

Subject: FW: 10373281

Attachments: [mini ps pump invoice.pdf](#)

Report Vehicle Safety Defects!



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From: Glass, Cynthia (NHTSA)
Sent: Tuesday, August 09, 2011 11:52 AM
To: Wells, Cynthia CTR (NHTSA)
Cc: Reid, Randy (NHTSA); Yon, Scott (NHTSA); Glass, Cynthia (NHTSA)
Subject: 10373281

Add this email and attachment to VOQ #10373281 in the private and public repositories.

Thanks,

Cynthia Glass
U.S. Department of Transportation
202-366-2920

From: [REDACTED]
Sent: Friday, August 05, 2011 5:39 PM
To: Glass, Cynthia (NHTSA)
Subject:

Hello,

I was asked by Nick England to send a copy of my invoice for the 2004 mini cooper S for the repairs to replace my steering pump.

Attached is a copy of the invoice from the Prestige MIni Dealer where the work was performed.

The car was purchases on 12/16/2010 and the pump was replaced on 12/28/2010.

The mileage when purchased was 71,916 and at the time of the pump replacement it was 72,627.

If you need any additional information please let me know.

Thank you,

[REDACTED]

MINI, Inc

Mahwah, New Jersey 07430

(201) 684-0700

Sales Fax: (201) 684-0890 Service Fax: (201) 267-8737

CS69067



0801I1MCS69067

CUSTOMER NO. 35524	ADVISOR ANGEL FERNANDEZ	TAG NO. 288	INVOICE DATE 12/29/10	CELL: [REDACTED]
[REDACTED]	LABOR RATE 120.00	LICENSE NO.	MILEAGE 72,627	INVOICE NO. 1MCS69067
MONSEY, NY [REDACTED]	YEAR / MAKE / MODEL 04/MINI/COOPER S/2 DOOR COUPE	VEHICLE I.D. NO. W M W R E 3 3 4 X 4 T	COLOR PEP. WHITE/B	STOCK NO. 9828
[REDACTED]	F.T.E. NO.	P.O. NO.	DELIVERY DATE 07/24/04	DELIVERY MILES 71,986
[REDACTED]	BUSINESS PHONE	COMMENTS	SELLING DEALER NO. 25523	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]	R.O. DATE 12/28/10	[REDACTED]

JOB# 1 CHARGES----- MO: 72629

LABOR-----
 J# 1 321MZ STEERING TECH(S):279 170.00
 CLIENT STATES P/S IS CUTTING OUT THEN COMING BACK ON.
 PLEASE CHECK AND ADVISE.
 CONTACT FRANK @ (201)574-4513
 FOUND POWER STEERING PUMP DEFECTIVE. POSSIBLY DUE TO
 EXCESSIVE FREE PLAY IN CONTROL ARM BUSHINGS.
 REPLACED POWER STEERING PUMP. TESTED P/S SYSTEM FOR
 PROPER OPERATION. WORKS CORRECTLY. STAYS ON PROPERLY.

*All parts replaced come w/A
 2 year unlimited mileage
 warranty (M.L.)
 12/29/10*

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1		32-41-6-778-425	RMFD POWER STEERING	553.35	553.35	553.35
	-1		32-41-6-778-425	CORE RETURN	60.00	60.00	-60.00
	1		32-11-1-131-345	HOSE CLAMP	6.66	6.66	6.66
	1		83-29-0-429-576	HYDRAULIC FLUID CHF	28.66	28.66	28.66
						TOTAL - PARTS	528.67

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 10AD 10% ADV DISCOUNT
 TOTAL - MISC -45.00

JOB# 1 TOTALS-----
 LABOR 170.00
 PARTS 528.67
 MISC -45.00

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX 1MCS JOB# 1 TOTAL 653.67

LABOR-----
 J# 2+311MZ FRONT AXEL TECH(S):279 0.00
 CLIENT STATES THERE IS A POPPING NOISE WHEN GOING OVER
 BUMPS. PLEASE CHECK.
 FOUND CONTROL ARM BUSHINGS TORN AND WITH EXCESSIVE FREE PLAY
 CUSTOMER DECLINED SERVICE AT THIS TIME.

JOB# 2 TOTALS-----

JOB# 3 CHARGES----- JOB# 2 JOURNAL PREFIX 1MCS JOB# 2 TOTAL 0.00

LABOR-----
 J# 3+511MZ BODY EQUIPMENT TECH(S):279 0.00
 CLIENT STATES D/S DOOR PAD CAME OFF.
 PLEASE QUOTE PRICE FOR REPAIR.
 QUOTED PRICE AT \$56.01. PART NOT IN STOCK.
 CUSTOMER DECLINED SERVICE AT THIS TIME.

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX 1MCS JOB# 3 TOTAL 0.00