




SI M01 11 16
Warranties

January 2019
Technical Service

OC3 SEAT OCCUPANCY MAT: LIMITED WARRANTY EXTENSION TO 10 YEARS/120,000 MILES

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

This Service Information bulletin supersedes SI 01 11 16 dated **January 2017**

What's New:

- The new replacement part numbers provided in Parts Information section do not require the seat cover to be replaced in conjunction with replacing the OC3 Mat.
- Repair/claim submissions with repair order/claim dates **on or after February 4, 2019** will require the use of these new part numbers only.

MODEL

R55 (Cooper Clubman) (N12) Model years 2008 to 2010 produced 10/20/2007 to 7/22/2010	R55 (Cooper Clubman) (N16) Model years 2011 to 2014 produced 7/23/2010 to 6/27/2014	R55 (Cooper S Clubman) (N14) Model years 2008 to 2010 produced 11/22/2007 to 7/23/2010	R55 (Cooper S Clubman) (N18) Model years 2011 to 2014 produced 7/19/2010 to 6/27/2014
R55 (Cooper S JCW Clubman) (N14) Model years 2009 to 2012 produced 5/8/2008 to 6/29/2012	R55 (Cooper S JCW Clubman) (N18) Model years 2013 to 2014 produced 9/6/2010 to 6/21/2014	R56 (Cooper Hardtop) (N12) Model years 2007 to 2010 produced 11/16/2006 to 7/23/2010	R56 (Cooper Hardtop) (N16) Model years 2011 to 2013 produced 7/23/2010 to 11/21/2013
R56 (Cooper S Hardtop) (N14) Model years 2007 to 2010 produced 11/14/2006 to 7/23/2010	R56 (Cooper S Hardtop) (N18) Model years 2011 to 2013 produced 7/23/2010 to 11/19/2013	R56 (Cooper S JCW Hardtop) (N14) Model years 2009 to 2012 produced 5/16/2008 to 6/30/2012	R56 (Cooper S JCW Hardtop) (N18) Model year 2013 produced 7/19/2012 to 11/21/2013
R57 (Cooper Convertible) (N12) Model years 2009 to 2010 produced 12/2/2008 to 7/22/2010	R57 (Cooper Convertible) (N16) Model years 2011 to 2015 produced 10/25/2010 to 6/12/2015	R57 (Cooper S Convertible) (N14) Model years 2009 to 2010 produced 12/2/2008 to 7/22/2010	R57 (Cooper S Convertible) (N18) Model years 2011 to 2015 produced 2/5/2011 to 6/5/2015
R57 (Cooper S JCW Convertible) (N14) Model years 2009 to	R57 (Cooper S JCW Convertible) (N18) Model years 2013 to	R58 (Cooper Coupe) (N16) Model years 2012	R58 (Cooper S Coupe) (N18) Model years 2012

2012 produced 2/9/2009 to 6/27/2012	2015 produced 9/5/2010 to 5/28/2015	to 2015 produced 6/22/2011 to 4/29/2015	to 2015 produced 7/12/2011 to 5/1/2015
R58 (Cooper S JCW Coupe) (N14) Model year 2012 produced 6/22/2011 to 7/2/2012	R58 (Cooper S JCW Coupe) (N18) Model years 2013 to 2015 produced 9/5/2012 to 4/29/2015	R59 (Cooper Roadster) (N16) Model years 2012 to 2015 produced 2/2/2012 to 4/17/2015	R59 (Cooper S Roadster) (N18) Model years 2012 to 2015 produced 11/24/2011 to 4/17/2015
R59 (Cooper S JCW Coupe) (N14) Model year 2012 produced 1/28/2012 to 6/29/2012	R59 (Cooper S JCW Coupe) (N18) Model years 2013 to 2015 produced 7/19/2012 to 4/16/2015	JCW = John Cooper Works	



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

factor.

The determination of vehicle eligibility and extended limited warranty component coverage must always first be done by performing a VIN-specific DCSnet Warranty Inquiry.

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 front passenger’s OC3 seat occupancy mat 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 11 16](#) (DC 65 77 90 03 00).

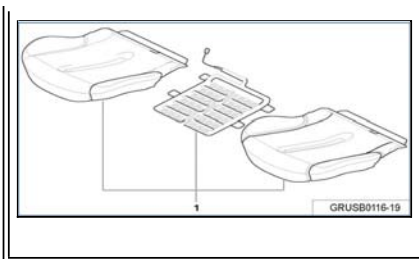
If you have ELW eligibility and/or coverage questions, please contact the Warranty department through IDS by selecting “Coverage, Policy and Coding” prior to performing any repair.

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 front passenger’s **OC3 seat occupancy mat to:**

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

- **UPDATE!** Item #1 (**without the seat cover as noted in Parts Information as of 2/4/2019**): This “component-specific” limited warranty extension applies to defects in materials or workmanship.



- This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the MINI New Passenger Car Limited Warranty.



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 a problem.

Customer Notification Letter – VIN and Component-specific Warranty Extension

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



PARTS INFORMATION

The new part numbers provided below do not require the seat cover to be replaced in conjunction with replacing the OC3 Mat.

The part numbers listed below are not included in the Electronic Parts Catalog (ETK/EPC).

Performing a part number look-up in ETK (EPC) by VIN or model in place of using/invoicing the applicable part number listed below will result with the wrong part being invoiced and installed.

Repair/claim submissions with repair order/claim dates on or after February 4, 2019 will require the use of these new part numbers only

UPDATE! Part Number	Description	Quantity
52 10 7 498 441	Basic seat upholstery	1
Or:		
52 10 7 498 442	Sports seat upholstery parts	1
Or:		
52 10 7 498 443	Cushion Recaro	1
Or:		
52 10 7 951 464	Cushion seat in pipe form right	1

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

Additional repair-related parts:

Part Number	Description	Quantity

52 10 1 945 543	Clamp	As needed
52 20 8 129 296	Wire-strap (1800MM)	Sublet, as needed

WARRANTY INFORMATION

The front passenger's OC3 seat occupancy mat 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).

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

Should the OC3 seat occupancy mat fail again, this component is covered by the remaining portion of the extended limited warranty coverage period.

The existing limited warranty coverage for all other parts **has not** changed.

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 the applicable labor operations provided below.

Defect Code:	6577900300	UPDATE! R55 R56 R57 R58 R59 US version, SBE mat (seat occupancy mat)
Labor Operation:	Labor Allowance:	Description:
00 00 006	Refer to AIR/KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults) (Main work)
Or:		
00 00 556	Refer to AIR/KSD2	Performing "vehicle test" (with vehicle diagnosis system – checking faults) (Plus work)
And:		
61 21 528	Refer to AIR/KSD2	Connect an approved battery charger/power supply(indicated in KSD2 as "Charging battery")
And, as necessary:		
61 00 006	Work time (WT)	Performing vehicle diagnosis – test module
And:		
65 77 604	Refer to AIR/KSD2	Replacing sensor mat for passenger recognition (after vehicle diagnosis)

And:		
61 00 710	Refer to AIR/KSD2	Programming/encoding control unit(s) (not including CAS)
Or:		
61 00 720	Refer to AIR/KSD2	Programming/encoding control unit(s) (with CAS)

UPDATE! 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.

UPDATE! Refer to AIR/KSD2 for the corresponding flat rate unit (FRU) allowances

Work time labor operation code 61 00 006 is not considered Main labor operation; however, it does require an individual punch time and an explanation on the repair order in the claim comments section.

And, if necessary:

Sublet – Bulk Materials

Sublet Code 4	See sublet reimbursement calculation below	Reimbursement for the repair-related bulk materials (Please do not use the part numbers for claim submission)
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Sublet reimbursement calculation for claiming the “used quantities” of repair-related bulk materials (MINI part numbers) is at dealer net plus your dealer’s handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

UPDATE! **Programming and Encoding - Vehicle Control Units**

During the same workshop visit, if a vehicle also requires another Technical Campaign or repair that also includes programming and encoding the control units, the programming procedure may only be invoiced one time.

A. The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software i-level. If one or more control module failures occur “during” this programming procedure:

- Please claim this “consequential” control module-related repair work under the defect code listed in this bulletin with the applicable AIR/KSD2 labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section.

B. For control module failures that occurred “prior” to performing this programming procedure:

- When “covered” under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations (including diagnosis) in AIR/KSD2.

Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement

For the “Models” listed above and under this extended limited warranty, MINI USA, a division of BMW of North America, LLC (“MINI USA”) 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.

Customer-pay repairs are subject to the applicable vehicle and coverage eligibility requirements, exclusions and limitations 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 under the following reference:

- **M-ELWR 2016 OC3 Seat Occupancy mat 10Y120M**

Reimbursement Request Procedure

The online process is initiated by attaching/sending “PDF files” of the supporting documentation for the “prior repair.”

The website, the customer-pay reimbursement attachment to this bulletin and the soon to be mailed customer letters all provide information as to “what” documentation is needed to be supplied to support a prior repair.

Alternative methods to request reimbursement, either through the mail or by fax, are also provided.

A copy of the “Customer-pay” reimbursement attachment may be printed and provided to the customer.

Posted: Thursday, January 3, 2019

ATTACHMENTS

View PDF attachment [M011116 Prior Customer-pay Repairs](#).

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OC3 Seat Occupancy Mat: Limited Warranty Extension to 10 Years/120,000 Miles

Previous Customer-pay Repairs – Limited Warranty Extension Reimbursement

Under this extended limited warranty, MINI USA, a division of BMW of North America, LLC (“MINI USA”) 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.

Customer-pay repairs are subject to the applicable vehicle and coverage eligibility requirements, exclusions and limitations 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 applies to repairs, including consequential, that were performed using non-genuine MINI parts and/or used passenger car or light truck parts.

Requesting Reimbursement for a Previous Repair that Qualifies

If you previously had 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 “online” at www.MINI-RP.com under the following reference:

- **M-ELWR 2016 OC3 Seat Occupancy Mat 10Y120M**

The online process is initiated by attaching/sending “PDF files” of the supporting documentation for the “prior repair.”

Alternative Method to Request Reimbursement

Mail or fax your request and documentation to:

MINI Customer Reimbursement Center
Attention: M-ELWR 2016 OC3 Seat Occupancy Mat 10Y120M
P.O. Box 561089
Dallas, TX 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 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.

**OC3 Seat Occupancy Mat: Limited Warranty Extension to
10 Years/120,000 Miles**

Previous Customer-Pay Repair Reimbursement – Documentation Checklist

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

Reimbursement is available to the MINI Owner/Lessee who incurred the expense.

When submitting a reimbursement for a qualifying 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:

- Customer 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 directly pertain to the eligible and covered repair 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?