



SIM 11 03 23

2023-08-10

DELIVERY STOP: REPLACE CHARGE AIR LINE

MODEL

E-Series	Model Description	Production Date
F54	MINI Clubman	February 13, 2023 – June 23, 2023
F55	MINI Hardtop 4 Door	February 7, 2023 – June 29, 2023
F56	MINI Hardtop 2 Door	February 9, 2023 – June 29, 2023
F57	MINI Convertible	February 8, 2023 – June 27, 2023
F60	MINI Countryman	February 7, 2023 – June 29, 2023

AFFECTED VEHICLES

Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary or Warranty Vehicle Inquiry.

Please make sure you check your dealer inventory as soon as possible. Tomorrow, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG has issued a Delivery Stop (effective August 10, 2023) on some Model Year 2023 - 2024 MINI vehicles that were produced between February 7, 2023 and June 29, 2023.

Do not deliver to a customer, a New, Certified Pre-Owned or Used vehicle subject to a Delivery Stop, until the vehicle is repaired. Do not use or sell replacement equipment/parts subject to a Delivery Stop.

The bulletin will be updated when additional information becomes available.

Pandelica Corina, EG-8-US-1

From: Broadcast Messaging System <noreply@bmwna.com>
Sent: Tuesday, August 29, 2023 4:32 PM
To: DL-BMS_Message_Monitors
Subject: MINI Delivery Stop Update: M110323 Replace Charge Air Line - Override Instructions

Publish Date: August 29, 2023
From: Mini Sales Operation
Expiration Date: September 12, 2023

DCSnet
Message
Urgent

Subject: MINI Delivery Stop Update: M110323 Replace Charge Air Line - Override Instructions

Dear Valued Dealer Partners,

Customer satisfaction and the quality of its products are top priorities for the BMW group. We regularly observe and analyze the long-term quality of our products. Tests have shown that a charge air line which is installed in affected vehicles was not produced according to MINI quality specifications. Consequently, under certain circumstances, this could result in a noticeable whistling sound, a check-control message ("drivetrain faulty") could be displayed and, if applicable, the engine warning light could illuminate.

Due to limited parts availability, replacement of this part cannot be carried out at this time.

Vehicles In transit and at VDC will remain until parts are available. Parts to Dealer and VDC will be prioritized on a first ordered basis. First delivery of parts expected to arrive the week of September 11th, 2023.

Please carefully review attached bulletin #: M-1-0823-16 as it contains a process to override the STOP upon customer written acknowledgement. The bulletin has also been posted on CenterNet/DealerNet.

For additional questions, please contact MINI Sales at MINI.Sales@miniusa.com

Regards,

MINI USA

Attachments: [M-1-0823-16 MINI Charge Air line Delivery Stop Update\[1693340951244\].pdf](#)

Recipients: MINI Passenger Cars, All Offering, All Region, All Areas, All Departments, All Personnel
All, CC-All

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Bulletin #: M-1-0823-16

Take Note Take Action

Retail Operator

Sales Pre-Owned

Business Manager

Parts & Accessories

General Manager

Sales New Car

Service

Administration

Name: Claude Bruni

Phone Number: 201.307.4447

Title: MINI USA: MINI Sales, Department Head

Source:



Date: August 29, 2023

Supersedes:

DELIVERY STOP UPDATE.

M110323 REPLACE CHARGE AIR LINE – OVERRIDE INSTRUCTIONS

Customer satisfaction and the quality of its products are top priorities for the BMW group. We regularly observe and analyze the long-term quality of our products. Tests have shown that a charge air line which is installed in affected vehicles was not produced according to MINI quality specifications. Consequently, under certain circumstances, this could result in a noticeable whistling sound, a check-control message (“drivetrain faulty”) could be displayed and, if applicable, the engine warning light could illuminate. Due to limited parts availability, replacement of this part cannot be carried out at this time.

TAKE ACTION

- Vehicles in Dealer Inventory can be delivered to customers after informing the customer of the situation and if they agree to sign the attached letter. Customers will need to bring their vehicle back to have their charge air line updated within the next few months. Until then, a customer can use their vehicle without restriction but should pay attention to any warnings. Should a yellow Check Control Message (“Drivetrain faulty”) or engine warning light display in the vehicle. We encourage the customer to contact a MINI dealer immediately.
- Once the letter is signed, the campaign can be cleared by entering the appropriate warranty info below:

Labor Operation	Description	Labor Allowance	Defect Code
00 75 510	Customer Info Letter (plus work)	1 FRU	0011440700
00 75 010	Customer Info Letter (main work)	2 FRU	

- Should an RDR override be necessary due to the system still displaying the stop after the warranty claim is submitted, you can create and enter any RO number and the date the customer letter was signed.

NOTE: The remedy Status for this Stop will remain as a Red X in all systems until the SIB is updated with repair information.

Please retain signed customer acknowledgement in records for audit purposes.

MORE QUESTIONS?

Please email MINI.SALES@MINIUSA.com



CUSTOMER ACKNOWLEDGEMENT

Dear Customer,

Thank you for deciding to drive a MINI Vehicle Identification Number (VIN): _____

Customer satisfaction and the quality of its products are top priorities for the BMW Group. We regularly observe and analyze the long-term quality of our products. Tests have shown that a charge air hose which is installed in the internal combustion engine of your vehicle was not produced according to MINI's quality specifications. Consequently, under certain circumstances, this could result in a noticeable whistling sound, a Check-Control Message ("Drivetrain faulty") could be displayed and, if applicable, the engine warning light could illuminate. Due to limited parts availability, replacement of this part cannot be carried out at this time.

A workshop visit will be necessary within the next few months as soon as the replacement part is available. The work will be performed free of charge by your authorized MINI dealer. Until then, you can use the vehicle without restrictions, but you should pay attention to any warnings. Should a yellow Check Control Message ("Drivetrain faulty") or engine warning light display in the vehicle, please contact a MINI dealer immediately.

By signing this form, you acknowledge that you have read and understand the above information.

Signature MINI customer

Date

Pandelica Corina, EG-8-US-1

From: Broadcast Messaging System <noreply@bmwna.com>
Sent: Thursday, August 31, 2023 6:51 PM
To: DL-BMS_Message_Monitors
Subject: MINI Delivery Stop: M110323 Replace Charge Air Line ****URGENT UPDATE****

Publish Date: August 31, 2023
From: Mini Sales Operation
Expiration Date: September 14, 2023

DCSnet
Message
Urgent

Subject: **MINI Delivery Stop: M110323 Replace Charge Air Line
URGENT UPDATE**

Dear Valued Dealer Partners,

EFFECTIVE September 1, 2023 12:01AM EST: Information previously communicated and outlined in bulletin #: M-1-0823-16 containing claim override instructions upon customer written acknowledgement is no longer necessary or valid.

Due to earlier arrival [first week of September] of the initial repair parts than originally expected, repair of STOP sale vehicles must be performed prior to delivery. Impacted vehicles with the STOP should **NOT** be delivered to customers.

Please note, information regarding this topic is continuously evolving and we will communicate any changes or updates as we receive them. As a reminder, Customer Priority 1 - SOLD cars and orders will take priority for the initial sourcing of replacement parts.

Thank you for your understanding and support as we work through this situation, together.

For additional questions, please contact MINI Sales at MINI.Sales@miniusa.com

Regards,

MINI USA

Attachments: No Attachments

Recipients: MINI Passenger Cars, All Offering, All Region, All Areas, All Departments, All Personnel
All, CC-All

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