

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
		Date Received 02-SEP-2010	Repository <input type="checkbox"/>		Reference No. 10353563
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City LAUREL	State IN	Zip Code			
<p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WMWRC33424		Make MINI	Model COOPER	Model Year 2004	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code		
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 01-AUG-2010	
	<input type="checkbox"/> Cruise Control				
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING			Failure Mileage 49000	Failure Speed 25	
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)	<input type="checkbox"/> Original Equipment	<input type="checkbox"/> 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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N	
<p>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).</p> <p>TL*THE CONTACT OWNS A 2004 MINI COOPER. THE CONTACT STATED THAT WHEN STARTING THE VEHICLE THERE WAS NO POWER STEERING FUNCTION. THE CONTACT STATED IN ORDER FOR THE POWER STEERING TO FUNCTION PROPERLY THE VEHICLE HAD TO COOL DOWN AND THAT COULD TAKE HOURS. THE VEHICLE ALSO BECAME VERY DIFFICULT TO DRIVE. THE CONTACT HAS NOT TAKEN THE VEHICLE TO THE DEALER FOR DIAGNOSTIC TESTING. THE CONTACT NOTICED A LOT OF COMPLAINTS REGARDING HER YEAR, MAKE, AND MODEL AND THE POWER STEERING SYSTEM AND WOULD LIKE FOR THE MANUFACTURER TO DO SOMETHING ABOUT IT. THE FAILURE MILEAGE WAS 48,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					



DREYER & REINBOLD, INC.

9375 WHITLEY DRIVE
INDIANAPOLIS, INDIANA 46240
(317) 573-0200



CUSTOMER NO. 84328	ADVISOR JOHN MAXSON	1037	TAG NO. 5572	INVOICE DATE 09/09/10	INVOICE NO. IMCS380382
LAUREL, IN [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 54,965	COLOR BRITISH RAC	STOCK NO.
	YEAR / MAKE / MODEL 04/MINI/MINI COOPER/COOPER			DELIVERY DATE 03/31/04	DELIVERY MILES 2,805
	VEHICLE I.D. NO. W M W R C 3 3 4 2 4 T [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE 01/01/04
	F.T.E. NO.		P.O. NO.	R.O. DATE 09/09/10	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 54969

LABOR & PARTS
 JOB # 1 32BMZ *STEERING DIAG TECH(S):1038 52.50
 CUSTOMER STATES POWER STEERING INOP INTERMITTENTLY
 HAS GOTTEN WORSE, PLEASE ADVISE.
 FOUND THAT POWER STEERING PUMP WAS INTERANLLY INOP
 ADVISED CUSTOMER ON NEW POWER STEERING PUMP/
 CUSTOMER DECLINED REPAIR AT THIS TIME.

DISCLAIMER OF WARRANTIES
 Any warranties on the items sold hereby are those of the manufacturer only. Dreyer & Reinbold, Inc. makes no warranties, including NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE in the sale of parts or other items.

JOB # 1 TOTAL LABOR & PARTS 52.50
 MISC - CODE - DESCRIPTION - CONTROL NO -
 JOB # A A1 SHOP SUPPLIES&HAZARDUS WASTE DISP TOTAL - MISC 3.68

SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY
7:30 AM TIL 5:30 PM

CALL FOR A RESERVATION TODAY!

COMMENTS - IN TOWN WAITER
 RECOMMENDATIONS - POWER STEERING PUMP, VALVE COVER GASKET.

TOTALS -

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] OTHER [] CHARGE *

 TOTAL LABOR.... 52.50
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 3.68
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.26
TOTAL INVOICE \$ 56.44

Thank You! for allowing us to service your vehicle

DEAR CLIENT, YOU MAY RECEIVE A CALL FROM I-SKY ABOUT THE SERVICE PERFORMED ON YOUR VEHICLE. THIS IS THEIR MEANS OF SCORING US-NOT THE MANUFACTURER, AND NOT YOUR CAR. IF FOR ANY REASON YOU CANNOT RATE MY SERVICE A "5", PLEASE CONTACT ME AT YOUR EARLIEST CONVENIENCE. THANK-YOU!

DREYER AND REINBOLD BHM
 9375 WHITLEY DR
 INDIANAPOLIS, IN 46240
 (317) 573-0200

Merchant ID: 065825912

Sale

XXXXXXXXXX [REDACTED]
 VISA Entry Method: Swiped
 Total: \$ 56.44
 09/09/10 12:58:14
 Inv#: 380382 Appr Code: 024551
 Apprv: Online Batch#: 000406

Customer Cop,
 THANK YOU!
 PLEASE COME AGAIN!