



SIM 01 06 03

2020-01-09

MINI ENHANCED DEALER SELF-AUTHORIZED (DSA) GOODWILL PROGRAM

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

What's New:

- Mandatory MINI Motorer Obsession Training Class must be completed by all dealers to be eligible for Tier 1
- 2020 Tier Assignment Dates

MODEL

All

INFORMATION

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

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

Tier 1 and Tier 2 DSA Criteria, program Guidelines and Exclusions*

MINI Enhanced Tier 1 DSA	MINI Tier 2 DSA
Criteria	Criteria
• Dealers at or less than 110% of the Regional Average • Mandatory - Training class is completed	• Dealers within 111% – 150% of the Regional Average
Program Guidelines	Program Guidelines
• \$10,000 or less per repair line-item • Six (6) DSA funded repair line-items allowed per vehicle • The defective part must have any other warranty or program coverage • Maintenance is allowable up to six (6) months after the expiration of the standard MINI Maintenance Program coverage • Rental vehicles • Towing • Non-warranty repairs	• \$6,000 or less per repair line-item • Three (3) DSA funded repair line-items allowed per vehicle • The defective part must have any other warranty or program coverage • Only repairs that would have been covered under the MINI New Passenger Car Limited Warranty. • Coaching to reach Tier 1 DSA through the use of Action Plans
Exclusions	Exclusions
• Add-on repairs • MINI Dealer-owned and Independent Repair/Service Facility vehicles • Comeback repairs • Damage/repairs covered by the vehicle owner's insurance company • Non-Repair Goodwill reimbursements • Paint and body work • Reimbursements for previous repairs or refused warranty claims	• Add-on repairs • MINI Maintenance Program Service repairs • MINI Dealer-owned and Independent Repair/Service Facility vehicles • Comeback repairs • Damage/repairs covered by the vehicle owner's insurance company • Non-Repair Goodwill reimbursements • Paint and body work • Reimbursements for previous repairs or refused warranty claims • Rental vehicles • Towing • Non-warranty repairs

*See the 2020 DSA Tier Evaluation and Assignment 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 1 DSA – MINI Motorer Obsession Program

Tier 1 dealers are eligible to use the Motorer Obsession Program only if the mandatory Obsession training (TMSi Course Code OL5612) for Service Managers, Warranty Administrators, Service Advisors and General Managers is completed. Refer to SI M01 03 19 for program guidelines.

All required personnel must take the training class to remain eligible for Tier 1.

Tier 2 DSA – Repair cost only

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

For Tier 2 and 3 dealers, it is recommended that the Obsession training (TMSi Course Code OL5612) for Service Managers, Warranty Administrators, Service Advisors and General Manager be completed, this along with meeting the other criteria will assist your dealer in transitioning to Tier 1.

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

2020 DSA Tier Evaluation and Assignment

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

- **Dealer personnel, General Manager, Service Manager, Service Advisors and Warranty Administrators must complete mandatory Obsession training course (TMSi Course Code OL5612).**

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 the 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 Goodwill Measurement Tool compared to the Regional Average.

2020 DSA Tier Assignment Schedule

1st Tier Assignment: February 10, 2020: Tier Evaluation and Assignments from the January 2020 Goodwill Measurement Report.

2nd Tier Assignment: June 15, 2020: Tier Evaluation and Assignments from the May 2020 Goodwill Measurement Report

3rd Tier Assignment: October 12, 2020: Tier Evaluation and Assignments from the September 2020 Goodwill Measurement Report

DSA Goodwill Participation Matrix (Vehicle Age and Mileage)

DSA Goodwill Program Reimbursement Matrix						
Number of Months from In-Service Date						
Mileage		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
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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.

Rental Car (Only eligible for Tier 1 Dealers)

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).

Note: Only eligible if other alternate transportation options are not available.

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

MINI will reimburse the following for a:

- **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 SUBMISSION INFORMATION

The DSA repair line item(s) on the repair order and the customer invoice **must** state: Customer goodwill provided by (your MINI dealer's name).

It's 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
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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.

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.

Please Note:

- The guidelines for this program are being monitored and reviewed on a regular basis.
- BMW NA reserves the right to suspend a Center from this program if it is used excessively or inappropriately.
- BMW NA reserves the right to change or cancel this program without prior notice.

CLAIMS SUBMITTED UNDER THIS PROGRAM ARE SUBJECT TO REVIEW AND/OR DEBIT

Supporting Materials

[picture as pdf M010603_MINI_DSA_TENT Card 1_20.pdf](#)

DSA Goodwill Program Reimbursement Matrix

	Number of Months from In-Service Date					
Mileage		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