SI M01 06 03
Warranties

December 2017
Technical Service

MINI “Enhanced” Dealer Self-Authorized (DSA) Goodwill Program

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

This Service Information bulletin supersedes SI M01 06 03 **dated February 2018**.

What’s New:

• Updated for 2019

MODEL

All

INFORMATION

The “Enhanced” Dealer Self-Authorized (DSA) Goodwill Program :

- Provides the top level (Tier 1) expanded benefits for qualifying dealers

  And for Tier 1 and Tier 2 dealers:

- The Mileage limit was increased to 110,000 from 96,000 for Tier 1 and Tier 2 dealers.

The Dealer Self-Authorized Goodwill Program (DSA) provides your dealer with a tool to build and maintain customer confidence with the MINI brand during difficult situations. The objective is to exceed your customers’ expectations, increase their satisfaction, and maintain product loyalty, leading to repeat sales.

This program does not replace the existing Regional Field Authorization (FAS) Goodwill process. Instead, it offers you an opportunity to make a customer goodwill decision “on-the-spot” without the need to obtain prior approval from MINI USA. This gives your dealer a greater opportunity to deliver on the program’s objective.

DSA Goodwill Considerations

When determining whether to offer goodwill assistance to your customer, the following factors are to be considered:

- Cost of the repair
- Condition of the vehicle
- Has the vehicle been properly maintained at a MINI dealer?
- Does the customer currently own multiple MINI vehicles, or has he or she owned a MINI vehicle previously?
- Would, or did, the customer endure an unusual hardship?
- Would investing in your customer keep him or her in the MINI brand?

- What is the elapsed time and/or mileage since the applicable vehicle coverage expired?

Customer assistance through “DSA Goodwill” is discretionary and not an obligation; the decision to provide assistance requires careful evaluation of the customer’s situation and circumstance.

ELIGIBLE VEHICLES

US-specification MINI vehicles:

- Distributed in the United States (including Puerto Rico) by MINI USA, a division of BMW of North America, LLC (“MINI USA”), or those
- Sold through a “Military Sales” programs, that are now
- Registered and currently being operated in the United States or Puerto Rico

PROCEDURE

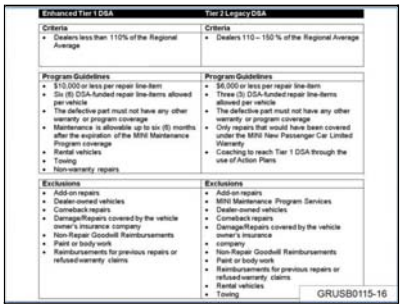
DSA TIME AND MILEAGE LIMITS

As determined by the vehicle’s original in-service date:

- Up to 8 years (96 months); and/or
- Up to 110,000 miles, whichever occurs first

Vehicles with a Demo Extension receive no additional coverage beyond Dealer Self-Authorized (DSA) Program time and mileage limits.

UPDATE! **“Tier 1 and Tier 2 DSA” Criteria, program Guidelines and Exclusions***



*See the “DSA Tier Evaluation and Assignment by Quarter” Information listed below.

DSA GUIDELINE CLARIFICATIONS

Tier 1 DSA – Repair cost

$10,000 or less per repair line item is prior to any participation (DSA GW/Dealer/Customer).

Tier 1 DSA – MINI Maintenance Program

DSA is allowable up to six (6) months after the expiration of the “standard” 3 year (36 month)/36,000 mile maintenance program that applies to the vehicle.

DSA cannot be used to extend the MPU coverage.

Tier 2 DSA – Repair cost only

$6,000 or less per repair line item is prior to any participation (DSA GW/Dealer/Customer).

OTHER DSA REQUIREMENTS

Additionally, the vehicle cannot have any active warranty or other program coverage that applies to the repair or item being claimed, for example:

- MINI New Passenger Car Limited Warranty
- Type 2 and Type 3 Parts Warranty claims
- Demo Extension Warranty
- Emission Warranties
- MINI NEXT Certified Pre-Owned Limited Warranty
- Extended Motorer Protection programs
- MINI Roadside Assistance Program coverage including towing

2019 DSA Tier Evaluation and Assignment by Quarter

January 14, 2019: First Quarter Tier Evaluation and Assignments

A. Dealers **at or less than 110%** of the Regional Average will be assigned to **Tier 1**.
B. Dealers **greater than 110%** of the Regional Average will be assigned to **Tier 2**.
C. Dealers **greater than 150%** of the Regional Average will be assigned to **Tier 3**.

Tier 3 Dealers

- Suspension from DSA Program
- All goodwill requests are to be “FAS” authorizations
- Coaching to reach Tier 1 or 2 DSA through the use of Action Plans

Important Note: Dealers percentage is based off Average Goodwill Cost (Combined Cost FAS / DSA per unique VIN) from the November 2016 Goodwill Measurement Tool compared to the Regional Average.

April 15, 2019: Second Quarter Tier Evaluation and Assignments

A. Dealers **at or less than 110%** of the Regional Average will be assigned to **Tier 1**.
B. Dealers **greater than 110%** of the Regional Average will be assigned to **Tier 2**.
C. Dealers **greater than 150%** of the Regional Average will be assigned to **Tier 3**.

Tier 3 Dealers

- **Suspension from DSA Program**
- All goodwill requests are to be “FAS” authorizations
- Coaching to reach Tier 1 or 2 DSA through the use of Action Plans

Important Note: Dealers percentage is based off Average Goodwill Cost (Combined Cost FAS / DSA per

unique VIN) from the February 2017 Goodwill Measurement Tool compared to the Regional Average.

July 15, 2019: Third Quarter Tier Evaluation and Assignments

A. Dealers **at or less than 110%** of the Regional Average will be assigned to the **Tier 1**.

B. Dealers **greater than 110%** of the Regional Average will be assigned to **Tier 2**.

C. Dealers **greater than 150%** of the Regional Average will be assigned to **Tier 3**.

Tier 3 Dealers

- **Suspension from DSA Program**
- All goodwill requests are to be “FAS” authorizations
- Coaching to reach Tier 1or 2 DSA through the use of Action Plans

Important Note: Dealers percentage is based off Average Goodwill Cost (Combined Cost FAS / DSA per unique VIN) from the May 2017 Goodwill Measurement Tool compared to the Regional Average.

October 14, 2019: Fourth Quarter Tier Evaluation and Assignments

A. Dealers **at or less than 110%** of the Regional Average will be assigned to the **Tier 1**.

B. Dealers **greater than 110%** of the Regional Average will be assigned to **Tier 2**.

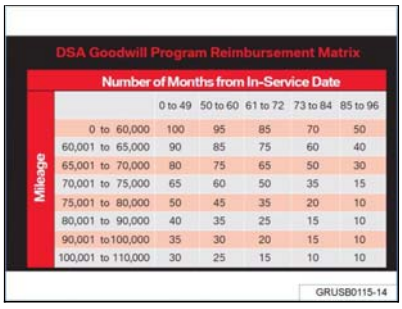
C. Dealers **greater than 150%** of the Regional Average will be assigned to **Tier 3**.

Tier 3 Dealers

- Suspension from DSA Program
- All goodwill requests are to be “FAS” authorizations
- Coaching to reach Tier 1or 2 DSA through the use of Action Plans

Important Note: Dealers percentage is based off Average Goodwill Cost (Combined Cost FAS / DSA per unique VIN) from the August 2017 Goodwill Measurement Tool compared to the Regional Average.

DSA Goodwill Participation Matrix (Vehicle Age and Mileage)



DSA Goodwill Program Reimbursement Matrix

Mileage	Number of Months from In-Service Date				
	0 to 49	50 to 60	61 to 72	73 to 84	85 to 96
0 to 60,000	100	95	85	70	50
60,001 to 65,000	90	85	75	60	40
65,001 to 70,000	80	75	65	50	30
70,001 to 75,000	65	60	50	35	15
75,001 to 80,000	50	45	35	20	10
80,001 to 90,000	40	35	25	15	10
90,001 to 100,000	35	30	20	15	10
100,001 to 110,000	30	25	15	10	10

GRUSB0115-14

MINI USA’s goodwill participation (coverage percentage) is determined by the sliding scale above - by applying the vehicle’s current age (months) and mileage (this is also provided as an attachment.).

Attention: The vehicle's current age is now calculated and displayed for you in the DCSnet Warranty Vehicle Inquiry in the "Warranty/Maintenance Programs/Contract Services (Administered by BMW NA)" section under the column heading "Current Age (Mth)."

Goodwill participation can be offered up to and including a vehicle's "covered percentage" for labor, parts and sublet (together equally or individually varying).

The goodwill participation must be noted on the repair order and the claim comments.

Repair Order Invoicing

Reimbursement for Dealer Self-Authorized (DSA) Goodwill repairs is at your dealer's established warranty rates unless otherwise required by state law.

The "entire" repair is to be invoiced at the "applicable rates" when MINI USA is paying for any portion of a repair.

Note: Any remaining "customer portion" of the repair must also be charged at "applicable rates."

UPDATE! **Rental Car (Only eligible for Tier 1 Centers)**

If alternate transportation is needed, please provide the customer with a vehicle through one of our preferred third-party rental car providers (Hertz or Enterprise).

Notes:

- Only eligible if other alternate transportation options are not available; and this
- Rental car expense (sublet) will also be reimbursed at the DSA Goodwill Matrix Percentage that applies.

Invoice the allowable rental car expenses (Excluding fuel) as a separate line item on the repair order as outlined below

- **MINI rental** vehicle: **Up to $53.00 a day;** plus the
- Market surcharge (if applicable); plus the
- CDW* (Collision Damage Waiver) protection - when the rental vehicle agreement "signee" accepts this "optional" coverage; plus the
- Taxes

Or, for a:

- **Non-MINI rental** vehicle: **Up to $33.00 a day**; plus the
- Market surcharge (if applicable); plus the
- CDW* (Collision Damage Waiver) protection - when the rental vehicle agreement "signee" accepts this "optional" coverage; plus the
- Taxes

Rental Vehicle Expense Invoicing - Required Information for Claim Submission

In order to be reimbursed your dealer for the above, you must itemize the rental car invoice in the claim comments, please ensure that you include the following information:

Rental Vehicle Invoice - Line items	Required Information to provide
Brand of rental vehicle in use	MINI or Non-MINI Vehicle - Model description
Rental period	Total number of days
Market surcharge (If applicable)	Cost per day and the total amount
CDW* (Collision Damage Waiver)	Cost per day and the total amount
Taxes	Total amount

Attention: This means MINI will only reimburse the cost of the applicable Collision Damage Waiver (CDW)* protection the rental vehicle agreement “signee” accepted

***Note:** The Collision Damage Waiver (CDW), this may also be referred to as the Loss Damage Waiver (LDW) or the Physical Damage Waiver (PDW).

Other Optional Protection/Insurance Coverage

If your customer wants to obtain other optional protection or insurance coverage, for example:

- SLP/SLI/LIS (Supplemental Liability Protection or Insurance/Liability Insurance Supplement); and/or
- PAI (Personal Accident Insurance); and/or
- PEC (Personal Effects Coverage);

The cost of this “optional coverage” would be at his or her expense.

Sublet Reimbursement Items

Claim the sublet item(s) at “100 percent” and then select and apply the applicable “Matrix Percentage” in DCSnet for claim submission.

GOODWILL USAGE, SELF-MONITORING, AND MANAGEMENT

It is important that all dealers use DSA and FAS Goodwill in a consistent manner, especially relating to frequency.

It is strongly recommended that each dealer regularly monitor their goodwill usage against their area and region by utilizing the “Goodwill Measurement Tool” report that is located in the DCSnet “WHAT.”

CLAIM INFORMATION

The DSA repair line item(s) on the repair order and the customer invoice must state goodwill was provided to the customer.

It’s also recommended to also include a detailed explanation and the reason why the goodwill was provided to the customer.

Reimbursement for a DSA claim will be via normal claim entry utilizing the following information:

Select and enter the applicable defect code’s first eight numbers. The process is completed by entering “SA” in the 9th and 10th position of the defect code as the vendor code.

Defect Code:	MG SG ## ## SA*	DSA Self-Authorized Goodwill

All Dealer Self-Authorized (DCA) Goodwill claims must be submitted via the Dealer Communication System (DCSnet) utilizing the existing Self-Authorization system.

After selecting the Self-Authorization button, the page will expand to allow for entry of the Participation Amounts. An Authorization Number will be obtained automatically upon “Save.”

These claims do not require the involvement of your Aftersales Area Manager or the use of the Field Authorization System.

Claims denied by MINI USA can be appealed; however, they are not eligible for consideration under the Field Authorization System.

*Corresponding Defect Code: Main Group (MG) number, Sub Group (SG) number, SA (Self-Authorization).

Please be sure to clearly state the **what** and the **why** in the claim comment section.

Posted: Friday, December 7, 2018

ATTACHMENTS

View PDF attachment **M010603_MINI_DSA_TENT Card**.

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LEGACY DEALER SELF-AUTHORIZED GOODWILL

Tier 2 Guidelines:

- Vehicle must be:
  - 8 years or less from the original in-service date
  - 110,000 miles or less
- $6,000 or less per repair
- 3 DSA-funded repairs allowed per vehicle
- The defective part must not have any other warranty or program coverage
- Only repairs that would have been covered under the MINI New Passenger Car Limited Warranty

Exclusions:

- Add-On repairs
- Comeback repairs
- Damage/Repairs covered by the vehicle owner's insurance company
- Dealer-owned vehicles
- MINI Maintenance Program Services
- Non-Repair Goodwill Reimbursements
- Paint or body work
- Reimbursements for previous repairs or refused warranty claims
- Rental vehicles
- Towing

ENHANCED DEALER SELF-AUTHORIZED GOODWILL

Tier 1 Guidelines:

- Vehicle must be:
  - 8 years or less from the original in-service date
  - 110,000 miles or less
- $10,000 or less per repair
- 6 DSA-funded repairs allowed per vehicle
- The defective part must not have any other warranty or program coverage
- Maintenance included up to 6 months after expiration of the Maintenance Program coverage

Exclusions:

- Add-On repairs
- Comeback repairs
- Damage/Repairs covered by the vehicle owner's insurance company
- Dealer-owned vehicles
- Non-Repair Goodwill Reimbursements
- Paint or body work
- Reimbursements for previous repairs or refused warranty claims

Dealer Self-Authorized Goodwill Program information is extracted from SI M01 06 03. For the most up-to-date information regarding DSA, please review the bulletin in MINI TIS (Technical Information System.)

June 1, 2015

DSA Goodwill Program Reimbursement Matrix

Mileage	Number of Months from In-Service Date				
	0 to 49	50 to 60	61 to 72	73 to 84	85 to 96
0 to 60,000	100	95	85	70	50
60,001 to 65,000	90	85	75	60	40
65,001 to 70,000	80	75	65	50	30
70,001 to 75,000	65	60	50	35	15
75,001 to 80,000	50	45	35	20	10
80,001 to 90,000	40	35	25	15	10
90,001 to 100,000	35	30	20	15	10
100,001 to 110,000	30	25	15	10	10

*Goodwill contribution amount can be up to and including eligible vehicle amount listed in the matrix