

APR 26 2011

APRIL 14, 2011

David L. Strickland  
NHTSA Administrator  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590

EXAMINING SECRETARIAT  
20 APR 25 10 31 AM '11  
RECEIVED-NHTSA

6

SUBJECT: DEFECTIVE ELECTRONICS COMPLAINTS AGAINST  
MINI COOPER DIVISION OF BMW OF NORTH AMERICA LLC  
DATED MARCH 31, 2011

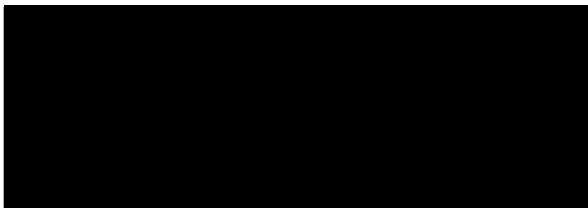
Administrator Strickland,

I am requesting the disposition of the above subject complaint which was received by NHTSA on April 5, 2011. I have not received a simple courtesy acknowledgment from your administration.

You stated on May 19, 2010 that "I want to work with the Secretary and the Congress to strengthen and improve NHTSA so that it can continue to achieve its mission of saving lives, preventing injuries, . . ." And on March 18, 2011 you stated "At NHTSA, we are committed saving lives on the American roadway. Our core mission is the protection of the American public. And the American public expects that the decisions we make will protect them."

IT DOSEN'T FEEL LIKE YOUR ARE COMITTED TO YOUR OWN MISSION.

Mini Cooper Division of BMW of North America LLC will not voluntarily admit to the American public there is a defect in the electronics (ON BOARD COMPUTER SYSTEM) . They are charging Mini Cooper owners for labor and parts for reprogramming the defective software.



LOS ANGELES, CA



Attachments: 1-Mailing Documents 2-Excerpts from above re speeches

**EXPRESS MAIL RECEIVED BY NHTSA ON APRIL 5, 2011, 10:51 AM  
SIGNED FOR BY B ACORS. I AM REQUESTING DISPOITION OF  
MY COMPLAINT.**

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## Track & Confirm

### Search Results

Label/Receipt Number: EG80 1677 673U S  
Guaranteed Delivery Date/Time: April 5, 2011, 12:00 PM  
Class: Express Mail®  
Status: Delivered

Your item was delivered at 10:51 am on April 05, 2011 in WASHINGTON, DC 20590 to TRANSPORTATION 20590. The item was signed for by B ACORS.

**Track & Confirm**

Enter Label/Receipt Number.

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#### Detailed Results:

- Delivered, April 05, 2011, 10:51 am, WASHINGTON, DC 20590
- Arrival at Unit, April 05, 2011, 10:03 am, WASHINGTON, DC 20022
- Processed through Sort Facility, April 05, 2011, 8:26 am, WASHINGTON, DC 20074
- Acceptance, April 04, 2011, 8:31 am, LOS ANGELES, CA 90039

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FOIA



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LOS ANGELES, CA

LOS ANGELES CA 900

19 APR 2011 PM 8 7



**URGENT**

**TO: David Strickland, NHTSA Administrator**

**1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590**

