

MINI WINNIPEG

QUICK ACCESS GUIDE





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MINI WINNIPEG CONTACTS

MINI Winnipeg Main Line	204-897-6464
Craig Becker General Manager craig.becker@birchwood.ca	204-831-4211
Steve Payne General Sales Manager steve.payne@birchwood.ca	204-831-4871
Stuart Nugent MINI Sales Manager stuart.nugent@birchwood.ca	204-831-4878
Nicole Garcia MINI Sales Manager nicole.garcia@birchwood.ca	204-831-3438
Greg Hart Service Manager greg.hart@birchwood.ca	204-831-4874
Randy Ritchot Parts Manager randy.ritchot@birchwood.ca	204-831-4873
Birchwood MINI Financial Services	204-831-4876
Parts Direct	204-831-4234

ROADSIDE ASSISTANCE & REPAIRS

MINI Winnipeg Service Appointments	204-897-6464
MINI Roadside Assistance & Accident Management	1-866-378-6464
Birchwood Roadside Assistance	1-866-612-0499
Manitoba Public Insurance	204-985-7000

CERTIFIED COLLISION REPAIR CENTRES (CCRC)

Birchwood CCRCs	1-855-291-1105
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HOURS OF OPERATION

Sales

Monday & Tuesday: 9:00AM – 9:00PM

Wednesday to Saturday: 9:00AM – 6:00PM

Service

Monday to Friday: 7:30AM – 5:00PM

Saturday: 9:00AM – 2:00PM

ROADSIDE ASSISTANCE

MINI ROADSIDE ASSISTANCE

Included with your new MINI for 3 years or 50,000km, from date of in service.
For your MINI: 1-866-DRV-MINI (378-6464)

MINI Roadside Assistance offers a range of services including:

- Emergency service calls
- Mechanical breakdown assistance
- Trip interruption benefits
- Emergency message service
- Travel planning services

BIRCHWOOD ROADSIDE ASSISTANCE

1-866-612-0499

- For when your factory coverage has lapsed
- Did you buy pre-owned from us? You may be eligible.
- Birchwood Roadside Assistance coverage with any tire purchase at the Birchwood Automotive Group.*
- Birchwood Roadside Assistance includes:

Towing	Up to 80kms
Fuel Delivery	Free delivery
Locksmith for Vehicle	Free dispatch
Battery Service	Boost plus+
Roadside Tire Change	Free
Trip Interruption Coverage	Up to \$300 (accident or tire)
Rental Car Discounts	Yes
Theft or Hit & Run	\$500 reward
Mechanical First Aid	Included

Boost plus+ includes minor adjustments to alternators, starters, etc.

*Some conditions and exclusions may apply. See MINI Winnipeg for details.

SERVICE FOR MINI PRODUCTS

WHEN IS SERVICE REQUIRED?

- Every time you start your MINI, the dashboard will display when the next service is due.
- The MINI below has Service due in **14,000km or May 2017**



Diagram A

SERVICE AT MINI WINNIPEG

- Service is open Monday to Friday 7:30am–5:00pm
- Basic and emergency service is available on Saturdays from 9:00am–2:00pm
- Appointments can be made one of the following ways:
 - Phone: 204-897-6464
 - Online: www.miniappointment.ca
- To schedule regular maintenance and providing you require alternative transportation, booking wait is typically 2-3 weeks.
 - If no alternative transportation is required, booking times are considerably reduced.

In the event of an emergency, please call us immediately and we will do our best to accommodate you.

WHEN YOU ARRIVE FOR SERVICE

Please enter the BMW drive-thru on the north side of the building. Pull up to the doors, **if they are closed, honk and we will let you in.**



SERVICE MOBILITY OPTIONS

If your vehicle is being serviced, MINI Winnipeg has a variety of transportation options available, as well as two customer lounges with all the amenities you would expect.


We guarantee mobility one of the following four ways:

- **Courtesy Vehicle:** (Typically requires pre-booking)
- **Service Loaner Valet:** We can also accommodate those who would like a courtesy vehicle, but would like it delivered to them. We will bring the vehicle to your location, pick up your vehicle for service, and then return your vehicle and pick up the loaner when service is complete. (Requires pre-booking)
- **Birchwood Shuttle Service** (On demand)
- **Taxis** (On demand, location dependent)



OIL SERVICE

Follow your vehicle to know when oil service is required – see *Diagram A* on page 5.

	Oil warning light.
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During engine break in, it is common for your engine to consume some oil. As a courtesy, every new MINI comes with 1L of oil in the trunk.

OPTIONAL ADDITIONAL SERVICES

Tire Storage

- Seasonal Tire Storage: We keep your off-season tires in a secure location and have them ready for you the moment the season changes and you are ready to have them put back on your vehicle.
- 72 hour notice is required for exchange.
- Birchwood Tire Contact Number: 204-831-4866

TYPICAL WEARABLE COMPONENTS LIFE EXPECTANCY

Driving conditions and your individual driving results will vary.

Tires

Hatchback – All Season	50,000km
JCW – Performance/All Season	25,000-40,000km



Flat tire warning light. Should this light appear, check the iDrive to identify the low tire. Correct the pressure to the specification on the door and reset the light. If the light returns, call us to inspect the tire – 204-897-6464.

Warning Signs you Need New Tires

- Tire tread depth is less than 3/32 of an inch, or 2.4 millimeters.
- Cracks in the sidewall or tread surface.
- Tire sidewall bulges or blisters. Bulges and blisters lead to blow outs, this should be attended to immediately.
- Excessive or abnormal vibration, especially on smooth roads. While it may not always be a tire issue, too much vibration is almost always a sign that something is wrong.
- Uneven wear patterns.

Brakes Life Expectancy

Hatchback	40,000-50,000km
JCW	20,000 + varies depending on use



Brake system warning light. Your vehicle will display this warning.

Individual results may vary based on driving habits.



MINI CERTIFIED COLLISION REPAIR CENTRE

HAVE YOU BEEN IN A CAR ACCIDENT?

1. **Address Immediate Concerns** - If anyone is hurt and requires immediate assistance, call 911.
2. **Exchange Information** - Share necessary information with all parties involved at the accident site. Find a witness and gather their contact information, if you can, as they could assist the MPI adjuster in assessing fault of the accident.
3. **File a Claim with MPI** - Report the accident within 24 hours to Manitoba Public Insurance at 204-985-7000. Please request direct estimating and that your vehicle be repaired at the Birchwood Certified Collision Repair Centre.



WHAT YOU NEED TO KNOW ABOUT THE MINI CERTIFIED COLLISION REPAIR CENTRE

After a collision, only a MINI Certified Collision Repair Centre (CCRC) can be sure your MINI is restored to its original factory specifications. Advanced technology, MINI trained technicians and guaranteed work, are at the heart of our MINI CCRC.

What's Different at Birchwood Collision

- Parts for your vehicle are ordered directly through our MINI Parts Department where Birchwood Parts Consultants oversee everything.
- If you have any questions regarding your repair, you speak with our Birchwood Collision Advisors who guide you throughout the repair to ensure a smooth process.

MOBILITY OPTIONS WHILE IN FOR A CCRC APPOINTMENT

- Providing you have Extension Loss of Use, alternative transportation will be provided for you through Enterprise Rent-A-Car.



EXTENSION LOSS OF USE – MANITOBA PUBLIC INSURANCE

Extension Loss of Use is highly recommended. It provides you with the following:

- Loss of use costs if your vehicle is stolen. (You must wait 72 hours after your car is stolen before the coverage comes into effect.)
- Daily coverage limit of \$34 with a total limit of \$1,020 (taxes included).*
- You are not covered if your vehicle is accidentally damaged, including a collision.

***Coverage limits subject to change**

For further details, see the MPI brochure:

<https://www.mpi.mb.ca/en/PDFs/LossofUseBrochure.pdf>

Speak to your broker to ensure you are covered.

MINI CONNECTED

Unlock the power of premium technology with MINI Connected – a stunning system that unites our most advanced technology in a gorgeous 6.5” or 8.8” display.

For information on MINI Connected, refer to your Owner’s Manual or visit:

<http://mini.ca/en/discover/mini-connected>

MINI APPLICATIONS FOR YOUR PHONE

- MINI Connected – for MINIs with MINI Connect.
- MINI XL Journey Mate – for MINIs with a Wired Navigation Package.
- MINI Motorer’s Guide – your custom online Owner’s Manual for selected MINI models.

Applications are available for download on the App Store or on Google Play.





MINI WINNIPEG

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