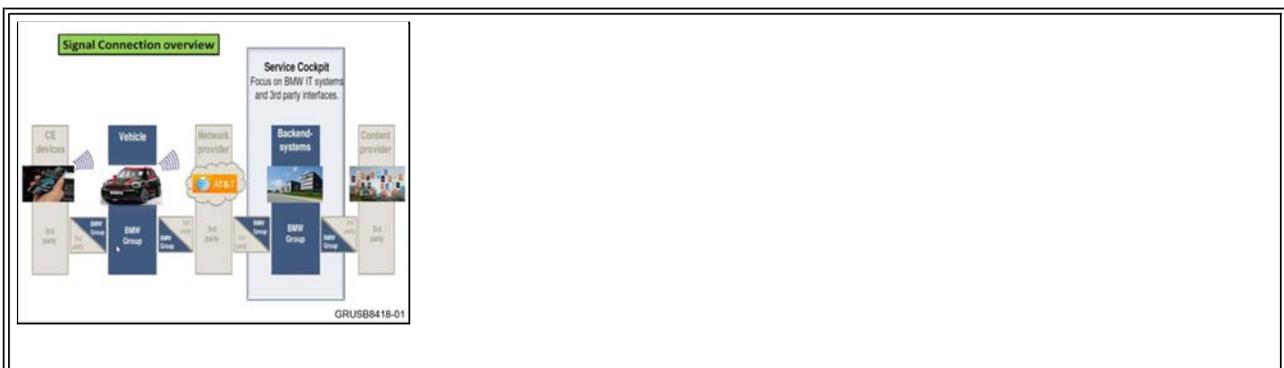
INFORMATION

Review the following information listed below:

1. Customer vehicle subscriptions in MINI ConnectedDrive Service Cockpit

a. This can be found via: DealerSpeed / DCS Net / Service Cockpit

2. Does the customer have a valid ESA

   a. Confirm the customer information is correct

3. One common situations are listed below:

   Situation 1: Telematics control unit replaced?

   a. Yes. Was the replacement part activated?

   i. No, the parts counter personnel must activate the unit via DCSnet per SI M84 09 18.

   ii. Yes, but an error message is displayed during activation in DCSnet. Send a PuMA case with a picture of the sticker on the NEW Telematics unit. Also include the information (picture) of the error message received during the activation attempt.

   b. No. Must include a print out of the ConnectedDrive Service Cockpit tool page showing subscription(s).

WARRANTY INFORMATION

Not applicable.

ATTACHMENTS
View PDF attachment **M84 08 18 Checklist**.

View PDF attachment **MINI_Service_Availability_Matrix**.

IMPORTANT:

All information listed in the form below must be collected and attached to the PuMA case, along with pictures of the errors. Missing information will increase the PuMA case resolution time.

1) Was the issue duplicated?   Yes   No

- Yes – test all other services and make note of which ones fail.
     Note: Take pictures of all error messages displayed on the CID for each service failure.

- No – The issue may occur only in certain areas for the customer. Get specific information on the location where the issue was noticed.

2) Confirm the customer account information via:

- ConnectedDrive Service Cockpit – review service activation and expiration dates

3) Was Update Services performed via the iDrive? Yes No

- Yes - Was it completed successfully?   Yes   No
    - o Yes – Perform another service functionality test.
    - o No – At what percentage did the Update Services fail? For example 10%, 25%, etc.? _____
      Note: Take a picture of the error message displayed during the Update Services.

- No – Update the services via the iDrive and retest.

4) Test all other available services for full functionality. Make notes of the following during the test/calls:

- The exact date and time each function test was performed. Some examples of Services are listed below:

o eCall	Date:	Time:	Time Zone:_____
o Roadside Services	Date:	Time:	
o Concierge	Date:	Time:	
o MINI Connected App	Date:	Time:	
o ARTTi	Date:	Time:	

Not all the services listed above apply to every vehicle. These depend on the vehicle equipment. Example MINI Online and Points of Interest (POI) search is only available in Navigation equipped vehicles. Similarly, functions of the Connected App vary based on vehicle option.

Note: Take a picture of any error messages displayed during the each test. Also, if a recording is heard, write down the message(s).

- Msg:

5) Remote Services inoperative. Provide the following information:
   - Version of the Connected App installed
   - Which service(s) are not working?
   - Screen shot of the error message
   - Request customer test with another device or request customer login information to test with known good device in the workshop. Any change in functionality?   Yes   No

6) Is there an ESA on file? Yes   No
   - Yes – Verify that the customer information is correct, including the email address.
   - No – Create and submit the ESA.
   Note: If the customer does not want the service, he or she must sign a waiver form.
   Also, a new ESA must be filled out and submitted when a vehicle is resold.

7) Verify the that the ESA information matches the current customer data on file:
   - GSM (TCB, ATM): IMEI, ICCID, MSISDN (reference the label on the unit)
   - Customer's email address
   - Customer mailing address

8) Verify the vehicle is receiving good reception. To check, compare with a similar known good vehicle, which must have similar options parked next to the vehicle with concern.
   - Were the test calls successful with known good similar vehicle?   Yes   No

9) Was the Telematics Control Unit replaced?   Yes   No

10) Was the Telematics Control Unit activated at the parts counter prior to installation?
   - Yes – Perform update of services via iDrive
   - No – Request parts personnel to activate the unit as per SI M84 09 18.

Note: A copy of this completed form and a picture of the currently installed Telematics Unit label is required with the PuMA case.

MINI CONNECTED SERVICE AVAILABILITY.

APPLICATION BY ENTERTAINMENT SYSTEM.

Service	6.5" Media Display[1]	6.5" Touchscreen Media Display[1]	Connected Media System	Touchscreen Navigation Package
MINI Assist eCall	●	●	●	●
MINI TeleService	●	●	●	●
MINI Connected Services	○	○	●	●
Advanced Real-Time Traffic Information	○	○	○	●
Concierge Services	○	○	○	●
Apple CarPlay™ Compatibility	○	○	○	●
Remote Services	○	○	●	●

● **Available**   ○ **Not Available**

ENTERTAINMENT SYSTEM BY VEHICLE (2019 MODEL YEAR).

Model	6.5" Media Display[1]	6.5" Touchscreen Media Display[1]	Connected Media System	Touchscreen Navigation Package
MINI Clubman	○	●	●	●
MINI Hardtop 4 Door	●	○	○	●
MINI Hardtop 2 Door	●	○	○	●
MINI Convertible	●	○	○	●
MINI Countryman	○	●	●	●
MINI Cooper S E Countryman ALL4	○	●	●	●

● **Available**   ○ **Not Available**

[1]Services are available on Model Year 2019 vehicles produced May 2018 and later.

For more information about MINI Connected, visit miniusa.com/MINIConnected or call, toll-free, 1-866-860-0060.