



# CONSUMER INFORMATION BOOKLET.



**MININEXT.™**  
CERTIFIED PRE-OWNED MINI

**MININEXT.™**

**VEHICLE REGISTRATION PAGE.**

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# **MINI**NEXT.™ CERTIFIED PRE-OWNED MINI

## **CHEERS TO YOUR MINI**

Your MINI has gone through an extensive inspection and certification process that meets the toughest motoring standards. For protection, we've got you covered by our MINI NEXT Protection Plan, which partners with the MINI NEXT Certified Pre-Owned Limited Warranty and MINI NEXT Roadside Assistance.

This booklet outlines the terms of the MINI NEXT Protection Plan, which covers your MINI since it's been enrolled, inspected and sold by an authorized MINI Dealer. Leave it in your glove box for miles and miles to come. Should the time come to use it, we've got your back.



## HERE'S HOW IT WORKS.

WE COVER EVERY MINI NEXT CAR FOR UP TO 6 YEARS OR 100,000 MILES (WHICHEVER COMES FIRST).

MINI New Passenger Car  
Limited Warranty  
4 years/50,000 miles  
(whichever comes first)

MINI NEXT Certified  
Pre-Owned Limited Warranty  
Up to 2 years/50,000 miles  
(whichever comes first)

➤ Starting from original  
in-service date

➤ Starting from expiration of MINI  
New Passenger Car Limited Warranty

This protection plan is not a maintenance program or an extension of the original 4-year/50,000-mile MINI New Passenger Car Limited Warranty. It is a separate program, which provides coverage for you and your car upon expiration of the 4-year/50,000-mile MINI New Passenger Car Limited Warranty.

## WE'VE GOT A PLAN.\*

### PROVIDER

This protection plan, provided by MINI, a division of BMW of North America, LLC, comprises two elements: The MINI NEXT Certified Pre-Owned Limited Warranty and MINI NEXT Roadside Assistance (as noted on page 3 of this booklet). The MINI NEXT Certified Pre-Owned Limited Warranty affords protection against defects in materials or workmanship of all mechanical and electrical operating parts and assemblies on an eligible MINI that has been properly enrolled, inspected and retailed by an authorized MINI Dealer, except those parts, assemblies and conditions that are specifically excluded in the What Is Not Covered section of this booklet. This plan is valid for the owner/lessee of the car described on the vehicle registration page of this booklet, and each subsequent owner/lessee, for the period described in the following section.

\*Valid only in the continental U.S.A., Alaska, Hawaii and Puerto Rico.

## **PROTECTION PLAN EFFECTIVE DATE**

The protection plan becomes effective upon expiration of the Warranty of four years or 50,000 miles, whichever occurs first.

## **WARRANTY COVERAGE**

To obtain service under the MINI NEXT Certified Pre-Owned Limited Warranty, the car must be brought, upon discovery of a defect in materials or workmanship of a covered part or component, to the workshop of any authorized MINI Dealer during normal business hours. The dealer will either repair or replace said parts using new or authorized remanufactured parts. The decision to repair or replace said parts is solely the prerogative of MINI USA. Parts for which replacements are made become the property of MINI USA. In all cases, a reasonable time must be allowed for repairs to be completed under the MINI NEXT Certified Pre-Owned Limited Warranty after the car is delivered to the dealer.

## **MINI NEXT HANDLING CHARGE**

There is a \$50.00 handling charge (per repair visit) that must be paid by the car owner for any repairs covered under the terms of the MINI NEXT Certified Pre-Owned Limited Warranty.

## **TRANSFERS, CANCELLATIONS AND MODIFICATIONS**

This protection plan is fully transferable from the original MINI NEXT car purchaser or lessee to each subsequent owner or lessee. Please use the owner/address change cards contained in this booklet to notify MINI USA of any ownership or address changes. This protection plan is not cancelable by any party. However, coverage will automatically be terminated if the car is:

- Reported as stolen
- Determined to be a total loss by a qualified person
- Suffers significant damage as a result of collision, flood or water infiltration or act of God

This protection plan is only valid on MINI NEXT specification cars. Any modifications or alterations that change the car from its original design specifications, such as (but not limited to) suspension modifications, performance modifications, etc., may result in the denial of a claim for a covered part or component that may have been affected by such modifications.

**This protection plan shall be null and void if the vehicle identification number has been altered or cannot be read, if the odometer has been replaced, altered, or rendered inoperable and the true mileage of the vehicle cannot be determined, if the vehicle has been declared a total loss or sold for salvage purposes, or if the vehicle has been used in any competitive event.**

## **DO YOUR PART.**

### **MAINTENANCE REQUIREMENTS**

As a condition precedent to (and a continuing condition of) coverage, you must have your covered MINI NEXT car serviced and maintained, at your expense, in accordance with established recommendations as outlined in your Service and Warranty Information Statement. Please ensure that your statement is updated as service and maintenance is performed.

### **WEAR AND TEAR RELATED PART REPLACEMENTS**

The MINI NEXT Certified Pre-Owned Limited Warranty is designed to protect you from the expenses of repairs associated with the unanticipated or unexpected failure of a covered part and/or component as a result of a defect in materials or workmanship only.

However, there are components or parts on any vehicle that are subject to gradual deterioration or wear as the result of driving habits, conditions, or use of the vehicle. Coverage for items

such as (but not limited to) piston rings, valves and valve guides, suspension parts and components,\* CV joint boots, door handles, brakes and checks, cup holders and other parts and/or components covered by the MINI NEXT Certified Pre-Owned Limited Warranty are limited to defects in material or workmanship only.

Please note that many parts on your MINI are subject to wear and tear, and may wear out over time in the normal use of your car. This is not a defect in material or workmanship, and is not covered by the MINI NEXT Certified Pre-Owned Limited Warranty.

## **WHAT'S COVERED.**

The MINI NEXT Certified Pre-Owned Limited Warranty provides benefits or coverage in the event of a covered failure, which is defined as a defect, in material or workmanship only, of a covered part or component during the covered period.

All mechanical and electrical operating parts and assemblies are covered on an eligible MINI that has been properly enrolled, inspected and retailed by an authorized MINI Dealer, except as noted.

## **WHAT'S NOT COVERED.**

### **UPKEEP**

Maintenance; engine, transmission and body adjustments; wheel alignment, balancing or rotation; wiper-blade inserts; engine drive belt; spark plugs; filters; fuses; all batteries;

\*Including: suspension dampers (shock absorbers/strut elements, mounts and bearings); springs; stabilizer bars and supports/links; control arms and brackets; wishbones; trailing arms; bushings; thrust struts; ball joints; tie rod ends and adjusting sleeves.

all hoses and clamps (except air conditioning and power steering); oils, lubricants, fluids, refrigerants and coolants (except as required in the course of a covered repair); brake pads and rotors; manual transmission clutch assemblies; suspension dampers (shock absorbers/strut elements); exhaust systems; tires.

## **WEAR AND TEAR**

All wear and tear items as defined further on page 6 (Do Your Part), including all suspension parts and components.

## **BODY AND INTERIOR**

Paint; glass; head lamps; bulbs (except instrumentation); mirrors; lenses; body and chassis; body seals and gaskets; interior and exterior trim, moldings and fasteners; upholstery, headliner, cup holders, carpeting, floor and trunk mats; convertible top (all components except electronics); air or water leaks; wind or body noises; wheels; damage due to rust, corrosion, or contamination.

## **ACCESSORIES**

Radio/CD (or cassette) player, telephone, navigation system, CD changer, or any components of those systems; non-original equipment parts, components or accessories.

## **WARRANTY EXCLUSIONS**

Repairs or replacements performed by MINI Dealers, any part or component which has not failed, or is not completely worn out nor unsafe, but for which a repair or replacement has been recommended; factors beyond the control of MINI.

Damage which results from negligence, abuse or misuse (improper operation) of the vehicle, improper repair, lack of or improper maintenance or servicing, environmental influences, accident, collision, theft, fire, freezing, vandalism, riot, explosion, water

infiltration, flood, hail, lightning, earthquake, nuclear-related incident, windstorm or water damage, road-salt corrosion, or contaminated fuel.

Maintenance services and parts when replaced during maintenance services, such as: spark plugs, lubricants, fluids, engine tune-up parts, replacement of filters, coolant and refrigerant.

Failure to maintain or service the car properly in accordance with the instructions in the Owner's Manual or the Service section of the Service and Warranty Information Statement, that results in the failure of any covered part or component.

Operation of the vehicle with (and resulting damage from) insufficient levels of (or contaminated) fluids, lubricants, or coolants. Additional/consequential damage caused by continued operation of the vehicle in a damaged condition. Damage to any covered component caused by the failure of a non-covered component.

Modification of the car or installation of any suspension modifications, performance accessories or components attached to the car which alter the original engineering and/or operating specifications or which result in damage to the other original components, electrical interference, electrical shorts, or radio static.

Use of non-genuine MINI parts, non approved (independent) repair facilities—while you may elect to use non-genuine MINI parts for maintenance or repair services, MINI is not obligated to pay for repairs that include non-genuine MINI parts or for any damage resulting from the use of non-genuine MINI parts.

While you also may elect to use a non approved repair facility for said maintenance or repairs, MINI is not obligated to pay for any such repairs (even if covered under the MINI NEXT Certified Pre-Owned Limited Warranty). To obtain service under the MINI NEXT

Certified Pre-Owned Limited Warranty, the car must be delivered to an authorized MINI Dealer within the continental U.S.A., Alaska, Hawaii or Puerto Rico.

The MINI NEXT Certified Pre-Owned Limited Warranty does not cover additional expenses related to a breakdown such as, but not limited to, car rental, lodging expenses, loss of pay, or telephone charges.

## **LET'S RELATE.**

Your satisfaction with our products and the services provided by authorized MINI Dealers is of great importance to us. We take pride in our product, as does the MINI Dealer who services it. If you should ever have a question regarding your dealer's service or the performance of your MINI, we recommend that you contact your authorized MINI Dealer. Should you travel to an unfamiliar area, the MINI Dealer directory provided at the time of delivery will help you locate the nearest authorized MINI Dealer. The dealers listed are equipped to help you with virtually all MINI related matters.

When contacting an authorized MINI Dealer, we suggest that, depending upon the nature of your contact, you discuss it with either the sales, service, or parts manager. As all matters are resolved at the MINI Dealer level, it is important that the MINI Dealer be given the opportunity to provide a solution. Should you feel that you were not provided with the proper response, we urge you to contact the general manager or the MINI Dealer operator.

Despite the best intentions of all parties, a misunderstanding may occur between you and your MINI Dealer. Should this occur and you require further assistance, you may wish to contact the MINI Customer Relations Department at 1.866.ASK.MINI. When calling, we ask that you provide the following information:

- Your name, address and telephone number
- Last seven digits of Vehicle Identification Number
- Vehicle mileage
- Selling dealer's name
- Servicing dealer's name
- Description of the problem

A MINI customer relations representative will carefully review all the facts involved and let you know what further action will be taken in conjunction with your MINI Dealer. Please remember the first step in resolving a complaint is to contact the authorized MINI Dealer that performed the work on your car. They have the necessary equipment and the personnel to achieve this goal. We are confident that every effort will be made to ensure your satisfaction.

## **WE'LL COME TO THE RESCUE.**

### **MINI NEXT ROADSIDE ASSISTANCE**

The MINI NEXT Roadside Assistance Program reflects the MINI commitment to providing you with the most enjoyable and rewarding ownership experience. It provides you with travel protection 24 hours a day, 365 days a year. It is available in all 50 states of the U.S.A., plus Canada and Puerto Rico, at no additional cost. (Subject to certain limitations and exclusions.)

### **MINI NEXT ROADSIDE ASSISTANCE COVERAGE**

Coverage is provided for the car, regardless of the driver. Protection for you and your MINI commences after the expiration of the MINI New Vehicle Roadside Assistance Plan. Therefore, Roadside Assistance coverage is as follows:

- New MINI: 4 years/50,000 miles from the original in-service date
- MINI NEXT: 6 years/100,000 miles from the original in-service date

## GETTING STARTED

Enclosed in the Welcome Kit is a permanent MINI NEXT Roadside Assistance Identification Card. The original date of purchase (in-service date) and the Vehicle Identification Number (VIN) are embossed on the card. This card should be carried by the driver of your MINI.

## CALLING FOR ASSISTANCE

The toll-free MINI Roadside Assistance number (1.866.646.4772) is answered 24/7 by a MINI Roadside Assistance service representative. In order for you to receive quick and reliable services, it is essential that you provide detailed and accurate information to the service representative.



## BE PREPARED TO PROVIDE:

- Your name and address
- Your complete Vehicle Identification Number (found on your vehicle registration or your permanent MINI NEXT Roadside Assistance ID Card)
- Model description of your vehicle
- Date of purchase
- Color and license-plate number of your vehicle
- Vehicle location (including nearby crossroads/intersections, highway mile markers, street numbers, landmarks, etc.)
- Location you are calling from (including a telephone number where you can be reached). If you are calling from a public phone, wait there for the return call. Do not leave this location without informing the Roadside Assistance service representative
- A description of your vehicle's problem. Specific and accurate information will enable the Roadside Assistance service representative to provide the proper help

## SERVICES

From the information you provide, the MINI Roadside Assistance service representative will determine the type of help required.

## **DISPATCH SERVICE**

A service vehicle or a flatbed tow truck will be dispatched to the site of your disabled vehicle.

## **ON-SITE ASSISTANCE**

On-site service for MINI disablements such as flat tires, dead batteries and out-of-fuel conditions is provided up to a maximum of \$100.00 per incident by MINI NEXT Roadside Assistance. The cost for parts and fuel, when used on-site, are the responsibility of the owner/driver. Neither the MINI New Passenger Car Limited Warranty or the MINI NEXT Certified Pre-Owned Limited Warranty cover any of the above on-site services.

## **LOCK-OUT**

For security purposes, the driver will need to prove ownership by presenting proper documentation, (i.e., a valid driver's license, registration, etc.). Lock-out service will be provided up to a maximum of \$100.00 per incident.

## **TOWING SERVICE**

In the event of a mechanical breakdown normally covered under either the MINI New Passenger Car Limited Warranty or the MINI NEXT Certified Pre-Owned Limited Warranty, your vehicle will be transported (at no cost to you) to the nearest authorized MINI Dealer. Your vehicle is also covered in the event of an accident or collision.

If a breakdown occurs after normal business hours, your vehicle will be transported to a secure location and transported to the nearest authorized MINI Dealer on the next business day.

If you request that the vehicle be taken to a location other than the nearest authorized MINI Dealer, any additional expense will be your responsibility.

You may, however, request to be taken to a different MINI Dealer as long as it is within 50 additional miles of the nearest MINI Dealer.

Towing requests for MINI cars disabled because of casualty, fire, act of God, or violation of law (federal, state or local) are accepted at the expense of the owner/driver.

If it is necessary for you to have your vehicle towed through your own arrangements, **you must contact MINI Roadside Assistance for prior authorization and instructions on claim procedures.**

All claims must be submitted to MINI Roadside Assistance within sixty (60) days of the disablement or occurrence, accompanied by the original receipts. Claims received after that time period may not be honored and are subject to the full discretion of MINI Roadside Assistance. If MINI Roadside Assistance is not contacted for prior authorization, the maximum coverage for towing situations is \$100.00.

## **SIGN AND DRIVE**

In most instances, service provided under MINI NEXT Roadside Assistance Program does not require immediate payment.

Usually, you will be able to sign a receipt, so the provider of the service can be reimbursed directly by MINI Roadside Assistance.

Parts, materials and fuel should be paid by you directly to the provider of the services.

## **AUTO VALET SERVICE**

Should there be a need beyond MINI Roadside Assistance, Auto Valet will provide a personal assistant who will help in every way to get you to your final destination. Auto Valet will help you locate a rental car or taxi agency, hotel or even help procure airline reservations. In the event of an emergency, this service will assist you in getting information out to the proper party whether it's business or personal. If unable to contact the recipient, the message-relay service will document the information and will make reasonable efforts to deliver the message to the message recipient.

## **TRIP INTERRUPTION BENEFITS**

Trip interruption benefits are provided for mechanical breakdowns as follows:

- Breakdowns that are related to either the MINI New Passenger Car Limited Warranty or the MINI NEXT Certified Pre-Owned Limited Warranty (whichever is in effect at the time of the breakdown)
- Breakdowns that occur in excess of 100 miles from the driver's residence
- Repairs that cannot be completed during normal business hours on the same day of the breakdown

Reimbursements will be made for meals, lodging, car rentals and alternate transportation to reunite the driver and the MINI after the vehicle has been repaired by an authorized MINI Dealer.

Trip interruption coverage is limited to \$750.00 per incident, up to a maximum of five days per incident.

Always contact MINI Roadside Assistance for trip interruption benefits. They will assist in making all the necessary arrangements.

## **CAR RENTAL DISCOUNTS**

Special discounts are available from Enterprise and Hertz car-rental companies. Benefits may vary with each company and location.

Simply display your MINI NEXT Owner's Card (showing the applicable plan number) at the time of rental to secure your discount.

## **EXCLUSIONS**

Specifically excluded from coverage are:

- Fines, taxes, or impound towing fees caused by violations of local or state laws
- Expenses related to hazardous weather conditions (removal from snow, ice, etc.)
- Expenses for the removal of snow tires, and mounting or removal of snow chains

MINI NEXT Roadside Assistance is not a warranty and does not affect your rights under MINI, a division of BMW North America, LLC New Passenger Car Limited Warranty, or the MINI NEXT Certified Pre-Owned Limited Warranty.

Services provided by AAA and its affiliated clubs, Heathrow, FL 32746.

## **TEDIOUS LEGAL STUFF.**

Under no circumstances will the MINI aggregate maximum liability under this protection plan exceed the purchase price of the (Certified Pre-Owned) car at the time of a covered repair, either whether by a single repair or multiple repairs during the term of this plan.

## **OTHER INFO.**

This protection plan gives you specific legal rights and you may have other rights in addition to the protection plan that vary from state to state.

Please be aware that, depending on the mileage and age of your MINI, you may also have the benefit of the remaining balance of your vehicle's original warranties (such as the MINI New Passenger Car Limited Warranty, the Rust Perforation Warranty, the Federal Emission Warranty and the California Emission Control Warranty). Please refer to your Service and Warranty Information Statement for additional information. MINI USA has the ultimate authority to determine which warranty will take precedence for a covered repair.

MINI, a division of BMW of North America, LLC, hereby excludes incidental and consequential damages, including loss of time, inconvenience, or loss of use of the vehicle. Some states do not allow exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

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