



October 30, 2015

Re: MINI Warranty Language

Dear Consumer:

We're writing you because the Federal Trade Commission (FTC), the nation's consumer protection agency, has filed a complaint against us alleging that we made deceptive statements about our warranties. Without admitting or denying liability, we've agreed to settle the lawsuit and give you more information about your warranty.

### **WHAT THE FTC SAYS WE DID**

In its complaint, the FTC alleges that two things we said in your Service and Warranty Information Statement violate the federal Magnuson-Moss Warranty Act. You are receiving this letter because your Service and Warranty Information Statement contains the following statements:

- "Have maintenance and repair work performed" by your MINI dealer and "make sure that the maintenance work is stamped in [the] Service and Warranty Information Statement" because "these entries are the evidence of regular maintenance of your vehicle and are a requirement for warranty claims."
- "While you may elect to use non-genuine MINI parts for maintenance or repair services," MINI is not required "to pay for repairs that include non-genuine MINI parts."

According to the FTC, during the fourth year of your warranty, when your car is no longer covered by the MINI No Cost Maintenance Program, that language violates the Warranty Act. The FTC says it's unlawful for us to link your warranty coverage to your use of MINI dealers to perform oil changes or other maintenance or repair work, unless the service is provided free of charge. In addition, unless MINI provides parts for free, MINI can't void your warranty simply for using another company's parts.

### **YOUR NEXT STEPS**

As part of our settlement, we've agreed to stop making these representations and to correct the language the FTC has challenged as deceptive. Please place this notice in your Service and Warranty Information Statement for your reference. If you've sold your MINI, please complete the enclosed prepaid postcard and mail it to us.

If you have questions, please call us at 866-318-0490 or the FTC at 877-382-4357.

Sincerely,

MINI Division of BMW of North America, LLC