



SI M01 08 17  
Warranties

March 2019  
Technical Service

## N16 ENGINE IGNITION COILS: LIMITED WARRANTY EXTENSION TO 10 YEARS/120,000 MILES

This Service Information bulletin supersedes SI M01 08 17 dated February 2018

### What's New:

- Reference and link to SI M12 01 15 added.
- Consequential Repair statement added.

### MODEL

R55 (Cooper Clubman/Clubvan) (N16 Engine) Model Years 2012 and 2013 produced from 6/30/2011 to 6/30/2012	R56 (Cooper Hardtop) (N16 Engine) Model Years 2012 and 2013 produced from 6/13/2011 to 7/2/2012	R57 (Cooper Convertible) (N16 Engine) Model Years 2012 and 2013 produced from 6/13/2011 to 6/29/2012	R58 (Cooper Coupe) (N16 Engine) Model Years 2012 and 2013 produced from 6/22/2011 to 7/2/2012
R59 (Cooper Roadster) (N16 Engine) Model Years 2012 and 2013 produced from 2/2/2012 to 6/29/2012	R60 (Cooper Countryman) (N16 Engine) Model Years 2012 and 2013 produced from 7/26/2011 to 10/30/2012	R61 (Cooper Paceman) (N16 Engine) Model Year 2013 produced from 1/13/2013 to 6/28/2013	



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

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



### ELIGIBLE VEHICLES

To determine a vehicle's eligibility and to confirm this coverage applies, always perform a VIN-specific DCSnet Warranty Inquiry first.

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 ignition coils 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,**

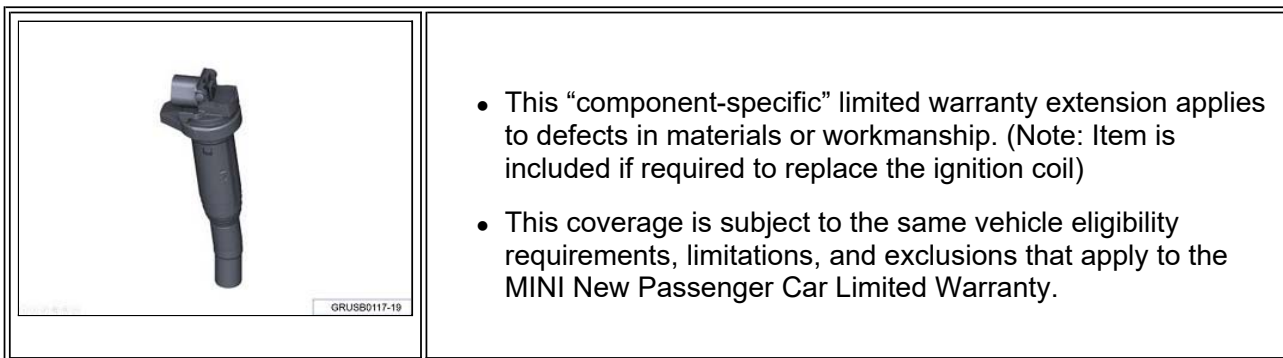
**limitations, and exclusions that apply to the MINI New Passenger Car Limited Warranty, Please see [SI M01 08 17](#) (DC 12 13 90 01 00)**

If you have eligibility and/or coverage questions, please contact the Warranty department through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections prior to performing any repair.

## 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 engine **ignition coils** to:

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



**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.

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

### Customer Notification Letter

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

## PROCEDURE

**UPDATE!** Note: For repair and replacement part-related information, refer to SI M12 01 15. For claim submission information during the Extended Limited Warranty coverage period, refer the Warranty Information section below.

When the check engine light is illuminated and the DME fault memory contains at least one for the following “misfire” fault code entries:

Cylinder #1	Cylinder #2	Cylinder #3	Cylinder #4	Multiple Cylinders
FC 2771	FC 277D	FC 2774	FC 2779	FC 2781
FC 2772	FC 277E	FC 2775	FC 277A	FC 2782
FC 2773	FC 277F	FC 2776	FC 277B	FC 2783

If the ISTA diagnosis procedure identifies ignition coil(s) are defective, replace all four ignition coils.

## 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 ignition coils 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 ignition coil(s) fail again, these 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 labor operations provided below.

<b>Defect Code:</b>	<b>1213900100</b>	<b>R5x R6x N16 US version, ignition coil</b>
<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 64 352	Refer to AIR	Performing “vehicle test*” (with vehicle diagnosis system – checking faults) and replace ignition coils (Main work)
Or:		
00 64 993	Refer to AIR	Performing “vehicle test*” (with vehicle diagnosis system – checking faults) and replace ignition coils (Plus work)
And, as necessary:		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module

And/or, as necessary:		
12 00 009	Work time (WT)	Troubleshooting

If you are using a Main labor code for another repair, use the Plus code labor operation 00 64 993 instead of 00 64 352.

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

**UPDATE !** **Note\***: Labor operations 00 64 352/00 64 993 both include connecting an approved battery charger/power supply (indicated in AIR as Charging battery).

Work time labor operation code 61 00 006 and 12 00 009 are not considered a Main labor operations; however, they do require individual punch times and explanations on the repair order and in the claim comments section.

**UPDATE !** And, as applicable:

#### **UPDATE !** Consequential Repair

**UPDATE !** When additional work and/or parts, which directly relate to and are required to properly perform the repair described in this Service Information bulletin, claim these items under the defect code listed above together with the corresponding labor operations if applicable (including any additional diagnosis) listed in AIR.

**UPDATE !** Please explain the reason for this consequential repair work (the why and what) on the repair order and in the claim comments section.

#### **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.

**UPDATE !** **Note:** The MY 2014 R55, R57, R58, R59, R60 and R61 MINI vehicles with the N16 engine have been added to this bulletin as of **February 2018**.

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 2017 Engine Ignition Coils 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 2017 Engine Ignition Coils 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).

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## **ATTACHMENTS**

View PDF attachment [M010817 Ignition Coil Draft Customer Letter](#).

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Month YYYY

This **“Important Limited Warranty Information”** applies to the MINI vehicle with the Vehicle Identification Number (VIN) of **WMWMR335X01234567**.

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:

- **Ignition Coils**

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 these components 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.

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

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

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

Month YYYY

**VIN WMWMR335X01234567**

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 2017 Engine Ignition Coils 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?