



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

**JAN 28 2011**  
30-SEP-2010

Repository

Reference No.  
10358492

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
 Address: [REDACTED]  
 City: **NAPERVILLE ST. CLAIR SHORES** State: **MI** Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
 Evening Telephone Number: [REDACTED]

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).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: **WMWRC33434T [REDACTED]** Make: **MINI** Model: **COOPER** Model Year: **2004**  
 Date Purchased: **1-2009** Dealer's Name and Telephone Number: **MOTORCITY MINI 888-460-4165** Engine: No: Cylinders **4** Fuel Type: **GASOLINE**  
 Original Owner:  Dealer's City: **SHEEBY TOWNSHIP** State: **MI** Zip Code: [REDACTED]  
 Transmission Type: **MANUAL**  Antilock Brakes  Cruise Control Powertrain: **5 SP. MANUAL** Multiple Failure: Incident Date(s): **09-JUL-2009 4-1-2010**

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: **010000 STEERING** Failure Mileage: **60000** Failure Speed: **25**

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
 DOT No. (Example: DOTM9ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
 Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
 Seat Type: [REDACTED] Installation System: [REDACTED]  
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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: [REDACTED] Number of Deaths: [REDACTED] 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 2004 MINI COOPER. WHILE THE CONTACT WAS DRIVING APPROXIMATELY BETWEEN 25 TO 30 MPH, THERE WAS A SLIGHT LOSS OF POWER STEERING WITHOUT WARNING. THE FAILURE WAS A CONTINUOUS OCCURRENCE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR DIAGNOSIS. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 60,000. ~~70441.0~~ **70441.0**

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 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)

POWER STEERING pump ultimately failed. Enclosed is copy of  
REPAIR INVOICE.

NEW ADDRESS:

ST. CLAIR SHORES, MI.

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**



**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



# BELLE TIRE

# INVOICE

Store #32

32700 GRATIOT - ROSEVILLE MI 48066  
(586) 293-8473 - FACILITY REG. NO. F145257

Salesperson DENNIS SHAHEEN

**Customer Information**Customer #: AM0885  
Home Phone: [REDACTED]  
Work Phone: [REDACTED][REDACTED]  
ST. CLAIR SHORES, MI [REDACTED]**Vehicle Information**2003 MINI COOPER  
Plate #: [REDACTED] Vehicle #:  
Mileage: 70441.0  
VIN #: WMWRC334434T [REDACTED]

Order #: 17650900

Date: 4/1/2010

Time: 14:05

Last Prt: 4/1/2010 12:30

Last Usr: DRS

Comments: att 65j-- power steering hydro electric unit-if can do- 361.98 order--586-709-3177 call

Product Descriptions and Notations	Quantity	Unit Price	Amount	Mech Tech
1 O 17 MISC STEERING OR SUSPENSION 17 MISC rear bushings on frnt control Part=561-562	2.00	115.13	230.26	GWL
2 I AW INST INSTALLATION 1 hr labor	1.00	40.00	40.00	GWL
3 I AW TAA THRUST ANGLE ALIGNMENT	1.00	47.90	47.90	65J
4 I 99 M MICRO ADJUST TORQUE WRENCH _____ FT. POUNDS TECH I.D. _____	1.00	0.00	0.00	GWL
5 O 17 MISC STEERING OR SUSPENSION 17 MISC POWER STEERING HYDRO UNIT Part=NOT YET	1.00	854.00	854.00	GWL
6 I AW INST INSTALLATION .5 LABOR	1.00	30.00	30.00	GWL
7 O 27 PS POWER STEERING FLUID 12 OZ. PS	1.00	30.00	30.00	GWL

Payment By	Sls Id	Approval/Check #	Amount
VISA	DRS	03786C	\$1,299.02

Terms: C.O.D. Only

Total Labor:	70.00
Total Parts:	1114.26
Other:	47.90
Sales Tax:	66.86
<b>Invoice Total:</b>	<b>\$1,299.02</b>

Mechanics: 65J - JONATHAN C. DROST - M203604  
GWL - GREG W. LEWIS - M163284

Certification: All repairs and parts listed were furnished in compliance with the Michigan Auto Repair Act (P.A. 300).

Merchandise and/or services received by:

4/1/2010

Print Name

Date

X

X

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

Please go to <http://www.belletire.com/survey> & fill out a short survey and you'll automatically be entered to win sporting event and concert tickets.