

FAQ

How much does this really cost?

The App is free and so is roadside assistance within your MINI warranty period. Services for vehicles outside of manufacturer's warranty coverage are subject to fees.

Does this work for my vehicle?

This App will register MINI vehicles model year 2002 and newer. If you have purchased a new MINI, it may take 1-2 weeks before the vehicle information is available in our system. After this update period, the App will recognize your VIN. Classic Mini vehicles cannot be registered within the App, but are welcome to use services. Services for non-MINI vehicles and MINI vehicles outside of manufacturer's warranty coverage are subject to fees.

How do I put this on my iPhone?

Downloading the Road Assist App to your iPhone is easy. You can either do it from your computer using iTunes (it will install on your iPhone next time you sync), or you can download it right from your iPhone.

Does it work on older iPhones too?

Yes! Road Assist is compatible with old and new iPhones that have firmware 2.2.1 and above. Please note, however, that the first generation iPhones are not able to take advantage of the location functionality, as they do not have GPS installed.

Does it work on my iPod Touch?

No. The primary function of Road Assist is to call for Roadside Assistance. For this, you need a wireless phone connection.

How do I put this on my BlackBerry® Curve™ or BlackBerry® Bold™ Smartphone?

Downloading the MINI Road Assist App to your BlackBerry is no problem. Use the GET THE APP function on this page. Just visit roadsidemobile.com/mini/index.do and follow the prompts.

What if I don't have an iPhone, BlackBerry® Curve™ or BlackBerry® Bold™ Smartphone?

Stay tuned. MINI Road Assist is coming to more phones soon.

Do I need to login?

No. Service is provided based on the status of your MINI's warranty coverage. We determine this by using your MINI's VIN (vehicle identification number). This is why it is important to register your App.

Who can I contact for help?

Assistance with your iPhone can be found within the iTunes store. Support for your BlackBerry can be found at <http://na.BlackBerry.com/eng/support/>

If you need additional assistance, you can contact our support team at ARStechsupport@allstate.com