



SIM 01 11 16

2020-08-12

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

This Service Information bulletin supersedes SI M01 11 16 dated January 2019

### What's New:

- Cause and Correction added.
- The Procedure and Warranty Information sections have been updated.

### 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 2012 produced 2/9/2009 to 6/27/2012	R57 (Cooper S JCW Convertible) (N18) Model years 2013 to 2015 produced 9/5/2010 to 5/28/2015	R58 (Cooper Coupe) (N16) Model years 2012 to 2015 produced 6/22/2011 to 4/29/2015	R58 (Cooper S Coupe) (N18) Model years 2012 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.

### 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:

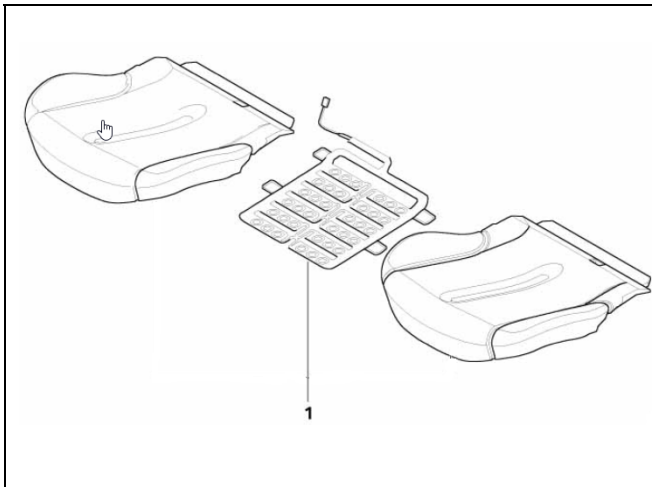
**For this vehicle, the front passenger's OC3 seat occupancy mat limited warranty for defects in materials or workmanship has been extended to 10 year/120,000 mile as determined from the original in-service date. This coverage is subject to the same vehicle eligibility requirements, limitations, and exclusions that apply to the MINI New Passenger Car Limited Warranty. Please see SI M01 11 16 (DC 65 77 90 03 00).**

**Note:** Before performing a repair and submitting a claim, first confirm that the vehicle has the above Notice of Limited Warranty Extension in the DCSnet Warranty Inquiry Vehicle Comments section.

If you have Extended Limited Warranty (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 Limited Warranty Extension**



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** (shown) to:

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

Item #1 (without the seat cover as noted in Parts Information below 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

**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**

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

## **CAUSE**

Over time and together with the frequency the front passenger seat is used/occupied, the OC3 seat mat may fail.

If there is a failure of the OC3 mat, the SRS (Air Bag) malfunction indicator lamp light will illuminate and/or message will display and the corresponding fault codes will be stored in the system. As a result, deactivation of the front passenger air bag could occur, preventing its deployment in the event of a collision.

## **CORRECTION**

If a failure is confirmed, replace the front passenger side OC3 seat mat.

### **Other Airbag-Related Faults and Repairs**

The OC3 seat mat issue described in this bulletin may or may not be the root cause why a vehicle arrives at your dealer with the airbag (SRS) malfunction light illuminated and/or displayed message.

During the repair order write-up process, it is important to notify the customer that diagnosing other airbag-related system issues may be required and this repair work is not covered by this component-specific Limited Warranty Extension

## **PROCEDURE**

1. Perform diagnosis with the latest version of ISTA, based on the faults stored, work through to completion any OC3 mat-related test modules as applicable.
2. Replace the OC3 seat mat as instructed.

While performing any repair where the seat(s) needs to be removed/disassembled, always refer to the applicable ISTA, AIR repair instructions and ETK for a list of applicable fasteners (hardware) that must be replaced, also refer to SI M52 02 19.

Part numbers for the fasteners and/or hardware that are required to be replaced during seat removal must be invoiced on the repair order and be included with the claim submission.

## **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.**

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
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
07 14 7 341 897	Fillister head screw (M8x40)	4
52 10 1 945 543	Clamp	As needed
52 20 8 129 296	Wire-strap (1800MM)	Sublet, as needed

Additionally, other small parts that are not specified above, such as one-time use screws, nuts and seals, which must be replaced according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalogue according to the respective vehicle type and invoiced under the special defect code.

Claim submissions for seat service/repair which are missing the MINI part numbers for the fasteners and/or other items that require replacement will either be declined or debited.

## **WARRANTY INFORMATION**

The front passenger's seat OC3 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 for defects in materials or workmanship 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 OC3 seat occupancy mat fail again, this component is 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 the applicable labor operations provided below.

<b>Defect Code:</b>	<b>6577900300</b>	<b>R55 R56 R57 R58 R59 US version, SBE mat (seat occupancy mat)</b>
:		
<b>Labor Operation</b>	<b>Description</b>	<b>Labor Allowance</b>
00 00 006	Performing vehicle test (with vehicle diagnosis system – checking faults) (Main work)	Refer to AIR
Or:		
00 00 556	Performing vehicle test (with vehicle diagnosis system – checking faults) (Plus work)	Refer to AIR
And:		
61 21 528	Connect an approved battery charger/power supply (indicated in AIR as charging battery)	Refer to AIR
And, as necessary:		
61 00 006	Performing vehicle diagnosis – test module	Work time (WT)
And:		
65 77 604	Replacing sensor mat for passenger recognition (after vehicle diagnosis)	Refer to AIR
And:		
61 00 710	Programming/encoding control unit(s) (not including CAS)	Refer to AIR

Or:		
61 00 720	Programming/encoding control unit(s) (with CAS)	Refer to AIR

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.

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

Work time labor operation code 61 00 006 is not considered Main labor operation.

For the above and for any addition work that is performed, as applicable to your dealer, please refer to **SSI M01 01 20** or **M01 04 20** for your diagnosis work time (WT) claiming, WT and repair explanation procedures.

And, as 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.

### Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)

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 (including performing the IRAP Control Unit Recovery procedure first as required, refer to the SIM in AIR) under the defect code listed in this bulletin with the applicable AIR labor operations.

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

For control module failures that occurred prior to performing this programming procedure:

When covered under an applicable limited warranty, claim the applicable test plan and the corresponding control module-related repair work using the applicable defect code and labor operations in AIR (including diagnosis).

### 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](http://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 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 2016 OC3 Seat Occupancy Mat 10Y120M  
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.

### **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).

Supporting Materials