



## SIM 01 06 16

### FOOTWELL MODULE (FRM) EXTENDED LIMITED WTY (ELW) INCREASE TO 15 YRS/186,000 MLES 2026-05-06

This Service Information bulletin (Revision 04) supersedes SI M01 06 16 **dated March 2025**

#### What's New:

- Situation, Procedure, Parts, and Claim Information sections updated
- Latest sample customer letter added.

## MODEL

E-Series	Model Year	Model	Description
R55	2010 to 2014	MINI Clubman	Cooper, Cooper S, Cooper JCW, Cooper S JCW
R56	2007 to 2013	MINI Hardtop	Cooper, Cooper S, Cooper JCW
R57	2010 to 2014	MINI Convertible	Cooper, Cooper S, Cooper JCW
R58	2012 to 2014	MINI Coupe	Cooper, Cooper S, Cooper JCW
R59	2012 to 2014	MINI Roadster	Cooper, Cooper S, Cooper JCW
R60	2011 to 2014	MINI Countryman	Cooper, Cooper S, Cooper S ALL4, Cooper JCW
R61	2013 to 2014	MINI Paceman	Cooper, Cooper S, Cooper S ALL4, Cooper JCW

**Note: Within the models and model years listed above, there are affected and non-affected vehicles.**

The Model information above is for informational purposes only, it is not the only deciding factor.

#### Eligible Vehicles

To assist you in identifying those vehicles that have this component-specific extended limited warranty (ELW) coverage, the following Vehicle Comment will show in the VIN-specific Warranty Vehicle Inquiry (WVI).

#### March 2025 New Superseding Vehicle Comment

**Important Update to FRM ELW SI M01 06 16 (RC 61 35 90 10 00): For this vehicle, the Footwell Module (FRM) limited warranty for defects in materials and / or workmanship has been supplementarily increased to 15 years / 186,000 miles as determined from the original first in-service / delivery date. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the MINI New Passenger Car Limited Warranty. This FRM ELW-related coverage statement supersedes the prior two ELW coverage statements.**

**Note:** Before performing a repair and submitting a claim, first confirm that the vehicle has the above Notice of Extended Limited Warranty coverage in the WVI's "Vehicle Comments" section.

**Note:** The footwell module's extended limited warranty coverage period has been increased 15 Years / 186,000 Miles from 10 Years /156,000 Miles with the posted update of this bulletin dated February 2025.

If you have ELW 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.

## SITUATION

Please see bulletin pdf in Supporting Materials

Supporting Materials

[picture\\_as\\_pdf M010616\\_AT\\_2 Cust Letter.pdf](#)

[picture\\_as\\_pdf M01 06 16 REV04\\_SR.pdf](#)

[picture\\_as\\_pdf M010616\\_AT\\_1 ELW RBMT Interim Prd 03\\_2025.pdf](#)

# Service Information Bulletin

Warranties

April 27, 2026

M01 06 16

## FOOTWELL MODULE (FRM) EXTENDED LIMITED WTY (ELW) INCREASE TO 15 YRS/186,000 MLES

This Service Information bulletin (Revision 04) supersedes SI M01 06 16 dated **March 2025**

### What's New:

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R61	2013 to 2014	MINI Paceman	Cooper, Cooper S, Cooper S ALL4, Cooper JCW

**Note: Within the models and model years listed above, there are affected and non-affected vehicles.**

The Model information above is for informational purposes only, it is not the only deciding factor.

### Eligible Vehicles

To assist you in identifying those vehicles that have this component-specific extended limited warranty (ELW) coverage, the following Vehicle Comment will show in the VIN-specific Warranty Vehicle Inquiry (WVI).

### March 2025 New Superseding Vehicle Comment

**Important Update to FRM ELW SI M01 06 16 (RC 61 35 90 10 00): For this vehicle, the Footwell Module (FRM) limited warranty for defects in materials and / or workmanship has been supplementarily increased to 15 years / 186,000 miles as determined from the original first in-service / delivery date. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the MINI New Passenger Car Limited Warranty. This FRM ELW-related coverage statement supersedes the prior two ELW coverage statements.**

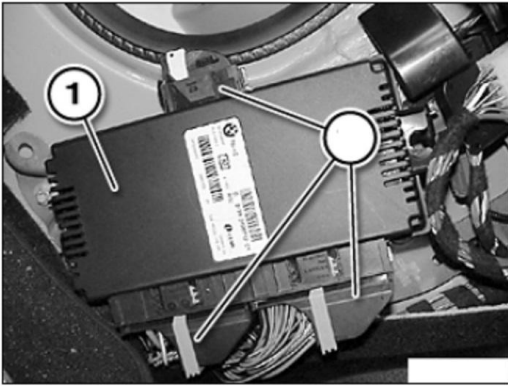
**Note:** Before performing a repair and submitting a claim, first confirm that the vehicle has the above Notice of Extended Limited Warranty coverage in the WVI's "Vehicle Comments" section.

**Note:** The footwell module's extended limited warranty coverage period has been increased 15 Years / 186,000 Miles from 10 Years / 156,000 Miles with the posted update of this bulletin dated February 2025.

If you have ELW 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.

## **SITUATION**

### **Component-Specific Extended Limited Warranty (ELW)**



For the eligible vehicles and for the issue described below, MINI USA, a division BMW of North America, LLC (MINI USA) is supplementarily increasing the extended limited warranty coverage period for the vehicle's **Footwell Module (FRM)** to:

- **15 years / 186,000 miles as determined by the vehicle's original first in-service / delivery date.**

This coverage applies to the vehicle, is transferable, and is subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that apply to the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

**Note: 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.

### **Customer Notification Letter**

Even though this is NOT a Recall, MINI USA will be sending VIN-specific customer notification letters.

**Note:** Many applicable vehicles will be eligible for both a qualifying prior repair reimbursement, and the remainder of the FRM extended coverage period going forward. While some other applicable vehicles will only be eligible for a qualifying prior FRM repair reimbursement when it was performed during the extended coverage active period.

## **CAUSE**

1. The Footwell module (FRM) may have become corrupted after performing a:

- One or more FRM monitored vehicle systems have active malfunctions that cause a constant accumulation of related faults to be stored, and/or after performing a
- Vehicle Test,
- Programming procedure,
- 12V battery jump start, disconnect, replacement, and/or

Or the:

2. Footwell Module itself (FRM) failed (Primary causal part) prior to performing any diagnosis, or repair-related work procedures.

## **CORRECTION**

**SI M61 02 26**

As a preventive measure to protect the FRM, the primary objective of this Service Information Bulletin is to attempt performing a FRM lamp short-circuit counters “reset” first by using the FRM Diagnostic Adapter (dongle) special tool (SI M04 01 26 for Part Number 83 30 5 B93 3A5).

### **Other Pre-Existing Vehicle Lighting System-Related Issues and Repairs**

After the FRM counters are reset, a vehicle diagnostic and visual check must still be performed to identify the repairs that are needed to address the pre-existing root causes that are responsible for the vehicle electrical system’s short circuits.

**It is important to notify the customer that additional vehicle diagnosis may also be required. This additional diagnosis, and the corresponding repair work that is required is not covered by this ELW.**

If these issues are not repaired, the counters will start accumulating the fault generated-related data again despite the fact the FRM was reset.

Inaction by the vehicle’s owner to have underlying FRM related issue(s) rectified can potentially result in permanent damage to the FRM in addition to the other required repairs.

An FRM replacement and in conjunction vehicle programming procedure may be required if FRM cannot be reset to allow the other related issues to be addressed.

### **PROCEDURE**

When an applicable vehicle arrives with defective light bulbs, corresponding Check Control Messages, and /or issues with shorts in the related electrical system wiring, identify and document all the issues that may require repair later.

It may also be helpful to review the vehicle’s Repair History (Claims) section located at the bottom of the Warranty Vehicle Inquiry (WVI), and your dealer’s vehicle history file to identify if there was a recent / prior FRM replacement, and / or other FRM-related electrical system repairs that were performed on the vehicle.

**A. Then as a preventative measure to protect the FRM, use the dongle tool first to reset the FRM.**

Or:

**B. Diagnose, and Replace a Failed FRM, and perform the required Programming Procedure**

**SI M61 05 23 Recall 23V-337: Footwell Module (FRM) Moisture/Water Intrusion (R55, R56)**

**Note: FRM issues, including those identified in item “A,” that are related to and because of performing the recall remedy repair that addresses different situation, please claim this FRM-related repair work as outlined in the Recall Service Information Bulletin.**

### **PARTS INFORMATION**

Only order these parts in the quantities needed to address customers’ vehicles that have confirmed failures.

When required, to determine the part numbers that apply to the specific vehicle being repaired, enter the VIN/chassis number into either ETK or AIR, this will consider the specific equipment and/or options that are fitted to the vehicle.

Part Number	Description	Quantity
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Refer to ETK/AIR	Footwell module (FRM)	1
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Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalogue, or other approved BMW Group's resources, according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

## **CLAIM INFORMATION**

For eligible US-specification MINI vehicles that are registered and operated in the United States (including Puerto Rico), the component-specific 15 year (180 month) / 186,000-mile extended limited warranty coverage for defects in materials and/or workmanship applies to qualifying repairs performed by authorized MINI dealers.

This coverage applies to the vehicle, is transferable, and is subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that apply to the MINI New Passenger Car Limited Warranty.

**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 Certified Pre-Owned Program, or any BMW Group Vehicle Service Contract that applies to the vehicle.

For the issues described in this bulletin, the FRM reset procedure, or the replacement FRM are covered by the remaining portion of the extended limited warranty coverage period.

## **Non-Qualifying Repairs**

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico, or the diagnosis and repair of issues that are outside the intended scope of this extended coverage, other unrelated issues, and/or that are due to outside influences are not covered by this limited warranty extension. 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.

## **Qualifying Repairs – Claim Submission**

<b>Repair Code:</b>	<b>6135901000</b>	<b>R5x R6x Footwell module (FRM)</b>
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Obtain the flat rate unit (FRU) allowances for the following that applies.

### **A. SI M61 02 26: Using the FRM Diagnostic Adapter (dongle) special tool to reset the FRM lamp's short-circuit counters**

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
<b>61 99 000</b>	Work time (WT) to reset the FRM with the FRM reset dongle tool <b>(Main work)</b>	<b>3 FRU</b>
<b>Or:</b>		
<b>61 99 000</b>	Work time (WT) to reset the FRM with the FRM reset dongle tool <b>(Plusposition)</b>	<b>2 FRU</b>

If you are using a Main labor operation code for another repair, then only claim the work time allowance that applies to the Plusposition type labor operation.

Or:

**B. Diagnose, and Replace a Failed FRM that would not Reset.**

Labor Operation	Description	Labor Allowance
00 00 006	Carrying out vehicle test (Main work)	As applicable
Or:		
00 00 556	Carrying out vehicle test (Plus work)	As applicable
And:		
61 21 528	Supporting voltage of the vehicle electrical system / recharging vehicle battery	As applicable
And, as needed:		
61 00 006*	Carrying out vehicle diagnosis, ABL (Work time)	WT FRU
Or:		
00 58 500*	Diagnosis Worktime Flat Rate	2 FRU
And:		
61 35 616	61 35 616 Replacing FRM (After vehicle diagnosis)	As applicable

And/or:

**Without an Open Programming and Encoding Technical Campaign (See below)**

Labor Operation	Description	Labor Allowance
61 35 616	Replacing FRM (After vehicle diagnosis)	As applicable
And:		
61 00 710	Programming/encoding control unit(s) (Associated work, without Car Access System) (includes deleting the fault memory)	As applicable
Or:		
61 00 720	Programming/encoding control unit(s) (Associated work, with CAS) (includes deleting the fault memory)	As applicable

If you are using a Main labor code for another repair, use the Plus code labor operation 00 00 556 instead of 00 00 006, or exclude (including 61 21 528) when the Vehicle Test is included in another repair.

Work time labor operation codes 61 00 006 and 00 58 500 are not considered Main labor operations.

**BMW Group’s AIR Application Resource for Flat Rate Labor Operation Codes**

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number (last seven (7) characters of the VIN), and click on the “Search” icon. If the “Vehicle Selection” window displays two or more model possible vehicle choices, select the applicable Model, or enter the full VIN (17 characters) instead to proceed. Click on the “Flat Rate Units” button and enter a flat rate labor operation code number “without spaces” in the field to the right, click on the “Search” icon to display the corresponding listing of “Flat rate unit group details” that are available and their corresponding FRU allowances.

**Vehicle Programming and Encoding - FRM Replacement**

During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

**After replacing the FRM, perform and submit for updating the vehicle's software to the required I-level or higher through the technical campaign.**

Please be sure to also perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any other open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.

### **Vehicle Programming and Encoding – Additional Work (RO and Claim Comments Required)**

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Repair Code in this bulletin together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis\* that applies.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the applicable Repair Code listed in AIR together with the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), including the diagnosis\* that applies.

(\*) Based on which one applies to your dealer, please refer to **SI M01 01 20 or M01 04 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your dealer performed, unless otherwise required by State law.

### **Previous Customer-Pay Repairs – Limited Warranty Extension Reimbursement**

MINI USA, a division of BMW of North America, LLC (MINI USA) will **reimburse** certain costs for qualifying customer-pay repairs that were performed on an eligible vehicle **prior** to the release of this updated component-specific extended limited warranty coverage.

**Note: The footwell module's extended limited warranty coverage period has been increased to 15 Years / 186,000 Miles from 10 Years /156,000 Miles with the posted update of this bulletin dated February 2025.**

**A qualifying customer pay repair must primarily be for a covered FRM repair for the issues described in this Service Information Bulletin. Also, the repair facility 's procedures to address the above situation must have been performed correctly, adequately, and completely, as required by the applicable BMW Group approved repair standards and instructions.**

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, or the diagnosis and repair of issues that are outside the intended scope of

this extended coverage, other unrelated issues, and/or that are due to outside influences are not covered by this limited warranty extension. 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:

- MINI ELW Footwell Module

### **Reimbursement Request Procedure**

The online process is initiated by attaching/sending PDF files of the supporting documentation for the 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: MINI ELW Footwell Module  
P.O. Box 54067  
Hurst, Texas 76054

Fax number: 877-434-2992

**Please allow 4-6 weeks for processing your request.**

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

### **FEEDBACK REGARDING THIS BULLETIN**

Technical Feedback	To submit feedback for the technical topic of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

# MINI



March 2025

## **Footwell Module (FRM) Extended Limited Warranty (ELW) Increase To 15 Years/186,000 Miles**

Certain applicable Model and Model Year MINI Clubman (R55), Hardtop (R56), Convertible (R57), Coupe (R58), Roadster (R59), Countryman (R60), Paceman (R61) Cooper, Cooper S, and Cooper JCWs may be affected.

### **What is the specific issue?**

Either while performing diagnosis and/or a vehicle software update procedure, or after a 12-volt battery disconnect, or a 12-volt power supply interruption on an affected vehicle, the Footwell Module (FRM) may fail (Consequential).

This can be caused by either a compatibility issue with certain combinations of vehicle software i-Levels and the version of the Footwell Module's hardware that is installed in the vehicle.

Or, the Footwell Module (FRM) itself failed prior to performing any vehicle diagnosis, or any other related repair work procedures.

### **Have you previously paid for this type of FRM repair?**

Prior to the release of this latest update to this component-specific extended limited warranty, if you previously paid for a repair that addressed / corrected an issue like the ones described above, you may be eligible to be reimbursed for certain previously paid repair costs that qualify.

Addressing and repairing other vehicle issues and/or issues caused by installed non-genuine MINI parts and/or used MINI passenger car parts are not covered under this extended limited warranty.

To request a reimbursement review of your previous customer pay repair invoice (Authorized MINI dealer or an independent repair shop), please submit your request on-line at [www.MINI-RP.com](http://www.MINI-RP.com) under the following reference:

- **MINI ELW Footwell Module**

The on-line process is initiated by attaching/sending PDF files of your supporting documentation for the prior repair (Please include a copy of the completed page two (2) reimbursement request checklist together with the other applicable required documentation).

Please include a copy of the completed page two (2) reimbursement request checklist together with the other applicable required documentation.

An alternative method to request a reimbursement is either by mail, or by fax, as described below.

MINI Customer Reimbursement Center  
 Attention: MINI ELW Footwell Module  
 P.O. Box 54067  
 Hurst, TX 76054 / Fax number: 877-434-2992

### **Please allow 4-6 weeks to process your request.**

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

Sincerely,

MINI USA, a division of BMW of North America

**Company**  
 MINI USA  
 A division of BMW  
 of North America, LLC

**Website**  
[www.miniusa.com](http://www.miniusa.com)

**MINI Footwell Module (FRM) Extended Limited Warranty (ELW)  
Previous Customer-Pay Repair Reimbursement – Required Documentation Checklist**

Reimbursement for a qualifying customer pay repair is available to the MINI owner/lessee who incurred the expense. The questions below will assist you in reviewing your repair order/invoice documentation.

Prior Repair Review Questions	Answers - One per Row	
Did a prior repair to your vehicle address an issue with the FRM like the ones that are described in this letter?	Yes, next	No
Did you pay for this repair?	Yes, next	No
Does the repair facility's documentation confirm that the FRM was the the cause of the issue with your vehicle?	Yes, proceed to the checklist	No

When a Prior Repair Review Question's result is a "No" response, no further action is required.

**Note:** Within the applicable MINI models and model years, there are affected and non-affected vehicles.

**A qualifying customer pay repair must primarily address an FRM-related issue that is described in this letter. Also, the repair facility 's procedures to correct the issue must have been performed correctly, adequately, and completely as required by the applicable BMW Group approved repair standards and instructions.**

**Required Repair Order (RO) or Invoice Documentation - Checklist**

For a previous repair reimbursement request, please include a completed copy of this page 2 Required Documentation Checklist (one per repair/request) together with legible copies (either a scan, photo, PDF, and/or screenshots) of the following documentation with your name, address, and your preferred contact telephone number(s) and email address(es).

- Customer name and address
- Vehicle Identification Number ("VIN")
- The date of repair
- The mileage when the repair was performed
- Itemized list of labor charges for all repairs\* including diagnosis
- Itemized list of parts (Part numbers), including any miscellaneous items, billed for all repairs\*

(\* ) For repair orders containing multiple repair line items, reimbursement consideration will only be given to those line-item expenses that are directly related to the specific repair that is now covered by this component-specific extended limited warranty.

**Required Proof of Payment Documentation**

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"
- Cancelled check
- Signed credit/debit card receipt
- Credit/debit card statement

**MINI USA, a division of BMW of North America, LLC ("MINI USA") reserves the right to review and adjust/reduce the amount that will be reimbursed based on what is normally recognized as customary, fair, and reasonable, to diagnose, perform a repair, or to replace components (including the applicable scope and directly related consequential part replacements, and other related materials) to address the issue with the vehicle.**

**Except for reasonable account number protection measures, illegible, altered/modified, incomplete, non-authentic and/or fabricated repair order/invoice documentation will not be accepted.**



# MINI

7600 S GRANT STREET  
BURR RIDGE, IL 60527  
DO NOT MAIL REPAIR ORDERS TO THIS ADDRESS



September 2025

Effective as of the date above, the following **Important Vehicle Limited Warranty Information**, applies to the MINI model with Vehicle Identification Number (VIN) **5UXCWSEEDSAMPLE01**.

Dear MINI Owner/Lessee:

For the above reference vehicle, MINI USA, a division of BMW of North America, LLC ("MINI USA") is extending the limited warranty for your vehicle's:

- **Footwell Module (FRM) to 15 years / 186,000 miles, whichever occurs first, as determined from your vehicle's original first in-service / delivery date.**
- **Many applicable vehicles will be eligible for both a qualifying prior repair reimbursement, and the remainder of the FRM extended coverage period going forward. While some other applicable vehicles will only be eligible for a qualifying prior FRM repair reimbursement when it was performed during the extended coverage active period.**

Due to vehicle software and hardware compatibility issues with a correctly fitted vehicle, either while performing electronic system diagnosis, a vehicle software update procedure, or after a 12-volt battery disconnect / power supply interruption, the Footwell Module (FRM) may fail consequentially, or the Footwell Module itself (FRM) may have failed.

This component-specific extended limited warranty (ELW) applies to defects in materials and/or workmanship. This coverage is subject to the same vehicle eligibility requirements and limitations that apply to the MINI New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

**This is a notice of a "component-specific" limited warranty extension. This is not a notice of a Recall or Service Action.**

If your vehicle is experiencing a situation like the one described above, please contact your authorized MINI dealer to schedule an appointment to have the issue with your vehicle diagnosed.

After the MINI dealer confirms that the scope of your vehicle's issue, and that this extended limited warranty coverage corresponds and applies to the required vehicle repair, and your vehicle qualifies, the authorized MINI dealer will perform the applicable covered FRM replacement repair, or a MINI approved reset procedure (when available) free of charge.

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico, or the diagnosis and repair of issues that are outside the intended scope of this extended coverage, other unrelated issues, and/or that are due to outside influences are not covered by this limited warranty extension. 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, especially those parts that have embedded vehicle / version information that does not match and/or is not compatible with the vehicle being repaired.

MINI USA will also reimburse certain costs for qualifying customer-pay repairs that were performed prior to the release of this component-specific extended limited warranty coverage as described in this letter.

We are determined to exceed your expectations, and we hope that this focused extended limited warranty coverage will further enhance your ownership experience.

Sincerely,

MINI USA

**Company**

MINI USA  
A division of BMW  
of North America, LLC

**Mailing Address**

PO Box 1227  
Westwood NJ 07675-1227

**Website**

www.miniusa.com



**MINI FRM Extended Limited Warranty (ELW)  
Previous Customer-Pay Repair – Required Documentation Checklist**

**VIN: 5UXCWSEEDSAMPLE01**

Reimbursement for a qualifying customer pay repair is available to the MINI Owner/Lessee who incurred the expense. The questions below will assist you in reviewing your repair order/invoice documentation. When all your responses below are “Yes,” and after completing the Checklist, proceed to page three (3) for further instructions.

Prior Repair Review Questions	Answers - One per Row	
Was the the FRM replaced to correct an issue like the ones described in this letter?	Yes, next	No
Did you pay for this repair?	Yes, next	No
As determined by your vehicle’s in-service date (age), and the mileage when the repair was performed, was the vehicle still within 15 years (180 Mths)/186,000 miles?	Within 15/186, Yes, next	No
Did the repair facility’s diagnosis confirm an issue with the FRM? (It did not fail because of an outside influence).	Yes, proceed to the checklist	No

When a Prior Repair Review Question’s result is a “No” response, no further action is required.

**Required Repair Order (RO) or Invoice Documentation - Checklist**

For a previous repair reimbursement request, please include a copy of your completed page 2 document (one per repair/request) together with legible copies (either a scan, photo, PDF, and/or screenshots) of the following documentation with your name, address, and your preferred contact telephone number(s) and email address(es).

This document must include the following information:

- Customer name and address
- Vehicle Identification Number (“VIN”)
- The date of repair
- The mileage when the repair was performed
- Itemized list of labor charges for all repairs\* including diagnosis
- Itemized list of parts (Part numbers), including any miscellaneous items, billed for all repairs\*

(\*) For repair orders containing multiple repair line items, reimbursement consideration will only be given to those line-item expenses that are directly related to the specific repair that is now covered by this component and repair-specific extended limited warranty.

**Required Proof of Payment Documentation**

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”
- Cancelled check
- Signed credit/debit card receipt
- Credit/debit card statement

**MINI USA, a division of BMW of North America, LLC (“MINI USA”) reserves the right to review and adjust/reduce the amount that will be reimbursed based on what is normally recognized as customary, fair, and reasonable, to diagnose, perform a repair, or replace a component (including the applicable and scope of replacement parts, and related materials) to address an operational issue with the vehicle.**

**Except for reasonable account number protection measures, illegible, altered/modified, incomplete and/or non-authentic repair order/invoice documentation will not be accepted.**



**MINI FRM ELW**  
**Previous Customer-Pay Repair - Reimbursement Request**

**VIN: 5UXCWSEEDSAMPLE01**

**Eligible and Qualifying Previous Customer Pay Repairs**

MINI USA, a division of BMW of North America, LLC ("MINI USA") will reimbursement certain costs for qualifying customer-pay repairs that were performed on eligible vehicles prior to the release of this component-specific extended limited warranty.

**A qualifying customer pay repair must primarily be for a repair to address a covered issue with the the vehicle's FRM. Also, the repair facility's procedures to address the situation described must have been performed correctly, adequately, and completely, as required by the applicable BMW Group approved repair standards and instructions.**

Customer-pay repairs are subject to the same vehicle eligibility requirements, limitations, and exclusion criteria that applies to the MINI New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

**Repairs that Do Not Qualify for Reimbursement**

Repairs performed on ineligible vehicles, eligible vehicles operated and repaired outside the United States and Puerto Rico, or the diagnosis and repair of issues that are outside the intended scope of this extended coverage, other unrelated issues, and/or that are due to outside influences are not covered by this limited warranty extension. 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, especially those parts that have embedded vehicle / version information that does not match and/or is not compatible with the vehicle being repaired.

**Requesting Reimbursement**

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 submit your reimbursement request on-line at [www.MINI-RP.com](http://www.MINI-RP.com) under the following reference:

- MINI ELW Footwell Module

**Reimbursement Request Procedure**

The on-line process is initiated by attaching/sending PDF files of the supporting documentation for the prior repair (A copy of a completed page two (2) checklist, together with the other required documentation).

The alternative method to request reimbursement, either by mail, or by fax, is provided below:

MINI Customer Reimbursement Center  
Attention: MINI ELW Footwell Module  
P.O. Box 54067  
Hurst, TX 76054  
Fax number: 877-434-2992

**Please allow 4-6 weeks for processing your request.**

Should you have any questions concerning this reimbursement process, please call 1-844-857-0341.

