

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

Subject: FW: For VOQ #10358199
Date: Tuesday, August 16, 2011 7:57:51 AM

Report Vehicle Safety Defects!



www.safercar.gov

From: Glass, Cynthia (NHTSA)
Sent: Monday, August 15, 2011 3:57 PM
Cc: Glass, Cynthia (NHTSA); Yon, Scott (NHTSA); Reid, Randy (NHTSA)
Subject: For VOQ #10358199

Please add this email to VOQ #10358199 in the public and private repositories.

Thanks,

Cynthia Glass
Safety Defects Investigator
U.S. Department of Transportation
1200 NJ Ave, SE W48-331
Washington, DC 20590
202-366-2920

Tue 8/9/2011 2:20 PM

The vehicle owner from #10358199 had additional concerns. The text from his email is below.

Email from #10358199:

One more item I wanted to mention, and please advise if I need to file another report, is the transmission.

The RPMs on the Mini rev very high while driving (without engaging the accelerator). This happens about every 10,000 to 15,000 miles.

We had this problem serviced six times both during and after the warranty period. Our latest visit in 2001 was "off the books" and the service manager did not provide any paperwork. My wife was told that this is a computer glitch and falls under "routine maintenance".

I've looked on line and this complaint is common amongst 2005 Mini transmissions. I alerted my attorney as there were no recalls, and we feel that paying for a defective transmission as "routine maintenance" is not acceptable.

Attached are four of the five service statements from BMW. I can provide the fifth report, but, as mentioned above, the sixth time we took the car in the service manager fixed the problem but did not document it after hearing my wife's complaint.

What is the recommended course of action?

Subject: FW: VOQ #10358199
Date: Monday, August 15, 2011 3:37:00 PM
Attachments: [Attachmt 10358199.pdf](#)

Report Vehicle Safety Defects!



www.safercar.gov

From: Glass, Cynthia (NHTSA)
Sent: Monday, August 15, 2011 3:31 PM
To: Wells, Cynthia CTR (NHTSA)
Cc: Reid, Randy (NHTSA); Yon, Scott (NHTSA)
Subject: VOQ #10358199

Please add this attachment to VOQ #10358199 in the public and private repositories.
Thanks,

Cynthia Glass
Safety Defects Investigator
U.S. Department of Transportation
1200 NJ Ave, SE W48-331
Washington, DC 20590
202-366-2920



MIDAS AUTO SERVICE EXPERTS

14810 S. LAGRANGE ROAD
ORLAND PARK, IL 60462
708-349-1750

Invoice #3265275

Date : 6/9/11

Page : 1

Center :

Customer : [REDACTED]

Address [REDACTED]

City : CHICAGO, IL [REDACTED]

Phone 1 : ([REDACTED])

Ext :

Phone 2 : ([REDACTED])

Ext : 30

Vehicle : 2005 MINI COOPER

License : [REDACTED]

VIN : WMWRC33475T [REDACTED]

Engine : 4-1598 1.6L SOHC

Trans : AUTO

Mileage : 97296

Op	Tech	Description			Labor	Parts	Subtotal
OH	Quan	Part Number	Part Description	Reason for Replacement		Price	
Service Requests:							
CHECK NO POWER STEERING.							
07 0	KM	REMOVE & REPLACE POWER STEERING PUMP			200.00	1099.90	1299.90
	1.00	32416781742	P/S FAN	CLOSE TO THE END OF USEFUL LIFE		179.95	
	1.00	32416778425	POWER STEERING PUMP	PART NO LONGER PERFORMS INTENDED FUNCTIO		949.95	
	1.00	BD124NACRM	GREAT SAVINGS	SAVING !!!!		-30.00	

OK Bad Recommendation OK Bad Recommendation OK Bad Recommendation

IF ANY PROBLEMS CONTINUE, WE WILL HAVE TO GO FURTHER.

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control.
WARRANTY IS 1 YEAR OR 12000 MILES (WHICHEVER OCCURS FIRST) ON PARTS AND LABOR.

x

THANK YOU FOR YOUR PATRONAGE

Labor :	\$200.00
Parts :	\$1,099.90
Sublet :	\$0.00
Other Fees :	\$0.00
SHOP FEES :	\$19.39
Subtotal :	\$1,319.29
Sales Tax :	\$44.21
Paid By :	Total : \$1,363.50
MSTR CHARG VISA	
Pay Ref :	Paid : \$1,363.50
	Due : \$0.00

Patrick BMW

Patrick Mini

M7816796

2 8 2 9 3 4

INVOICE

700 E. GOLF RD. SCHAUMBURG, IL 60173
847/843-4010

GLENDALE HEIGHTS, IL
HOME BUS:

PAGE 1

SERVICE ADVISOR: 70 MIKE JOHNSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SLV/BLK	05	MINI COOPER	WMWRC33475T		14101/14101	T7865
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
22NOV04	IS01OCT04	22NOV2008	WAIT 12NOV05		74.00 CASH	12NOV05
R.O. OPENED	READY	OPTIONS: DLR:86716 ENG:1.6 Liter 1)FM 36/36000				
10:25 12NOV05	11:39 12NOV05					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER REPROTS AT HIGHWAY SPEEDS THE ENGINE RPM IS TOO FAST-REVS TOO FAST						

CAUSE: F

2499000 OPEN TIME Job time without allowance for / automatic transmission

266 WM

(N/C)

1 24-60-7-531-809 CONVERTER

(N/C)

2461501 Removing and installing or replacing control unit

266 WM

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

14101 REPLACE AND READAPT GIU

B OWNER REPORTS CHECK ENGINE LIGHT IS ON

099 PARTS ON ORDER - WILL NOTIFY UPON ARRIVAL

266 CCB

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

14101 KNOCK SENSOR ON ORDER

C** CUSTOMER REPORTS THE WINDSHEILD WIPERS ARE SMEARING

CAUSE: F

6161631 Replacing both windshield wiper rubbers

266 WM

(N/C)

2 61-61-8-229-196 WIPER BLADE

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

You are hereby authorized to furnish all necessary material and labor to make repairs. I further agree that in the event possession of the car is given to me before payment has been made or before uncertified checks have cleared. I will immediately pay the amount due upon demand and to secure said payment I authorize any attorney of any court of record to appear on my behalf in any such court and confess judgement without process against me in your favor for the amount due, together with cost and reasonable attorney's fees, and to waive and release all errors which may intervene in any such proceeding and to consent to immediate execution upon any such judgement hereby ratifying and confirming all that said attorney may do by virtue hereof.

The following limited warranty applies: 2 years unlimited miles on parts, 30 days labor from date of repair order. The seller, Patrick expressly disclaims all other warranties either express or implied and any implied warranties are limited to the duration of this limited warranty. We will not be responsible for any loss or damage caused by fire or theft, or any cause beyond our control. Customer's cars are driven by our employees at owner's risk. By signing the authorization below you authorize storage of the vehicle at your expense at a public garage twenty-four hours after you are notified to pick up this vehicle.

AUTHORIZED BY X

PATRICK DEALER GROUP
HAS A FULL SERVICE
BODY SHOP TO HANDLE
ALL OF OUR AUTO BODY
NEEDS...CALL
847-605-4050

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS CREDITS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

M7816796

338925

Patrick BMW Patrick MINI

INVOICE

700 E. GOLF RD. SCHAUMBURG, IL 60173
847/843-4010

PAGE 1

ARLINGTON HTS, IL
HOME [REDACTED] BUS:
CELL: [REDACTED]

SERVICE ADVISOR: 24 BLAKE COTTEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SLV/BLK	05	MINI COOPER	WMWRC33475T [REDACTED]		39221/39225	T4864
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
22NOV04	DD01OCT04	22NOV2008	WAIT 17DEC07		110.00 CASH	17DEC07
R.O. OPENED	READY	OPTIONS: DLR:86716 ENG:1.6_Liter 1)FM 36/36000				
11:24 17DEC07	12:26 17DEC07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THAT THE CAR DOESNT SHIFT PROPERLY-RPMS RACE AT HIGHWAY SPEEDS

CAUSE: GIU DEFECTIVE

2461501 Removing and installing or replacing control unit
281 WM

1 24-60-7-531-809 24607578242

(N/C)

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

39225 GIU DEFECTIVE -WTY (DIAGNOSIS AND REPAIR)- CHECKED FAULTS W/ GT1- NO FAULTS STORED- PERFORMED TEST PLAN W/ GT1 FOR FAULTY SHIFTING- TEST RESULT FOUND GIU (CVT TRANSMISSION MODULE) WAS FAULTY CAUSING ERRATIC SHIFT OPERATION-- REPLACED GIU AND RESET CVT ADAPTATIONS W/ GT1- ROAD TESTED AND TRANSMISSION IS OPERATING NORMALLY

DEAR VALUED CLIENT, YOU WILL RECEIVE A CALL FROM THE MANUFACTURER ABOUT THE SERVICE YOU RECEIVED ON YOUR VEHICLE. THIS IS THE MANUFACTURER'S MEANS OF SCORING US- NOT THEMSELVES AND NOT THE CAR. IF FOR ANY REASON YOU CANNOT RATE MY SERVICE A FIVE (5), PLEASE LET US KNOW BEFORE YOU LEAVE OR AT YOUR CONVENIENCE THANK YOU.

You are hereby authorized to furnish all necessary material and labor to make repairs. I further agree that in the event possession of the car is given to me before payment has been made or before uncertified checks have cleared. I will immediately pay the amount due upon demand and to secure said payment I authorize any attorney of any court of record to appear on my behalf in any such court and confess judgement without process against me in your favor for the amount due, together with cost and reasonable attorney's fees, and to waive and release all errors which may intervene in any such proceeding and to consent to immediate execution upon any such judgement hereby ratifying and confirming all that said attorney may do by virtue hereof.

The following limited warranty applies: 2 years unlimited miles on parts, 30 days labor from date of repair order. The seller, Patrick expressly disclaims all other warranties either express or implied and any implied warranties are limited to the duration of this limited warranty. We will not be responsible for any loss or damage caused by fire or theft, or any cause beyond our control. Customer's cars are driven by our employees at owner's risk. By signing the authorization below you authorize storage of the vehicle at your expense at a public garage twenty-four hours after you are notified to pick up this vehicle.

AUTHORIZED BY X

DESCRIPTION	TOTALS
PATRICK DEALER GROUP	
HAS A FULL SERVICE	
BODY SHOP TO HANDLE	
ALL OF OUR AUTO BODY	
NEEDS...CALL	
847-605-4050	
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS CREDITS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

M7816796

357633

Patrick BMW Patrick MINI

INVOICE

700 E. GOLF RD. SCHAUMBURG, IL 60173
847/843-4010

PAGE 1

ARLINGTON HTS, IL

HOME [REDACTED] BUS:

CELL: [REDACTED] SERVICE ADVISOR: 24 BLAKE COTTEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SLV/BLK	05	MINI COOPER	WMWRC33475T [REDACTED]		45694/45699	T1691
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
22NOV04	DD01OCT04	22NOV2008	17:00 12AUG08		110.00 CASH	12AUG08
R.O. OPENED	READY	OPTIONS: DLR:86716 ENG:1.6_Liter 1)FM 36/36000				
07:50 12AUG08	09:37 12AUG08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THAT THE CAR WILL REV REALLY HIGH WHEN DRIVING ABOVE

55 MPH-DOESNT WANT TO SHIFT

CAUSE: DEFECTIVE GIU CAUSING SHIFTING CONCERNS

2461501 Removing and installing or replacing control unit

266 WM

(N/C) 57

1 24-60-7-578-242 TRANSMISSION SIGNAL

CONVERTE:249999

(N/C) 288

2461504 REPROGRAM EGS

266 WM

(N/C)

FC: 2400216100

PART#:

Labour 57

COUNT:

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

45699 DEFECTIVE GIU CAUSING SHIFTING CONCERNS REPLACED AND RECODED/READAPTED NEW TRANSMISSION CONTROL MODULE

400

DEAR VALUED CLIENT, YOU WILL RECEIVE A CALL FROM THE MANUFACTURER ABOUT THE SERVICE YOU RECEIVED ON YOUR VEHICLE. THIS IS THE MANUFACTURER'S MEANS OF SCORING US- NOT THEMSELVES AND NOT THE CAR. IF FOR ANY REASON YOU CANNOT RATE MY SERVICE A FIVE (5), PLEASE LET US KNOW BEFORE YOU LEAVE OR AT YOUR CONVENIENCE THANK YOU.

You are hereby authorized to furnish all necessary material and labor to make repairs. I further agree that in the event possession of the car is given to me before payment has been made or before uncertified checks have cleared. I will immediately pay the amount due upon demand and to secure said payment I authorize any attorney of any court of record to appear on my behalf in any such court and confess judgement without process against me in your favor for the amount due, together with cost and reasonable attorney's fees, and to waive and release all errors which may intervene in any such proceeding and to consent to immediate execution upon any such judgement hereby ratifying and confirming all that said attorney may do by virtue hereof.

The following limited warranty applies: 2 years unlimited miles on parts, 30 days labor from date of repair order. The seller, Patrick expressly disclaims all other warranties either express or implied and any implied warranties are limited to the duration of this limited warranty. We will not be responsible for any loss or damage caused by fire or theft, or any cause beyond our control. Customer's cars are driven by our employees at owner's risk. By signing the authorization below you authorize storage of the vehicle at your expense at a public garage twenty-four hours after you are notified to pick up this vehicle.

AUTHORIZED BY X

DESCRIPTION	TOTALS
PATRICK DEALER GROUP HAS A FULL SERVICE BODY SHOP TO HANDLE ALL OF OUR AUTO BODY NEEDS...CALL 847-605-4050	
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS CREDITS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

M7816796

542396

Patrick BMW Patrick MINI

INVOICE

700 E. GOLF RD. SCHAUMBURG, IL 60173
847/843-4010

CHICAGO, IL
HOME: [REDACTED] BUS:
CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 24 BLAKE COTTEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SLV/BLK	05	MINI COOPER	WMWRC33475T	[REDACTED]	74975/74979	T7175
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
22NOV04	DD01OCT04	22NOV2008	WAIT 31MAR10		0.00 CASH	31MAR10
R.O. OPENED		READY	OPTIONS: DLR:86716 ENG:1.6_Liter 1)FM 36/36000			
07:39	31MAR10	11:04	31MAR10			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THAT THE RPMS ARE REALLY HIGH WHEN DRIVING ON THE HIGHWAY

CAUSE: RESET CVT ADAPTATIONS W/ GT1, ROAD TESTED TO SET 300 TRANSMISSION/DRIVE-LINE REPAIR

PARTS:	0.00	LABOR:	125.00	OTHER:	0.00	TOTAL LINE A:	125.00	125.00
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74975 RESET CVT ADAPTATIONS W/ GT1, ROAD TESTED TO SET 1.00 -RESET CVT ADAPTATIONS AND ROAD TESTED TO SET- TOPPED OFF WASHER FLUID AND COOLANT, ADJUSTED TIRE PRESSURES, RESET TIRE MONITOR

B** CUSTOMER STATES TO REPLACE RIGHT SIDE AXLE SEAL

CAUSE: REPLACED R/ AXLE SEAL (ON TRANSMISSION), DRAINED AND REFILLED CVT FLUID W/ REPAIR

300 TRANSMISSION/DRIVE-LINE REPAIR

265 CAM

1	24-21-7-518-704	SHAFT SEAL:248520	18.60	18.60	312.50	312.50
5	83-22-0-429-154L	OIL 1 LITER	12.00	12.00		18.60
1	24-11-7-518-710	GASKET RING:248520	0.58	0.58		60.00
1	24-11-7-518-738	GASKET RING:248520	0.73	0.73		0.58

PARTS:	79.91	LABOR:	312.50	OTHER:	0.00	TOTAL LINE B:	392.41
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74979 REPLACED R/ AXLE SEAL (ON TRANSMISSION), DRAINED AND REFILLED CVT FLUID W/ REPAIR 2.50 -REPLACED R/ AXLE SEAL, DRAINED AND REFILLED CVT TRANS FLUID

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 29.25

March 1 2010
COTTEN

You are hereby authorized to furnish all necessary material and labor to make repairs. I further agree that in the event possession of the car is given to me before payment has been made or before uncertified checks have cleared. I will immediately pay the amount due upon demand and to secure said payment I authorize any attorney of any court of record to appear on my behalf in any such court and confess judgement without process against me in your favor for the amount due, together with cost and reasonable attorney's fees, and to waive and release all errors which may intervene in any such proceeding and to consent to immediate execution upon any such judgement hereby ratifying and confirming all that said attorney may do by virtue hereof.

The following limited warranty applies: 2 years unlimited miles on parts, 30 days labor from date of repair order. The seller, Patrick expressly disclaims all other warranties either express or implied and any implied warranties are limited to the duration of this limited warranty. We will not be responsible for any loss or damage caused by fire or theft, or any cause beyond our control. Customer's cars are driven by our employees at owner's risk. By signing the authorization below you authorize storage of the vehicle at your expense at a public garage twenty-four hours after you are notified to pick up this vehicle.

AUTHORIZED BY X

PATRICK DEALER GROUP
HAS A FULL SERVICE
BODY SHOP TO HANDLE
ALL OF OUR AUTO BODY
NEEDS...CALL
847-605-4050

DESCRIPTION	TOTALS
LABOR AMOUNT	437.50
PARTS AMOUNT	79.91
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	29.25
TOTAL CHARGES	546.66
LESS CREDITS	0.00
SALES TAX	10.92
PLEASE PAY THIS AMOUNT	557.58

CUSTOMER COPY