

GEORGE C. JEPSEN
ATTORNEY GENERAL



Office of The Attorney General
State of Connecticut

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

JAN 20 2011

MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-2294

2011 JAN 19 A 11:13

RECEIVED - NHTSA

CL-10380661-5182

January 11, 2011

[REDACTED]
Tuchahoe, NY

RE: Mini of Fairfield County

Dear [REDACTED]

This is to acknowledge receipt of your correspondence and to thank you for contacting our Office in connection with this matter.

By copy of this letter, we are forwarding your correspondence to the NHTSA, which will follow-up with you. We sincerely apologize for any delay this transfer may cause, but the subject of your letter can best be reviewed by that agency. If you have any questions concerning this matter, please contact the NHTSA at (888) 327-4236 regarding your complaint.

Please do not hesitate to contact this Office in the future if we can be of further assistance to you.

Very truly yours,

A handwritten signature in cursive script, appearing to read "M. G. Alonzo".

M. G. Alonzo
Assistant Attorney General

Enc.

cc: NHTSA Headquarters
1200 New Jersey Ave., SE
West Building
Washington, DC 20590

MC
02-0211
KB

364358
Csu

To Whom It May Concern:

Enclosed are the invoices for a defective clutch on our Mini Cooper 2009, which was replaced in May 2010. In August 2010 my husband was on I-95 when the clutch was compromised again and resulted in a tow, which was in a restricted area, which my husband had to pay for even though he has Mini's roadside assistance and AAA. Neither company would pay for the tow. I am writing your safety board because the second time the vehicle would not perform my husband's safety was compromised. The Mini Corporation said the second time the flywheel was burnt and that it was not covered under warranty, which we had to pay for the repair. The cost was \$3017.80 my husband and I tried to get the dealership to understand that the first repair was done only in May and that his safety was at risk but to no avail we still had to pay for the repair. We would like to request that the safety board check into the safety of this clutch for the Mini Coopers. Safety should be first we would not like to see this become another issue like Toyotas.

Sincerely



Cc Mini USA

Attorney General Richard Blumenthal Connecticut
Safecar.gov
ABC, CBS, NBC consumer news divisions

**SALES SLIP
CUSTOMER COPY**

MINI OF FAIRFIELD COUNTY



1259 EAST MAIN STREET

STAMFORD, CT 06902

(203) 348-0075

SERVICE DEPARTMENT HOURS

7:30 a.m. to 4:30 p.m.

Monday - Friday

R/O Open Date	R/O Number
7/21/10	806979/1
R/O Close Date	Status
8/10/10	Pre-Invoice
Mileage In	Mileage Out
24156	24157
Service Advisor / Tag #	
JOHN CORCORAN/1452	
Vehicle Identification Number	
WMWMF73549T	
Delivery Date	In-Service Date
3/20/09	
Color	License Number
MIDNGT BLK	

[REDACTED]		Work Phone	
BRONXVILLE, NY [REDACTED]		[REDACTED]	
[REDACTED]		Home Phone	
[REDACTED]		[REDACTED]	
Year	Make	Model	Body
2009	MINI	COOPER S	2D COUPE

DESCRIPTION OF SERVICE AND PARTS

#1 - 25MR1: MINI-GEARSHIFT MECHANISM	AMOUNT
C/S THEY CANT SHIFT THE VEHICLE OR PUT IT IN GEAR, CHECK & ADVISE. SEE HISTORY	
Work performed by DAVE HOWLAND (16) 12.00hrs @ 130.0	1560.00
Installed 21 20 7 575 069 :Twin Mass Flywheel 1@943.13	943.13
Installed 11 22 7 524 711 :ISA screw 6@2.86	17.16
Installed 21 20 7 572 843 :SET AT-CLUTCH PARTS 1@326.69	326.69
VERIFIED CUST COMP, FOUND CLUTCH PEDAL W/GOOD PRESSURE, CAR DOES NOT MOVE FORWARD, CLUTCH SMELL FROM DISC WORN AWAY, PERFORMED R&I TO FRONT SUBFRAME & TRANS FOR CLUTCH INSPECTION, PERFORMED R&R TO FLYWHEEL & CLUTCH ASSY., REVERSE ORDER, TEST DRIVE, OP GOOD	
Sub Total: 2846.98	
Sub Total: .00	

UNLOCK OUT

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	1560.00
PARTS	1286.98
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	170.82
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	3017.80

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X



1259 EAST MAIN STREET
STAMFORD, CT 06902
(203) 348-0075

SERVICE DEPARTMENT HOURS
7:30 a.m. to 4:30 p.m.
Monday - Friday

5/17/10	806203/2
R/O Close Date	Status
5/21/10	Pre-Invoice
Mileage In	Mileage Out
21020	21023
Service Advisor / Tag #	
JOHN CORCORAN/0858	
Vehicle Identification Number	
WMWMF73549T	
Delivery Date	In-Service Date
3/20/09	
Color	License Number
MIDNGT BLK	

BRONXVILLE, NY		Work Phone	
		Home Phone	
Year	Make	Model	Body
2009	MINI	COOPER S	2D COUPE
4449M			

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
REPLACE L/S HEAD LAMP AND AJUST AS NESCESSARY.		
#3 * 21MR1: MINI-CLUTCH SYSTEM REPLACE FLYWHEEL. Corrected by 1122500: (2121033900 Work performed by RUDY POLANCO (721) 0.50hrs REPLACED SCORED FLYWHEEL. AS INSTRUCTED		Warranty
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto." DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS. X © 2009 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (2009) 045-1028		LABOR .00
		PARTS .00
		DEDUCTIBLE .00
		SUBLET .00
		SHOP SUPPLIES .00
		HAZARDOUS MATERIALS .00
		SALES TAX OR TAX I.D. .00
		SPECIAL ORDER DEPOSIT .00
		DISCOUNTS .00
		TOTAL DUE .00



1259 EAST MAIN STREET.

STAMFORD, CT 06902

(203) 348-0075

SERVICE DEPARTMENT HOURS

7:30 a.m. to 4:30 p.m.

Monday - Friday

5/17/10

806203/1

R/O Close Date

Status

5/21/10

Pre-Invoice

Mileage In

Mileage Out

21020

21023

Service Advisor Tag #

JOHN CORCORAN/0858

Vehicle Identification Number

WMWMF73549T

Delivery Date

In-Service Date

3/20/09

License Number

MIDNGT BLK

Work Phone

Home Phone

BRONXVILLE, NY

Tuckahoe, NY

Year

Make

Model

Body

2009

MINI

COOPER S

2D COUPE

DESCRIPTION OF SERVICE AND PARTS

#1 - 21MR1: MINI-CLUTCH SYSTEM

C/S THERE IS A WHINING SOUND WHEN RELEASING THE CLUTCH IN FIRST GEAR, CHECK & ADVISE.

Caused by

PERFORMED DIS TEST, NO FAULTS FOUND, ROAD TESTED VEH IDENTIFY NOISE, DIAGNOSE WITH ISID FAULT PATTERN NOT FAULT PATTERN FOUND FOR THIS CONDITION, IT'S A HOWLING NOISE COMING FROM CLUTCH WHILE PULLING AWAY, LOUD HOWLING FOUND SIM 21 04 08 DESCRIBES THE EXACTLY SITUATION BUT DOESN'T APPLY THIS MODEL YEAR, CHECK TRANS OIL LEVEL AND CONDITION OK, LUBE AXLE SEALS, NOISE STILL PRESENT

Corrected by 2121000: (2121003900

Work performed by (721) 6.70hrs

Installed 21 20 7 572 843 :SET AT-CLUTCH PARTS

Installed 21 20 7 575 069 :Twin Mass Flywheel

Installed 11 22 7 524 711 :ISA screw

WAITING FOR PUMA REPLY

REPLACED CLUTCH KIT AS INSTRUCTED BY PUMA.

Qty:

Qty:

Qty:

Warranty

Warranty

Warranty

Warranty

#2 * 63MR1: MINI-LIGHTING SYSTEMS

C/S THE PASS. SIDE HEAD LIGHT DOESNT SEEM AS BRIGHT AS THE D/S, CHECK & ADVISE.

Caused by

CHECK AND FOUND L/S HEAD LAMP INTERNAL COMPONENTS ARE LOOSE AND HEAD LAMP BULB ARE POINTING UPWARDS.

Corrected by 631807: (6312023700)

Work performed by (721) 0.40hrs

Installed 63 12 2 751 869 :Headlight left, turn in Qty:

Warranty

Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X



State of Connecticut
ATTORNEY GENERAL
MACKENZIE HALL
110 SHERMAN STREET
HARTFORD, CT 06105-2294

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JAN 8 2011
TIO



UNITED STATES POSTAGE
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NHTSA Headquarters
1200 New Jersey Ave., SE
West Building
Washington, DC 20590

