



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, DC 20590

March 30, 2011



Corona, NY

NVS-216 mec  
Ref. # 10376296

Dear



Thank you for your correspondence concerning your model year (MY) 2005 Mini Cooper vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation..

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter, you indicated that the power steering failed while driving your MY 2005 Mini Cooper vehicle. You also requested that we correct the vehicle identification number (VIN) on the complaint you filed on January 11, 2011.

On September 24, 2010, NHTSA opened preliminary evaluation No. 10-038, into reports alleging loss of power steering assist in certain MY 2004 and MY 2005 Mini Cooper vehicles. This investigation is continuing and no determinations have been made at this time. For your information, we have enclosed a copy of the opening resume for preliminary evaluation No. 10-038 and a brochure explaining the investigation process that can also be found on our web site at [www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm). In addition, on February 22, 2011, we updated your complaint to reflect the correct VIN.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.dot.gov/ivoq](http://www.nhtsa.dot.gov/ivoq) or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at [www.nhtsa.dot.gov/cars/problems](http://www.nhtsa.dot.gov/cars/problems).

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosures



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

# ODI RESUME

OFFICE OF DEFECTS INVESTIGATION  
**NHTSA**  
Authentic US Government Information  
National Highway Traffic Safety Administration  
uses a digital signature to ensure  
the content has remained unchanged.

**Investigation:** PE 10-038  
**Date Opened:** 09/24/2010  
**Investigator:** Cynthia Glass  
**Approver:** Richard Boyd  
**Subject:** Loss of power steering assist  
**Reviewer:** Scott Yon

## MANUFACTURER & PRODUCT INFORMATION

**Manufacturer:** BMW OF NORTH AMERICA, LLC  
**Products:** 2004-2005 Mini Cooper  
**Population:** 80,000 (Estimated)

**Problem Description:** Complainants allege a loss of power steering assist due to power steering pump failure.

## FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
<b>Complaints:</b>	54	TBD	TBD
<b>Crashes/Fires:</b>	0	TBD	TBD
<b>Injury Incidents:</b>	0	TBD	TBD
<b>Fatality Incidents:</b>	0	TBD	TBD

## ACTION / SUMMARY INFORMATION

**Action:** This Preliminary Evaluation is opened.

**Summary:**

The Office of Defect Investigations has received 54 complaints and a confidential number of field reports alleging an unexpected loss of power steering assist while driving the vehicle. When the power steering assist stops working it requires increased force to steer the vehicle. Some drivers reported experiencing difficulty while trying to steer or control the vehicle.

The reports indicate that the loss of power steering assist may be related to a power steering pump failure.