

JAN 25 2011

1-18-11

CL-10375094-6942

US Dept of Transportation  
Nate Hwy Traffic Safety Admin  
Office of Defect Investigation (NVS 210)  
1200 New Jersey Ave SE  
West Building  
Washington, DC 20590

RE #10375094  
2004 Mini Cooper, 60K

Dear Sirs:

Enclosed you will find my repair bill  
for the hose and power steering  
pump on the 2004 Mini Cooper.

I believe this failure is a serious  
safety issue. The steering failed/stopped  
with no warning, no leaks, grinding  
sounds or other indicators. It just  
stopped.

I hope a recall is initiated to  
prevent sudden loss of power  
steering such as this.

Sincerely,

[REDACTED]  
Burlison, TX [REDACTED]

MC  
1-31-11  
TW

# MORITZ

4 T

687185

— of N. Arlington — of Fort Worth —

Cadillac • BMW • MINI

Chevrolet • Chrysler • Jeep

2001 N. Collins  
Arlington, TX 76011

9101 Camp Bowie West  
Fort Worth, TX 76116

CUSTOMER NO. <b>147726</b>	ADVISOR <b>MATTHEW HOWELL</b>	3550	TAG NO. <b>2541</b>	INVOICE DATE <b>01/13/11</b>	INVOICE NO. <b>1MCS687185</b>
BURLESON, TX	LABOR RATE <b>120.00</b>	LICENSE NO.	MILEAGE <b>60205</b>	COLOR <b>PEPPER WHIT</b>	STOCK NO.
	YEAR/MAKE/MODEL <b>04/MINI/COOPER/2D</b>			DELIVERY DATE <b>03/01/04</b>	DELIVERY MILES <b>64</b>
	VEHICLE I.D. NO. <b>WMWRC33474T</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.		R.O. DATE <b>01/10/11</b>
BUSINESS PHONE	COMMENTS				

**LABOR & PARTS**  
**J# 1 08BMZ**      **STEERING & SUSPENS**    **HOURS: 2.10**    **TECH(S):2872**      **252.00**  
**CUSTOMER REPORTS - THE POWER STEERING IS NOT WORKING,**  
**PLEASE CHECK AND ADVISE.**  
**FOUND THE POWER STEERING PUMP FAILED INTERNALLY.**  
**REPLACED THE POWER STEERING PUMP. FILLED AND BLED THE SYSTEM**

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE	
JOB # 1	1	32-41-6-778-425	RMFD POWER STEERING		835.97	835.97
JOB # 1	1	83-29-0-429-576	HYDRAULIC FLUID CHF		25.22	25.22
JOB # 1	-1	32-41-6-778-425	CORE RETURN		60.00	-60.00
JOB # 1	1	36-12-0-138-975	TIRE, GOODYEAR EAGL		250.59	250.59
<b>JOB # 1 TOTAL PARTS</b>						<b>1051.78</b>

**J# 2+08BMZPSDIAG**      **\*POWER STEERING**    **HOURS: 0.40**    **TECH(S):2872**      **48.00**  
**CUSTOMER REQUESTS - REPLACE THE LEAKING POWER STEERING**  
**LINES.**  
**FOUND THE RETURN LINE LEAKING FLUID.**  
**REPLACED THE POWER STEERING RETURN LINE.**

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE	
JOB # 2	1	32-41-6-781-744	RETURN PIPE		69.39	69.39
JOB # 2	2	32-41-1-093-597	GASKET RING		0.41	0.82
JOB # 2	1	5706	CLAMP		3.85	3.85
<b>JOB # 2 TOTAL PARTS</b>						<b>74.06</b>
<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>						<b>122.06</b>

**J# 3+08BMZZ2**      **STEERING SYS PROBLEM**    **HOURS: 3.60**    **TECH(S):2872**      **432.00**  
**CUSTOMER REQUESTS - REPLACE BOTH LEAKING STRUTS.**  
**REPLACED BOTH FRONT STRUTS.**

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE	
JOB # 3	1	31-31-6-780-465	LEFT FRONT SPRING S		163.59	163.59
JOB # 3	1	31-31-6-780-466	FRONT RIGHT SPRING		163.59	163.59
JOB # 3	2	31-33-6-764-470	SELF-LOCKING HEX NU		1.32	2.64
<b>JOB # 3 TOTAL PARTS</b>						<b>329.82</b>
<b>JOB # 3 TOTAL LABOR &amp; PARTS</b>						<b>761.82</b>

**J# 4+04BMZTIRE**      **EXPRESS SERVICE**    **HOURS:**    **TECH(S):2872**      **15.00**  
**CUSTOMER REQUESTS - REPLACE RIGHT FRONT TIRE.**  
**36.12.0.138.975**  
**195/55/16 GOODYEAR NCT5 87H. BUBBLE FOUND IN THE SIDEWALL OF**  
**THE RF TIRE.**  
**REPLACED THE RIGHT FRONT TIRE. SET ALL PRESSURES AT 35 PSI.**  
**RESET THE FTM.**

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE	
<b>JOB # 4 TOTAL PARTS</b>						<b>0.00</b>

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I HEREBY AUTHORIZE REPAIRS TO BE DONE ALONG WITH THE NECESSARY PARTS AND MATERIALS. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. I ACKNOWLEDGE RECEIPT OF COPY HEREOF.

NOTICE PURSUANT TO PROPERTY CODE, §70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

X  
Signature of the Person Responsible or Agent for Person Responsible for Payment

CASH     CHK.     CHG.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. CLIENT'S OR OWNER'S SIGNATURE.



Burleson, TX

FORT WORTH TX 760

18 JAN 2011 PM 5 T



US DEPT OF TRANSPORTATION  
NATL HWY TRAFFIC SAFETY ADMIN  
OFFICE OF DEFECT INVESTIGATION NV 210  
1200 NEW JERSEY AVE SE  
WEST BLDG  
WASHINGTON, DC 20590

