

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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received FEB 17 2011 05-NOV-2010	
				Repository ☐ Reference No. 10364186	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]				Daytime Telephone Number [REDACTED]	
Address [REDACTED]				E-mail Address [REDACTED]	
City MIAMI		State FL	Zip Code [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 WMWRC33494T [REDACTED]				Make MINI	Model COOPER
Date Purchased MARCH 2004		Dealer's Name and Telephone Number SOUTH MOTORS 305.256.2200		Engine: 1.6 LITER No: Cylinders 4	Fuel Type: PREMIUM UNLEADED
Original Owner ☒	Dealer's City MIAMI		State FL	Zip Code 33157	
Transmission Type MANUAL	☒ Antilock Brakes ☒ Cruise Control	Powertrain [REDACTED] ?	Multiple Failure: YES →		Incident Date(s) AUG 27, 2010 16-SEP-2010 NOV 4, 2010 NOV 13, 2010 DEC 9, 2010 DEC 21, 2010 DEC 27, 2010 JAN 27, 2011
FAILED COMPONENT(S)/PART(S) INFORMATION				Vehicle Component Code: 010000 STEERING	
				Failure Mileage 72000	Failure Speed 35 - 55 ALSO AT STARTING SPEEDS & BACKING UP.
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: DOTM49ABC036)		☐ 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).					
→ anywhere from a few minutes to 45 minutes. (SEE BELOW INFO.) TL*THE CONTACT OWNS A 2004 MINI COOPER. WHILE DRIVING APPROXIMATELY 35 MPH, THE POWER STEERING SUDDENLY MALFUNCTIONED; THE FAILURE LASTED ABOUT A SECOND AND THE VEHICLE RESUMED NORMAL OPERATION. THE FAILURE OCCURRED SIX TIMES INTERMITTENTLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE DIFFERENT STEERING PARTS WERE REPLACED (THE CONTACT WAS UNSURE OF WHICH PARTS). THE FAILURE CONTINUED. THE FAILURE MILEAGE WAS APPROXIMATELY 72,000 AND THE CURRENT MILEAGE WAS APPROXIMATELY 74,000. *NOV. 13, 2010 - power steering failed for approximately 45 minutes on the highway traveling 50 mph. when parking at destination, it resumed. *December 9, 2010 - left work at 11:20 pm. approx. 10 minutes into driving, the power steering went out for approx. 40 minutes. *December 10, 2010 - was backing up and power steering failed. once straightened out, the power steering re-engaged. *January 27, 2011 - out driving errands, power steering went out approx. 3 minutes.					
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.					

→ This has been occurring intermittently since August 27, 2010.

*An article was written in Bloomberg News regarding "intermittent steering problems" on Mini Coopers 2004-2005 models in September 2010.

South MOTORS

16215 SOUTH DIXIE HIGHWAY · MIAMI, FL 33157

www.southbmw.com

www.southmini.com

WHOLESALE HOT LINES:

DADE: 305-256-2BMW(269)

BROWARD: 954-462-0335

FAX: 305-253-3746

TOLL FREE: 800-883-7278

All claims & returned goods must be accompanied by this bill. NO RETURNS ON ELECTRICAL PARTS OR SPECIAL ORDER PARTS. NO RETURNS AFTER 30 DAYS. 20% handling charge will be applied to all accepted returned parts. Special ordered parts must be paid in full in advance. EUROPEAN PARTS NON REFUNDABLE!

"AS IS" THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. THE PURCHASER HEREBY ACKNOWLEDGES THAT SELLER HAS MADE AVAILABLE "WARRANTY PRESALE INFORMATION" AS DISCLOSED IN THE WARRANTY BOOKS PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE	INVOICE NUMBER
21 SEP 10		21 SEP 10		Q365427 16:35

Q JOTE

S
O
L
D
T
O

ACCOUNT NO. 99998

S
H
I
P
T
O

PAGE 1 OF 1

DISCOUNT
HAVE A NICE DAY

PHONE NO.	SLSM.	TIME	TERMS	F.O.B. POINT	MV #
			WHOLESALE CASH		
PART NO.	DESCRIPTION	LIST	NET	AMOUNT	
2 2 537 31-12-6-757-551	RUBBER MOUNTIN	51.90	36.50	73.00	
1 1 161 32-41-6-754-498	INTAKE MANIFOL	56.55	37.00	37.00	
1 1 1331 32-41-6-781-744	RETURN PIPE:32	64.15	45.96	45.96	
1 1 1101 83-29-0-429-576	HYDRAULIK L CH	22.93	15.96	15.96	
Part number 83-29-0-429-576 replaces 82-11-1-468-041					
1 1 1107 07-12-9-952-107	HOSE CLAMP:073	0.96	0.50	0.50	
1 1 1107 07-12-9-952-109	HOSE CLAMP:073	1.09	0.69	0.69	
**** INVOICE QUOTE - DO NOT PAY ****					
THANK YOU FOR YOUR ORDER. FILLED BY					
OUR GOAL, YOUR SATISFACTION HABLAMOS ESPAÑOL HOURS: MONDAY - FRIDAY 8:00 AM - 5:30 PM SATURDAY 8:00 AM - 3:00 PM					
THANK YOU FOR CHOOSING SOUTH B.M.W. YOU MAY FAX US AT 305.253.3746 OR EMAIL US AT PARTS@SOUTHBMW.COM. OUR BILINGUAL STAFF CAN BE REACHED AT 305.256.2360 OR AT 305.256.218MW				PARTS	173.11
				SUBLET	
				FREIGHT	0.00
				SALES TAX	12.12
CUSTOMER'S SIGNATURE				TOTAL	\$185.23
X					

DISCLAIMER OF WARRANTIES

All parts sold or used are subject to the Magnuson-Moss Act and the merchandise purchased is under limited warranty by the manufacturer. The terms of this warranty are available for your inspection.

CUSTOMER COPY

x101.100.1

\$535.00