



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

PH 2: 20

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

18-JUN-2009

Repository

Reference No. 10274265

OWNER INFORMATION (Type or Print)

Name

Address

City

CINCINNATI

State

OH

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 authorized signature, please print your name or address to the vehicle manufacturer.

Signature of Owner

Date 6/23/09

VEHICLE INFORMATION

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

WMWRC33404T

Make

MINI

Model

COOPER

Model Year

2004

Date Purchased

June 2006

Dealer's Name and Telephone Number

The BMW Store - 1-800-699-6807

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

Cincinnati

State

OH

Zip Code

45227

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

11-JUN-2009

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 022000 SUSPENSION: REAR

Failure Mileage

Failure Speed

10

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: DOTM9ABC036)

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

0

Number of Deaths

0

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 2004 MINI COOPER. THE CONTACT HEARD A LOUD NOISE WHILE DRIVING 10 MPH OUT OF THE DRIVEWAY. SHE EXAMINED THE VEHICLE AND NOTICED THAT THE REAR DRIVER'S SIDE TIRE WAS BENT. THE VEHICLE WAS TOWED TO THE REPAIR SHOP AND THE MECHANIC STATED THAT THE REAR SPRING LEAF CRACKED. THE REAR SPRING LEAF WAS REPLACED AT THE COST OF \$860. BECAUSE THE VEHICLE WAS NOT TAKEN TO A DEALER, THE MANUFACTURER WOULD NOT ASSIST. THE CURRENT AND FAILURE MILEAGES WERE UNKNOWN.

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)

The wishbone cracked.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



CINCINNATI OH 452

26 JUN 2009 PM 2 L

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



LARRY DANIELS AUTO CENTER  
4003 PLAINVILLE RD  
CINCINNATI, OH 45227  
271-1746

DUPLICATE

Date: Jun 17, 2009 Service Writer: LN Work Order #: 36,774

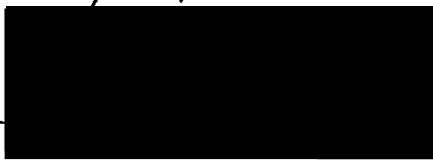
Name: [Redacted]  
Address: [Redacted]

Make: 2004 MINI  
Model: COOPER  
Engine: 4-1598 1.6L SOHC  
Plate: OH-  
VIN: WMWRC33404T [Redacted]  
Odometer In/Out: 68,355/68,355

Phone#: [Redacted] Home  
CINCINNATI, OH [Redacted]  
Driver: [Redacted]

Status	Tech	Description	Part Number	Qty	Price \$	Total \$
			KEY 891			
GL		REPLACED BOTH LOWER WISHBONE AND ALIGNM WENT WISHBONE DANIELS CASH	33326768726	2.00	165.05 -25.00	453.90 330.10 -25.00
		Shop Supplies			11.55	24.05

PAID  
Disc  
6/17/09



Charge Summary

Parts	330.10
Labor	453.90
Sublet Labor	0.00
Hazardous Waste	11.55
Discounts	-25.00
Shop Supplies	12.50
Subtotal	783.05
Total Tax	52.52
Invoice Total	835.57

LARRY DANIELS AUTO CENTER NOW PROUDLY OFFERS  
THE FRIENDLIEST SERVICE IN TOWN  
LOANER CAR SERVICE AVAILABLE BY APPOINTMENT \$10/DAY  
COURTESY MORNING SHUTTLE UNTIL 10:00 A.M.  
CONVENIENT SHOP HOURS  
7:30A.M.-5:30P.M. MONDAY - FRIDAY  
24 HR TOWING SERVICE THROUGH SORA'S TOWING (513) 831-9400  
CALL (513) 271-1746 TO SCHEDULE SERVICE  
VISIT WWW.LARRY-DANIELS.COM  
WARRANTY 12 MONTHS/12,000 MILES