

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

**Subject:** FW: Ref. your report to NHTSA, ODI 10379733  
**Date:** Wednesday, August 17, 2011 12:36:26 PM

**Report Vehicle Safety Defects!**



[www.safercar.gov](http://www.safercar.gov)

**From:** Yon, Scott (NHTSA)  
**Sent:** Wednesday, August 17, 2011 12:35 PM  
**To:** Reid, Randy (NHTSA)  
**Cc:** Glass, Cynthia (NHTSA); Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: Ref. your report to NHTSA, ODI 10379733

please have your staff add this email to ODI 10379733?

**From:** [REDACTED]  
**Sent:** Monday, August 08, 2011 1:11 PM  
**To:** Yon, Scott (NHTSA)  
**Subject:** Re: Ref. your report to NHTSA, ODI 10379733

Hello Scott - We are back home in Florida and are now able to answer your questions from your July 26, 2011 e-mail.

1. see below for parts receipt. Labor provided by owner. Also purchased power steering fluid for about \$40.
2. Current mileage 37,216
3. Date of Build per sticker on door 09/04

Thank you!

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**From:** [customerservice@thepartsbin.com](mailto:customerservice@thepartsbin.com) <[customerservice@thepartsbin.com](mailto:customerservice@thepartsbin.com)>  
**Subject:** ORDER INVOICE- Retain for your records.  
**To:** [REDACTED]  
**Date:** Tuesday, February 1, 2011, 12:28 PM

Thank you for your order, [REDACTED]

Your Payment has been approved!

Order Number: 9808604

UPS overnight and 2nd day tracking numbers (OVERNIGHT AND SECOND DAY ORDERS) are updated and emailed to you the next business day as they become available from the freight carrier.

UPS /DHL GROUND tracking number(s) are updated and emailed to you within 2 business days.

FED EX tracking number(s)(PERFORMANCE PARTS/PRODUCTS) are updated and e-mailed within 3-4 business days.

ALASKA/HAWAII orders are shipped via UPS only. Your order first gets shipped to our processing facility in CA. You will receive an initial tracking number via e-mail indicating that your package is in transit to the processing facility. \*\*Shipping and handling is charged SEPARATELY. Therefore, on most orders you initially be charged for your parts order only. Please refer to your terms and conditions e-mail.

TRUCK FREIGHT: Truck freight applies to any oversize item that cannot be shipped via Fed Ex. In the event that your item is deemed oversized, we will contact you via e-mail with an approximate shipping estimate.

CUSTOM MADE PRODUCTS: Please note that custom made products may be shipped out from our facility 10-14 business days after the order has been confirmed. A tracking number will be provided to you once your product(s) ships.

**PLEASE NOTE:** If you ordered several items to be delivered to the same address, your order will ship in SEPARATE boxes to ensure quicker service. Don't worry, you won't be charged any extra shipping fees.

**Billing Information**

[Redacted Billing Information]

Fort Lauderdale, FL [Redacted]

**Ship to Address**

[Redacted Ship to Address]

FORT LAUDERDALE, FL [Redacted]

**Parts Ordered**

Power Steering Pump 2002 - 2008  
Mini Cooper ZF Power Steering Pump Cooper ZF **Price:** \$ 577.95 **Qty:** 1.00 **Part #:** W0133-1895809

Power Steering Pump 2002 - 2008  
Mini Cooper ZF Power Steering Pump Cooper ZF **Price:** \$ 50.00 **Qty:** 1.00 **Part #:** W0133-1895809

**Sub Total:** \$627.95  
**Discount:** \$0.00  
**Shipping:** \$30.10  
**Handling:** \$0.00  
**Tax:** \$0.00  
**Core:** \$50.00  
**Total:** \$658.05

We do not offer Saturday, Sunday, or Holiday delivery. Orders ship on business days only.

Once payment has been confirmed we cannot add/remove parts from the order or change your shipping option.

**Cancellation Policy:**

All orders are electronically processed and forwarded to our warehouse for processing immediately after the order is placed and confirmed. This allows us to deliver your products as quickly as possible. If you should change your mind after placing your order, please contact us after receiving your product and request a Return Authorization Number (RA #). Please refer to our "[Return Policy and Procedure](#)" for guidance when sending back your order.

**Return Policy:**

You may return products within **21 business days** of receipt for a refund or replacement. See the web site for an RMA form or complete return details. We are not responsible for any labor costs incurred due to improperly installed parts, defective parts, or the installation of wrong parts or catalog errors.

Service manuals and books are not returnable for any reason.

On orders shipped **Overnight or 2Day**, DHL reserves the right to extend delivery time by 24 hours to **residential** deliveries. This is beyond our control and shipping charges will **NOT** be refunded for this reason. We do not offer Saturday or Sunday delivery.

[customerservice@thepartsbin.com](mailto:customerservice@thepartsbin.com)

[www.thepartsbin.com](http://www.thepartsbin.com)

"Your Discount Auto Parts Source"

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**From:** "Scott.Yon@dot.gov" <[Scott.Yon@dot.gov](mailto:Scott.Yon@dot.gov)>  
**To:** [REDACTED]  
**Sent:** Tue, July 26, 2011 2:29:01 PM  
**Subject:** RE: Ref. your report to NHTSA, ODI 10379733

[REDACTED]

Thanks for speaking with me today.

- 1) You noted that you have a receipt for the power steering pump that was replaced. I would like to get a copy of that if possible. If you can scan and email that's best, otherwise my address is below. As we discussed you should make sure to retain this for future reference.
- 2) Can you advise the current mileage of your vehicle please?
- 3) Can you advise the date of build of your vehicle (it's on the cert label on the driver's door usually)?
- 4) Lastly, I mentioned we have an investigation open, it's NHTSA action number EA11005. You can go to this site to learn more/follow along with its progress: <http://www-odi.nhtsa.dot.gov/defects/>

Thanks again for your time, and drive safely,  
Scott

Scott Yon  
Direct: 202-366-0139  
Toll Free: 1-877-5 DOT DOT (536-8368) ext 60139  
Fax: 202-366-1767

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**From:** Yon, Scott (NHTSA)  
**Sent:** Tuesday, July 26, 2011 2:06 PM  
**To:** [REDACTED]  
**Subject:** Ref. your report to NHTSA, ODI 10379733

Hi [REDACTED]

I lost the connection and could not get back to you. My numbers are below if you can call, otherwise I'll try you back later, but I do want to speak with you and shouldn't need more than 10 or 15 minutes max.

Drive carefully,  
Scott

Scott Yon  
US DOT, NHTSA, Office of Defects Investigation (ODI)  
Room W48-314  
1200 New Jersey Ave, SE  
Washington, DC  
20590  
Direct: 202-366-0139  
Toll Free: 1-877-5 DOT DOT (536-8368) ext 60139  
Fax: 202-366-1767

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