



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

Reference No.
10197283

2008 FEB -1 28 JUL 2007
PM 12:28

OWNER INFORMATION (Type or Print)

Name

Address

City MILPITAS

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WMWRC33472

Make
MINI

Model
COOPER

Model Year
2002

Date Purchased
06-JUN-02

Dealer's Name and Telephone Number
ALLISON OF MINI COOPER OF MOUNTAINVIEW

Engine:
No: Cylinders 4

Fuel Type:
Gas

Original Owner
☒

Dealer's City
MOUNTAIN VIEW

State
CA

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☐ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
23-MAY-2007

Failure Mileage
57600

Failure Speed
less than 30

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2002 MINI COOPER. THE CONTACT STATED THAT HER TRANSMISSION FAILED WHILE DRIVING 30 MPH. THE DEALER INFORMED HER THAT THERE IS NO WARRANTY TO COVER THE TRANSMISSION. THE VEHICLE HAS A CVT TRANSMISSION AND, ACCORDING TO THE NHTSA WEBSITE, THERE ARE MANY OTHERS WITH THIS SAME FAILURE. THE COMPUTER CHIP WAS REPLACED THREE TIMES IN HER VEHICLE PRIOR TO THE TRANSMISSION FAILING. THE VEHICLE WAS CONSTANTLY SHUTTING OFF AND STALLING IN THE MIDDLE OF THE ROAD. THE CURRENT AND FAILURE MILEAGES WERE 57,600. *Battery also needed replacing at around 41,000 miles. Car is CVT*

* please see full report on the back

and other blogs & website online

warranty has expired

was never left running unattended

at 41,100 miles, after the car stalled in the middle of roads & freeway 3 times

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I am the owner of a 2002 Mini Cooper. Since purchase of the car, it has stalled 3+ times in the middle of the road & freeway. Each time, the dealership just updated software or reset computer. The last time it stalled, it happened in the middle of the freeway & they finally said my DME (computer chip) was faulty & replaced it (people could have been killed!) It had about 41K miles at the time. Shortly afterward, the battery had to be replaced (the car had never been left with engine / lights running idle). It now has about 57K miles & the transmission failed while driving less than 30 miles / hour. Through research online, I found that many others have similar problems. The dealership would not cover the transmission & it cost me \$7000 to replace at a local mechanic (allison BMW wanted \$8000+ to fix it)

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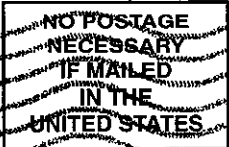
**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

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Penalty for Private Use \$300

SAN JOSE CA 951

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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline

888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration