



# MINI WINNIPEG

*QUICK ACCESS GUIDE*



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## BIRCHWOOD MINI WINNIPEG CONTACTS

MINI 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
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

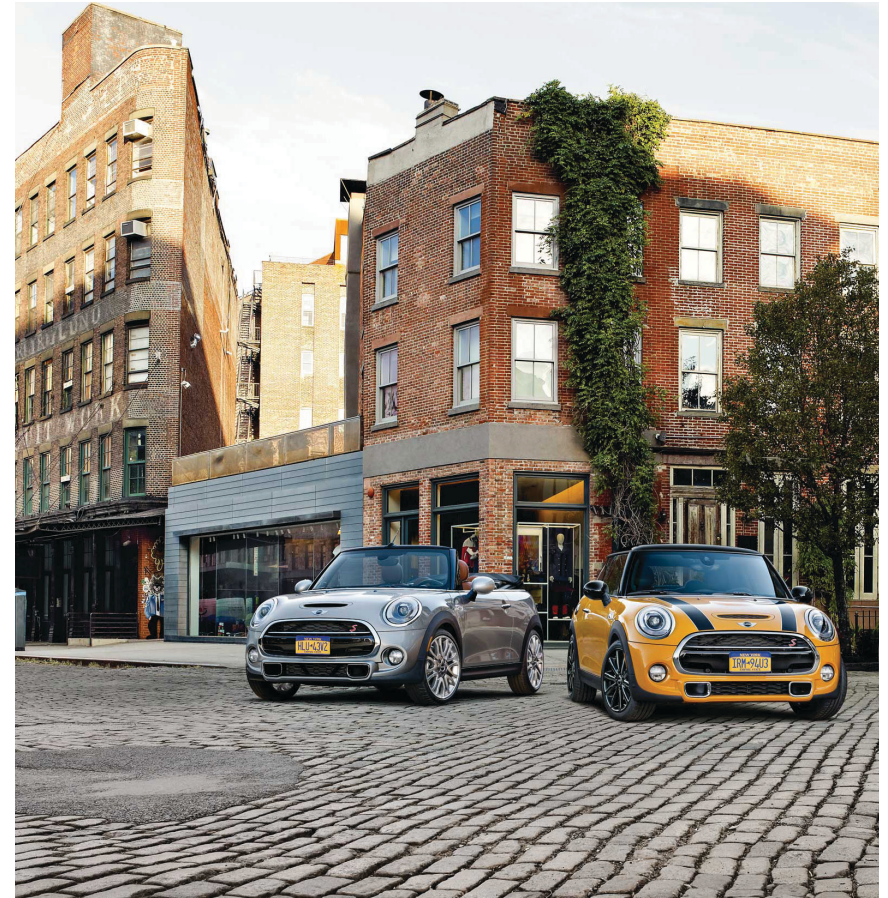
Birchwood MINI Service Appointments	204-452-7799
MINI Roadside Assistance & Accident Management	1-866-378-6464
Birchwood Roadside Assistance	1-866-612-0499
Manitoba Public Insurance	204-985-7000

## CERTIFIED COLLISION REPAIR CENTRES (CCRC)

Birchwood CCRCs	1-855-291-1105
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## SIRIUS XM RADIO

Sirius XM Customer Care	1-888-539-7474
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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 60,000km

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 such as run flat tires, z-rated tires, and tires over 19". 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 **15,000km or March 2017**



Diagram A

### SERVICE AT BIRCHWOOD, YOUR ARRIVAL

- 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: <https://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 MINI 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, Birchwood 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 five ways:

- **Courtesy Vehicle:** (Requires pre-booking)
- **Valet Service:** We can pick up your vehicle, bring it to the dealership for servicing, and return it to you when your vehicle is ready. (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)



## OIL SERVICE

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



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.

## 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.

### Brakes Life Expectancy

Hatchback	40,000-50,000km
JCW	20,000 + 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

### STEPS TO TAKE IN AN 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. MPI will assess whether you are eligible for direct estimating or not.
  - If MPI states you are eligible for direct estimating: call Birchwood MINI Winnipeg to book your Advanced Repair Plan appointment at 1-855-291-1105.
  - If MPI states you are ineligible for direct estimating:
    1. You will deal with the MPI Claim Centre
    2. Book your Advanced Repair Plan appointment with Birchwood Certified Collision Repair Centre at 1-855-291-1105.



### **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**

- If you have any questions regarding your repair, you speak with our Birchwood Collision Advisors who deal with Birchwood's CCRC on your behalf to ensure a smooth repair process.
- Parts for your vehicle are ordered directly through our MINI Parts Department where Birchwood Parts Consultants oversee everything and only OEM MINI parts are used for repairs.

### **MOBILITY OPTIONS WHILE IN FOR A CCRC APPOINTMENT**

- Providing you have Auto Loss of Use, loaners will be provided for you through Enterprise Rent-A-Car.



### **AUTO LOSS OF USE – MANITOBA PUBLIC INSURANCE**

Auto Loss 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.

## HOW TO PROGRAM YOUR MINI UNIVERSAL REMOTE HOMELINK

Visit the HomeLink website at: <http://www.homelink.com/mini>

- Follow the step-by-step directions on how to program various makes and models of vehicles with garage door openers, gates, and even home lighting.

## SIRIUS XM RADIO

- Your satellite radio-equipped vehicle comes with a complimentary trial (new vehicle-12 months).
- If your satellite radio is not pre-activated, visit [siriusxm.ca/refresh](http://siriusxm.ca/refresh) and enter your radio ID
- To locate your radio ID: Visit [siriusxm.ca/activationhelp](http://siriusxm.ca/activationhelp)

**When your trial ends** - visit [siriusxm.ca](http://siriusxm.ca) or call 1-888-539-7474

## HOW TO REFRESH YOUR RADIO

- Power on your vehicle and ensure it has a clear view of the sky
- Turn on your SiriusXM radio ON
- Go to [siriusxm.ca/refresh](http://siriusxm.ca/refresh)
- Enter your Radio ID
- Sirius Radio ESN/ID-12-digit numeric
- Click to send refresh signal
- Leave the radio on for 15 minutes to allow the signal to send







# MINI WINNIPEG

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Winnipeg, MB R3K 2H6  
Phone: 204-897-6464  
[winnipegmini.ca](http://winnipegmini.ca)