

APR 05 2011

March 31, 2011 VEHICLE SAFETY COMPLAINT Page 1
DEFECTIVE (ABS) BRAKES & ELECTRONICS SYSTEM

8

MANUFACTURER: MINI DIVISION OF BMW of NORTH AMERICA LLC
P.O. BOX 1227

WESTWOOD, NEW JERSEY 07675-1227

DEALER: MINI OF UNIVERSAL CITY
4270 LANKERSHEIM BLVD, UNIVERSAL CITY, CA 91602
TEL: (818) 505-7455 , FAX: (818) 508-5082

To: NHTSA Headquarters, 1200 New Jersey Avenue, SE
West Building, Washington, DC 20590

I AM SUBMITTING THIS COMPLAINT FOR IMMEDIATE INVESTIGATION
OF MINI DIVISION OF BMW FOR DEFECTIVE BRAKING SYSTEM AND
ELECTRONICS (ON-BOARD COMPUTER).

DO NOT PLACE MY COMPLAINT INTO YOUR DATABASE WHERE NHTSA
WILL NOT TAKE ANY ACTION. DO NOT PROTECT MINI-BMW FROM CONSUMER
COMPLAINTS FOR DEFECTIVE BRAKING SYSTEM AND ON-BOARD COMPUTER
ELECTRONICS WHICH COME PRE-INSTALLED IN THEIR VEHICLES.

I AM MAILING A COPY OF MY COMPLAINT TO MY STATE SENATOR

VEHICLE: MODEL YEAR: 2006 CATEGORY: CAR MAKE: MINI COOPER
MODEL: MINI COOPER SPORTS CONVERTIBLE
VEHICLE IDENTIFICATION NUMBER: WMWRH33506T [REDACTED]

I HAVE ATTACHED A COPY OF MANUFACTURER'S SPECIFICATION.

VEHICLE SOMETIMES STALLS AND STOP WHILE DRIVING WITHOUT
ANY PRIOR WARNING. MANUFACTURER TECHNICIANS CANNOT RESOLVE
THE DEFECTS. THE DEALER HAS NOT REPORTED NOR DO THEY PLAN TO
NOTIFY NHTSA OR CONSUMERS OF THESE DEFECTS.

I WAS ADVISED ON SATURDAY, APRIL 2, 2011 BY PHONE BY SERVICE
REP MIKE GARDNER THAT MISTAKES WERE MADE IN REPROGRAMMING THE
VEHICLE. THAT THE ENGINE WOULD BEGIN TO MISFIRE BUT NOT TO WORRY
BECAUSE IT CAN BE CORRECTED BY CHANGING THE SPARK PLUGS. MIS-
FIRING AND BACKFIRING WILL CAUSE LOSS OF POWER AND UNEXPECTED
STOPS AND STALL PRESENTING ANOTHER HYGHWAY SAFETY HAZARD.IT
WOULD EVENTUALLY CAUSE THE ENGINE TO COMPLETELY DETERIORATE
IN PERFORMANCE AND CAUSE EMISSION PROBLEMS.

PLEASE REQUEST MINI DIVISION OF BMW of North America LLC TO RECALL
ALL 2006 MINI COOPER SPORTS CONVERTIBLES TO INSPECT AND REPAIR
ALL DEFECTIVE SYSTEMS AT NO CHARGE TO THE CONSUMER. THE
DEFECTIVE COMPONENTS ARE PRE-INSTALLED BY MINI-BMW.

DETAILS OF INCIDENTS BEGINS ON PAGE 2.

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March 31, 2011 VEHICLE SAFETY COMPLAINT Page 2
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DECEMBER 26, 2010-ON VACATION-SAN FRANCISCO, CA, STREETS WERE WET FROM OVERNIGHT RAINS, DESTINATION WAS FT. POINT-LOCATED UNDER THE GOLDEN GATE BRIDGE. VEHICLE STALLED WHEN MAKING LEFT TURN FROM LOMBARD STREET ON TO PERSIDIO DRIVE. ONCOMING TRAFFIC CAME TO A STOP AS I TRIED TO CLEAR THE INTERSECTION AT REDUCED POWER. ONCE I CLEARED THE INTERSECTION I PULLED OVER AND TURNED THE ENGINE OFF. THE ENGINE STARTED NORMALLY.

THE NAVIGATION SYSTEM BEGAN FALSE DIRECTIONS GUIDING ME IN CIRCLES AWAY FROM THE GOLDEN GATE BRIDGE. I STOPPED AT THE WALT DISNEY MUSEUM IN THE PRESIDIO TO GET DIRECTIONS FOR MY DESTINATION.

THE VEHICLE DISPLAYED NO ELECTRONIC INDICATOR OR WARNING SIGNALS BEFORE OR AFTER THE INCIDENT.

MILEAGE: APPROX. 33,756

JANUARY 3, 2011-MILEAGE: 34,150. THE ABS, ANTI-LOCK BRAKE (ABS) WARNING LIGHT CAME ON TO INDICATE THAT THE ABS HAS FAILED. THIS INCIDENT HAPPENED UNDER NORMAL DRIVING CONDITIONS ON FLAT SURFACE STREET IN LOS ANGELES, CA. AT HOME I TURNED THE ENGINE OFF AND BACK ON AGAIN AND THE ABS WARNING LIGHT TURNED OFF NORMALLY.

JANUARY 4, 2011-MILEAGE: 34,156. SERVICE AT MINI COOPER OF UNIVERSAL CITY. I ADVISED SERVICE REPRESENTATIVE OF THE PRIOR INCIDENT ON 12/26/2010 AND THE INCIDENT ON 1/3/2011. I TOLD HIM THAT THE ABS LIGHT WAS NOT ON AT THE TIME. (SERVICE REP EXAGGERATED MY CLAIMS IN HIS REPORT.)

March 31, 2011 VEHICLE SAFETY COMPLAINT Page 3
DEFECTIVE (ABS) BRAKES & ELECTRONICS SYSTEM

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JANUARY 4, 2011-CONTINUED

THE FOLLOWING PARTS WERE REPLACED:

- 1- PULSE GENERATOR ,AB
- 2-BRAKES REPAIR KIT, BRAKE PAD
- 3-BAKE PAD WEAR SENSOR
- 4-WYNN BRAKE CLEANER

VEHICLE WAS RELEASED TO ME TO DRIVE STATING THAT
THE VEHICLE HAD NO DEFECTS.

THE ABS LIGHT CAME ON AGAIN LESS THAT 10
MINUTES AFTER THE PICK-UP OF THE VEHICLE AND
REMAINED ON FOR THE DURATION OF THE TRIP.

JANUARY 6, 2011- MILEAGE: 34,186. SERVICE AT MINI OF UNIVERSAL
CITY. I WAS TOLD THAT THE VEHICLE HAD NO DEFECTS
BY SERVICE REPRESENTATIVE.

THE ABS LIGHT CAME ON WHILE ON THE FREEWAY LESS
THAN 3 MILES FROM MINI OF UNIVERSAL CITY. I EXITED
THE FREEWAY IMMEDIATELY AND DROVE UNTIL I FOUND
A SAFE PLACE TO STOP. I TURNED THE ENGINE OFF AND
THEN RESTARTED IT. THE ABS LIGHT DID NO COME ON.
I DROVE HOME.

JANUARY 7, 2011-| TEST DROVED THE CAR AND THE ABS LIGHT
CONTINUED TO COME ON AND OFF THROUGHTOUT THE DAY.

JANUARY 8, 2011-(SATURDAY) ATTEMPTED SERVICE AT MINI OF
UNIVERSAL CITY. SPOKE TO WEEKEND SERVICE REP AND
A TECHNICIAN. THEY WANTED ME TO LEAVE VEHICLE FOR
WEEKEND TEST DRIVING. THEY REFUSED TO ACCOMODATE
ME WITH A REPLACEMENT VEHICLE. I DID NOT LEAVE THE
BECAUSE I HAD NO OTHER TRANSPORTATION.

March 31, 2011 VEHICLE SAFETY COMPLAINT Page 4
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JANUARY 13, 2011-MILEAGE: 34,310 ABS AND SERVICE ENGINE
SOON WARNING LIGHTS CAME ON. THE SERVICE
ENGINE SOON LIGHT REMAINED ON. THE ABS LIGHT
TURNED OFF AFTER STOPPING. I TOOK PHOTOGRAPHS
OF THE WARNING LIGHTS FOR EVIDENCE.

JANUARY 14, 2011-MILEAGE 34317. SERVICE AT MINI OF UNIVERSAL
CITY. I REPORTED TO THE SERVICE REPRESENTATIVE
THE INCIDENT OF JANUARY 13, 2011.(SERVICE REP
LIED IN HIS REPORT STATING THAT THE ABS LIGHT WAS
ON, IGNORING WHAT I HAD REPORTED TO HIM. ADDITIONALLY
HE STATES IN HIS REPORT THAT "SRS LIGHT IS ON." I DO
NOT KNOW WHAT AN SRS LIGHT IS OR WHERE IT IS LOCATED)

THE VEHICLE REMAINED A MINI OF UNIVERSAL FROM
JANUARY 14, 2011 UNTIL JANUARY 19, 2011 CLAIMING THAT
THEY WERE WORKING ON THE VEHICLE AND TEST DRIVING
THE VEHICLE. WHEN I CALLED ON JANUARY 19, 2011 @ 8:30am
FOR A STATUS REPORT THE SERVICE REPRESENTATIVE WAS
NOT AWARE THE VEHICLE WAS IN THE SHOP.

THE FOLLOWING PARTS WERE REPLACED BETWEEN JANUARY,14
AND JANUARY 19, 2011:

- 1-BRAKE LIGHT PRESSURE SWITCH
- 2-SRS LIGHT ????? (A LIE)
- 3-FOUND GAS CAP LOOSE (ANOTHER LIE)

ON JANUARY 15, 2011- I SENT A FAX TO THE SERVICE DEPARTMENT
TO REQUEST THAT THEY REPLACE THE OXYGEN SENSOR WHICH
HAD CAUSED STOPS AND STALLS BEFORE. THE OXYGEN SENSOR HAD
RECALLED IN 2009 AND THEY HAD REFUSED TO REPLACED THE
DEFECTED OXYGEN SENSOR ON MYREQUEST.

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JANUARY 20- MARCH 27, 2011-MILES DRIVEN APPROX. 658MILES
THE ABS LIGHT CONTINUED TO COME OFF AND ON
ON FREEWAYS AND ON SURFACE STREET AN AVERAGE
OF EVERY 30 MILES DRIVEN.

MARCH 28, 2011- MILEAGE: 34,935 VEHICLE LOSS POWER WHILE
EXITING THE GOLDEN STATE FREEWAY LOS FELIZ BLVD.
OFFRAMP AT APPROXIMATELY 12:45pm. THE WARNING
LIGHTS DID NOT COME ON BEFORE THE LOSS OF POWER.
I WAS ABLE TO STEER THE VEHICLE OVER TO THE EDGE
OF THE OFFRAMP. I TURNED THE IGNITION KEY OFF WHEN
PARKED AND THEN TURNED IT ON AGAIN.

THE FOLLOWING WARNING LIGHTS CAME ON WHEN I RESTARTED
THE VEHICLE:

- 1-(ABS)-ANTILOCK BRAKE SYSTEM FAILURE
- 2-(EML) ENGINE ELECTRONICS WHICH INDICATED THAT THE
ENGINE ELECTRONICS ARE MALFUNCTIONING
- 3-(SERVICE ENGINE SOON) INDICATING THAT THE EXHAUST
EMISSIONS HAVE DETERIORATED

I WAS ABLE TO COMPLETE AN EXIT FROM THE FREEWAY AT
REDUCED POWER CAUSED BY ELECTRONICS FAILURE.

MARCH 29, 2011-MILEAGE: 34,943. SERVICE AT MINI OF UNIVERSAL CITY.
AFTER REPORTING THE INCIDENT OF MARCH 28 TO THE SERVICE
REPRESENTATIVE HE STATED "FROM WHAT YOU TOLD ME
IT LOOKS AS IF YOU ARE DUE AN OIL CHANGE." I REQUESTED
THE SERVICE REPRESENTATIVE TO WRITE HIS REPORT BASED
ON WHAT I REPORTED. I SHOWED HIM PHOTOGRAPHS OF THE
WARNING LIGHT WHICH WAS STILL ON AND I SHOWED HIM OTHER
REPORTS WHERE HE HAD CHANGED MY REMARKS.

@ 6PM- SERVICE REPRESENTATIVE CALLED TO GET AUTHORIZATION
TO DIAGNOSE PROBLEM. HE SAID THERE WAS VERY LITTLE
COMMUNICATION BETWEEN THE ELECTRONIC COMPONENTS.

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MARCH 29, 2011 CONTINUED- THE SERVICE REPRESENTATIVE SAID THAT THE COST FOR THE DIAGNOSTICS AND REPAIRS WOULD BE BETWEEN 2 TO 3 THOUSAND DOLLARS.

I REMINDED HIM THAT THE ELECTRONIC SYSTEM AND AND ABS COMPONENTS WERE PRE-INSTALLED BY MINI-BMW AND THAT I SHOULD NOT HAVE TO PAY FOR REPAIRS. ADDITIONALLY, I HAD PURCHASED AN EXTENDED WARRANTY WHICH SHOULD APPLY TO CHARGES. THE SERVICE REPRESENTATIVE TOLD ME THE INSURANCE COMPANY REQUIRES 100% FAILURE AND AT A 100% FAILURE AND THAT THE ENGINE WOULD BE DAMAGED BEYOND REPAIR.

MARCH 30, 2011-VEHICLE IN SHOP PARKED IN THE SAME LOCATION WHEN I LEFT IT ON MARCH 28, 2011 WHICH MEANS THAT NO WORK HAD BEEN DONE ON THE VEHICLE. I HAD STOPPED BY TO SHOW THE SERVICE REPRESENTATIVE THE EXTENDED WARRANTY DOCUMENTATION.

@6:30 pm THE SERVICE REPRESENTATIVE CALLED TO REQUEST AUTHORIZATION FOR A TECHNICIAN TO DRIVE THE VEHICLE HOME OVERNIGHT TO TEST IT. I GAVE MY APPROVAL.

@7:33 pm I RECEIVED A CALL FROM LoJACK TO NOTIFY ME THAT MY VEHICLE HAD BEEN MOVED. AT 7:32 pm I RECEIVED AN E-MAIL FROM LoJACK WITH THE SAME MESSAGE. MINI UNIVERSAL CLOSES AT 7pm.

WHEN I DROPPED OFF THE VEHICLE ON MARCH 28, 2011 I DID NOT LEAVE THE LoJACK KEY PASS BECAUSE I WANTED TO KNOW IF THEY WERE ACTUALLY WORKING ON THE VEHICLE. DURING JANUARY SERVICING THEY CLAIMED THAT THEY HAD TEST DROVE THE CAR AS LONG AS 3 HOURS. WHEN I PICKED UP THE VEHICLE THE MILEAGE DID NOT REFLECT A 2 TO 3 HOUR TEST DRIVE.

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MARCH 31, 2011- VEHICLE IN SHOP. @12:35 pm THE SERVICE REPRESENTATIVE CALLED AND ADVISED ME THAT THERE WAS SOME COMMUNICATION BETWEEN ABS AND SOME OTHER ELECTRONIC COMPONENTS, THAT THE TECH HAD FOUND SOME FRAYED WIRES AND PLANNED TO COVER THEM. HE SAID THAT HE WOULD CALL ME LATER TO AUTHORIZE THE TECH TO DRIVE THE VEHICLE HOME BUT HE DID NOT CALL BACK.

APRIL 1, 2011-VEHICLE IN SHOP. @9:45am I CALLED TO GET A STATUS REPORT ON THE VEHICLE. HE STATED THAT THE TECH WAS REPROGRAMMING AND RESCOPIING THE SOFTWARE AND THAT THE TECH HAD ROAD TESTED THE VEHICLE LAST NIGHT (WITHOUT MY AUTHORIZATION).

@3:55 pm THE SERVICE REPRESENTATIVE CALLED TO STATE THE TECH WAS STILL REPROGRAMMING THE SOFTWARE AND THAT THE VEHICLE WOULD BE READY FOR PICK-UP TOMMOROW AFTERNOON (APRIL 2, 2011). WHEN ASKED HE STATED THAT HE HAD NOT REQUESTED PAYMENT FROM THE INSURANCE COMPANY. HE STATED THAT HE WOULD CALL THE INSURANCE COMPANY ON MONDAY, APRIL 4, 2011.

APRIL 2, 2011-VEHICLE IN SHOP. @ 2:15 SERVICE REP MIKE GARDNER CALLED TO STATE THAT THE VEHICLE WAS READY FOR PICK-UP. HE STATED THAT THE VEHICLE WOULD BEGIN "MISSING" (MISFIRING) AND TOLD ME NOT TO WORRY BECAUSE IT CAN BE CORRECTED BY CHANGING THE SPARK PLUGS. I TOLD HIM THAT I WAS NOT GOING TO PICK UP THE VEHICLE UNTIL HE CALLED THE INSURANCE TO REPORT THE DIAGNOSTIC WORK WHICH HAD BEEN PERFORMED. HE STATED HE WOULD CALL THE INSURANCE COMPANY ON TUESDAY, APRIL 5, 2011 BECAUSE MONDAY IS HIS OFF DAY.

THE VEHICLE REMAINS IN AN UNSAFE HIGHWAY DRIVING CONDITION BECAUSE MINI-BMW TECHNICIANS DO NOT KNOW HOW TO RESOLVE THE ELECTRONICS DEFECTS RESULTING IN THE VEHICLE MISFIRING AND BACKFIRING TO CAUSE STOPS AND STALLS AND DETERIOATION. THE VEHICLE NEVER MISFIRED OR BACKFIRED PRIOR TO REPROGRAMMING.

March 31, 2011 VEHICLE SAFETY COMPLAINT Page 8
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2006 MINI COOPER SPORTS CONVERTIBLE
VIN# WMWRH33506T [REDACTED]

PLEASE REQUEST AN IMMEDIATE RECALL OF ALL 2006 MINI COOPER SPORTS CONVERTIBLES SO THAT MINI DIVISION OF BMW of NORTH AMERICA LLC CAN INSPECT THEM FOR DEFECTS IN THE (ABS) BRAKES & ELECTRONICS SYSTEM.

I AM LUCKY THAT I DID NOT CAUSE A FATAL ACCIDENT OR HARM MYSELF WHILE DRIVING A VEHICLE WITH BRAKE AND ELECTRONICS DEFECTS.

I ASKED THE MINI OF UNIVERSAL CITY SERVICE MANAGER ON MARCH 29, 2011 IF HE WAS GOING TO NOTIFY NHTSA ABOUT THE DEFECTS THEY ~~FINALLY~~ DISCOVERED IN MY CAR AND HIS REPLY WAS "NO!"

I HAVE BEEN GIVEN THE RUN-A-ROUND BY MINI-BMW SINCE I REPORTED THE FIRST INCIDENT ON JANUARY 4, 2011. THEY JUST KEPT ON REPLACING PARTS THAT I DID NOT NEED AND LYING ABOUT TESTING THE VEHICLE AND DECLARING IT SAFE TO DRIVE PLACING MY LIFE AND OTHER LIVES AT RISK.

CHANGING OIL AS WAS SUGGESTED BY THE SERVICE REPRESENTATIVE ON MARCH 29, 2011 WAS NOT THE SOLUTION FOR BRAKES AND ELECTRONICS DEFECTS. OIL WAS CHANGED AS A SOLUTION ON JANUARY 4, 2011 AS A SOLUTION AND IT DID NOT WORK, TOTALLY IGNORING MY REPORT OF INCIDENTS.

OTHER MINI COOPER OWNERS ARE NOT AWARE OF THE BRAKES AND ELECTRONICS DEFECTS AND IT IS THE RESPONSIBILITY OF THIS TRANSPORTATION DEPARTMENT TO NOTIFY THE PUBLIC OF THESE DEFECTS AND REQUIRE MINI-BMW TO REPAIR THOSE DEFECTS AT NO COST TO THE CONSUMER.

[REDACTED]
LOS ANGELES, CA [REDACTED]
[REDACTED]

4/3/2011 NOTE: PURCHASED ON APRIL 23, 2010 FOR \$2600.00-PLATINUM SERVICE
MINI- BMW SHOULD PAY FOR ALL COSTS TO REPAIR PRE-INSTALLED ELECTRONICS
AND (ABS) COMPONENTS AND CORRECT SOFTWARE PROGRAMMING MISFIRE ERROR.

MINI Maintenance Program Upgrade Agreement

Maintenance for 72 months or 100,000 miles, whichever occurs first

Valid only in the continental United States, Alaska, Hawaii, and Puerto Rico



Customer Name: [REDACTED]	Full VIN: WMWRH33506TK [REDACTED]
Address: [REDACTED]	Original in-service date verified through DCS: 04/27/2008
City: LOS ANGELES	Current Mileage: 28,859
State: CA	Year: 2006
Zip: [REDACTED]	Exterior Color: Cool Blue metallic
	Interior Color: Dark Blue Leather
	paint
CONTRACT # 0002055962	Selling Dealer's Name: MINI of Universal City Warranty # 32609

Your signature on the bottom of this document confirms your agreement to the terms and conditions of the MINI Maintenance Program ("PROGRAM"). Generation of this agreement means that your MINI dealer has registered the vehicle referenced above with the MINI Division of BMW of North America, LLC for the PROGRAM as described below.

TERMS

Only residents of the continental United States, Alaska, Hawaii and Puerto Rico who purchase or lease an eligible MINI from an authorized MINI dealer located in the continental United States, Alaska, Hawaii and Puerto Rico during an available enrollment period may take advantage of this PROGRAM.

The Program covers factory-recommended maintenance as listed in your MINI Service and Warranty Information booklet that you received with your eligible new or pre-owned vehicle ("ENROLLED VEHICLE"). In addition, the replacement of THE FOLLOWING ITEMS ONLY due to normal wear and tear are also covered: Brake linings (pads) and rotors (both covered only when worn below the limits listed in the MINI Technical Data Information); external drive belts; clutch disc; wiper blade inserts; applicable adjustments required due to normal operating conditions (except as excluded below). Maintenance service intervals must be followed using the vehicle's maintenance service indicator system. Please see your Service and Warranty Information booklet for additional information on this important subject.

To receive maintenance services under this PROGRAM, you must present a signed copy of this Agreement to an Authorized MINI dealer in the continental United States, Alaska, Hawaii, and Puerto Rico. The Authorized MINI dealer will perform the recommended maintenance services on the ENROLLED VEHICLE at no expense to you, provided the PROGRAM is active. The maintenance service intervals are based on normal driving conditions and operation and as stated in your Service and Warranty Information booklet. If you require more frequent maintenance services, the cost of these services will not be covered under this PROGRAM and you will be financially responsible for those services.

All labor will be performed by MINI Factory Trained Technicians, only MINI Original Parts and MINI Approved Fluids will be used, allowances for miscellaneous shop supplies are included and all sales or other applicable taxes assessed on the actual repair, parts or maintenance services under this agreement, if any, are the responsibility of the MINI division of BMW of North America, LLC.

ELIGIBILITY

This Agreement extends the standard 36 months or 36,000 miles (whichever occurs first) MINI Maintenance Program period or a previously upgraded 48 months or 50,000 miles (whichever occurs first) Maintenance Program period, to 72 months or 100,000 miles, (whichever occurs first). The PROGRAM period is calculated using the correct date the ENROLLED VEHICLE was first retailed or placed into demonstrator or loaner service. The PROGRAM is only available for purchase by a customer on an eligible MINI vehicle within the first: a) 36 months or 36,000 miles (whichever occurs first), or b) 48 months or 50,000 miles (whichever occurs first), if a previous Maintenance Program upgrade was purchased. An extended enrollment option is also available for purchase on an eligible MINI vehicle if: a) the vehicle is between months 37 and 60 or between 36,001 miles and 60,000 miles, whichever occurs first or; b) the vehicle is between months 49 and 60 or between 50,001 miles and 60,000 miles, whichever occurs first, with a previously upgraded 48 months or 50,000 miles Maintenance Program period.

EXCLUSIONS

There are components or parts on any vehicle that are subject to gradual deterioration or normal wear and tear as the result of driving habits, conditions or use of the vehicle. Therefore, coverage for items such as (but not limited to) piston rings, valves and valve guides, suspension bushings, ball joints, and tire rod ends, drive shaft constant velocity (CV) joints and/or boots and other parts and/or components are not covered by this PROGRAM. Also excluded from coverage are items such as (but not limited to): engine, transmission, body adjustments; all batteries; suspension dampers (shock absorber/strut elements); all hoses; exhaust systems (including catalytic converters); paint; glass; headlamps; bulbs; mirrors; lenses; body and chassis; body seals and gaskets; moldings/trim (including chrome) and fasteners; convertible top (covering, all components including electronics); air, water, oil or fluid leaks; wind or body noises; tires and wheels; tire balance and rotation; wheel alignment; gasoline and gasoline additive, windshield washer additive (except when used in conjunction with scheduled maintenance), wear and tear of soft trim items, such as: interior and exterior trim, seats, upholstery, headliner, carpeting, floor and trunk mats, door panels; items covered under your MINI New Passenger Car Limited Warranty (and/or the Certified Pre-Owned MINI Limited Warranty or a BMW Group Vehicle Service Contract) if applicable; damage due to poor fuel quality, abuse, misuse, neglect, alteration, fire, accident, flood, or other water damage, explosion, improper repair or negligence, altered or unreadable Vehicle Identification Number or odometer irregularities, maintenance or repairs after the vehicle is deemed a total loss, maintenance or repairs performed by other than an Authorized MINI dealer in the United States and Puerto Rico, vehicles used in competitive events, oil changes or other maintenance performed outside the recommended maintenance intervals as determined by the vehicle's maintenance service indicator system.

TRANSFERABILITY

The PROGRAMS covers the ENROLLED VEHICLE and cannot be transferred to another vehicle. In the event of an ownership change, the new owner must complete and mail the Information Change Card located in the back of the Service and Warranty Information booklet.

REFUNDS

A refund will be granted ONLY if the ENROLLED VEHICLE is deemed a TOTAL LOSS while owned by you and it is still within the first 48 months or 50,000 miles, whichever occurs first, from the original and correct in-service date. Proper documentation, including a copy of this agreement and an insurance report declaring the ENROLLED VEHICLE a total loss and referencing the complete vehicle identification number, the incident date and vehicle mileage, will be required. A request for a refund must be initiated through the MINI dealer that originally sold the Maintenance Program Upgrade.

CAUTION

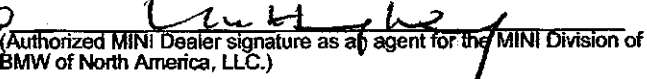
All services required on the ENROLLED VEHICLE must be performed as recommended by the Factory. Please refer to the MINI Service and Warranty information booklet that you received with your vehicle. In the event a service is missed, the Authorized MINI dealer will perform the service that best suits the needs of the ENROLLED VEHICLE at that time.

Note, under the terms of the MINI New Passenger Car Limited Warranty (and/or the Certified Pre-Owned MINI Limited Warranty or a BMW Group Vehicle Service Contract, if applicable) and this PROGRAM, any failure of any part of the ENROLLED VEHICLE resulting from a lack of maintenance will NOT be covered by any MINI Limited Warranties, Service Contract or this PROGRAM.

I understand, acknowledge and agree to the terms of the PROGRAM for my ENROLLED VEHICLE in accordance with the PROGRAM.

Signed on the 23rd day of April, 2010  (Customer's Signature)

The signature of an Authorized MINI dealer constitutes the MINI Division of BMW of North America, LLC's acceptance of your request to upgrade the PROGRAM as evidenced by the generation of this PROGRAM AGREEMENT and payment of the applicable fees to the Authorized MINI dealer.

Signed on the 23rd day of April, 2010  (Authorized MINI Dealer signature as an agent for the MINI Division of BMW of North America, LLC.)

Print and sign 2 copies of this agreement (customer and dealer).

The dealer must retain their copy of this agreement together with a current key reader printout.

Contract Printed: 2010-04-23

Form Revision: 10/2009



****ADDITIONAL INSURANCE PURCHASED 4/23/2010**
CAREFREE CAR PROTECTION®
 MECHANICAL FAILURE SERVICE CONTRACT

VEHICLE INFORMATION

CONTRACT NUMBER J000 10200434		FORM NUMBER D1000107	SERIAL NUMBER WMWRH33506T
YEAR 2006	MAKE MINI	MODEL COOPER S CON	CURRENT ODOMETER READING 28859

DEALER INFORMATION

SELLING DEALER MINI OF UNIVERSAL CITY			FWS DEALER # 07882
DEALER ADDRESS 4270 LANKERSHIM BLVD	CITY NORTH HOLLYWOOD	STATE CA	ZIP 91502
LIENHOLDER		ADDRESS	
DEALER SIGNATURE <i>[Signature]</i>			

SERVICE CONTRACT INFORMATION*

TERM / MILEAGE SELECTED		COVERAGE SELECTED	
1 YEAR / 12,000 MILES <input type="checkbox"/>	5 YEARS / 100,000 MILES <input type="checkbox"/>	POWERTRAIN (PTR) <input type="checkbox"/>	GOLD (PUG) <input type="checkbox"/>
2 YEARS / 24,000 MILES <input type="checkbox"/>	6 YEARS / 60,000 MILES <input type="checkbox"/>	SILVER (PUS) <input type="checkbox"/>	GOLD PLUS (PGP) <input type="checkbox"/>
3 YEARS / 36,000 MILES <input checked="" type="checkbox"/>	6 YEARS / 72,000 MILES <input type="checkbox"/>	PLATINUM (PNP) <input checked="" type="checkbox"/>	
4 YEARS / 48,000 MILES <input type="checkbox"/>	6 YEARS / 100,000 MILES <input type="checkbox"/>	DEDUCTIBLE SELECTED	
4 YEARS / 60,000 MILES <input type="checkbox"/>	7 YEARS / 70,000 MILES <input type="checkbox"/>	\$0 (ZRD) <input type="checkbox"/>	\$50** (ZRF) <input type="checkbox"/>
5 YEARS / 60,000 MILES <input type="checkbox"/>	7 YEARS / 100,000 MILES <input type="checkbox"/>	\$100 (Z1H) <input checked="" type="checkbox"/>	\$250 (Z1F) <input type="checkbox"/>
5 YEARS / 75,000 MILES <input type="checkbox"/>	10 YEARS / 100,000 MILES <input type="checkbox"/>	** WAIVED IF REPAIRS ARE MADE AT SELLING DEALER	
SEE "SERVICE CONTRACT PERIOD" TO DETERMINE EXPIRATION DATE AND MILES		OPTIONAL ROAD HAZARD TIRE COVERAGE <input type="checkbox"/> (HTC)	
SERVICE CONTRACT PURCHASE PRICE 1595.00	SERVICE CONTRACT PURCHASE DATE 04/23/2010		

*THIS SERVICE CONTRACT MAY PROVIDE CERTAIN COVERAGES WHICH ALREADY MAY BE INCLUDED IN ANY APPLICABLE MANUFACTURER'S WARRANTY.

SERVICE CONTRACT HOLDER INFORMATION

FIRST NAME [REDACTED]	LAST NAME [REDACTED]
ADDRESS [REDACTED]	CITY LOS ANGELES
STATE CA	ZIP [REDACTED]
(AREA CODE) TELEPHONE NUMBER [REDACTED]	YOU UNDERSTAND THAT THE PURCHASE OF THIS SERVICE CONTRACT IS NOT REQUIRED IN ORDER TO OBTAIN FINANCING OR TO PURCHASE THIS VEHICLE AND HAS A STANDARD \$100 DEDUCTIBLE.
SIGNATURE [REDACTED]	NOTICE TO SERVICE CONTRACT HOLDER: YOU are required to obtain authorization prior to beginning any repairs covered by this Service Contract except as noted in #4 of "HOW TO MAKE A CLAIM". This Service Contract is subject to the "ARBITRATION" section contained herein. Please see STATE AMENDMENTS section for additional state provisions.

OPTIONAL CAR CARE SERVICE PLAN INFORMATION

SEE OWNER'S MANUAL FOR COMPLETE LISTING OF FULL FACTORY RECOMMENDED SERVICES

OPTIONAL CAR CARE PURCHASE DATE	OPTIONAL CAR CARE PURCHASE PRICE N/A	I hereby acknowledge the purchase of Optional Car Care Service Plan and that this Plan is subject to the "ARBITRATION" section contained herein. Signature _____	
SELECT BOTH TERM / MILEAGE AND SERVICE LEVEL:			
PREMIUM	PREMIUM	VALUE	VALUE
3,000 MILES	3,750 MILES	5,000 MILES	7,500 MILES
<input type="checkbox"/> 2/30,000 STANDARD (MN3)	<input type="checkbox"/> 3/37,500 STANDARD (MNP)	<input type="checkbox"/> 2/30,000 STANDARD (MN5)	<input type="checkbox"/> 3/37,500 STANDARD (MNV)
<input type="checkbox"/> 3/36,000	<input type="checkbox"/> 4/52,500	<input type="checkbox"/> 3/35,000	<input type="checkbox"/> 4/52,500
<input type="checkbox"/> 3/45,000		<input type="checkbox"/> 3/45,000	

sensor; OEM radio/graphic equalizer/cassette tape player/compact disc player.

PLATINUM COVERAGE PLAN

Includes the Powertrain, Silver, Gold and Gold Plus coverage plans plus ANY OTHER MECHANICAL BREAKDOWN except for those items listed in the sections "EXCLUSIONS FROM COVERAGE", and the section "LIMITS OF LIABILITY." All other terms and conditions of this Service Contract remain unchanged.

☆ ☆ ☆ ☆ ☆ ☆ ☆ ☆ ☆ ☆

RENTAL CAR COVERAGE: YOU will be allowed up to \$35 per day for a maximum of ten (10) days for car rental expense incurred, if required due to a covered Mechanical Breakdown. YOU are responsible for obtaining the rental car and rental car expense incurred must be from a licensed rental car agency or authorized dealer. WE will then reimburse YOU. **RENTAL CAR REIMBURSEMENT IS NOT PROVIDED FOR PARTS DELAY, SHOP SCHEDULING, OR FOR WORK NOT COVERED BY THIS SERVICE CONTRACT. YOU MUST RECEIVE PRIOR AUTHORIZATION FOR RENTAL EXPENSES. RENTAL REIMBURSEMENT IS LIMITED TO DOWNTIME REPAIRS AND ENDS ON THE DATE OF REPAIR COMPLETION.**

TOWING COVERAGE: YOU will be allowed up to \$75 per covered Mechanical Breakdown for towing expense incurred from a towing company, if required due to such covered Mechanical Breakdown.

TRAVEL BREAKDOWN: In the event of a Mechanical Breakdown of a Covered Part, WE will reimburse YOU for motel/hotel lodging and restaurant expense incurred, commencing the day after the claim is reported to US, providing YOU are in excess of 100 miles from home. Such expense shall be limited to \$75 per calendar day and \$375 per occurrence. Reimbursement is limited to downtime repairs and ends at the date of repair completion.

DIAGNOSTICS COVERAGE: WE will pay for reasonable, necessary and customary diagnostic charges incurred in conjunction with a covered repair, not to exceed the labor time listed in a nationally recognized parts and labor guide. **DIAGNOSTIC TIME WILL NOT BE PAID FOR THOSE CONDITIONS WHERE THE PROPER REPAIR IS READILY APPARENT TO THE NORMAL SENSES OF SIGHT, TOUCH, SMELL AND/OR SOUND.**

RELATED DAMAGE COVERAGE: WE will pay for the replacement of brake pads, belts and hoses that are damaged and require replacement as a direct result of a covered Mechanical Breakdown. This coverage includes disc brake rotor or brake drum resurfacing required as a direct result of a covered Mechanical Breakdown.

FLUID COVERAGE: WE will pay for replacement of necessary fluids, oils, greases, lubricants and approved A/C gases that must be replaced in conjunction with a covered repair. **THIS COVERAGE DOES NOT APPLY TO SHOP SUPPLIES.**

OPTIONAL ROAD HAZARD TIRE COVERAGE: WE will pay to repair, or if not repairable, to replace a damaged tire, provided the tire damage is caused by Road Hazard. Road Hazard is defined as debris on the road surface or road surface conditions such as potholes, cracks and breaks. Return the vehicle to YOUR Selling Dealer. If the tire can be safely repaired, as determined by the repair facility, WE will pay for or reimburse YOU for the repair, up to a maximum of \$40. Unserviceable tires will be replaced with a comparable new tire, as determined by FWS, subject to a per occurrence limit of \$200 for each tire. The maximum lifetime benefit for Optional Road Hazard Tire Coverage, for the duration of the Service Contract, is \$1,000. Service Contract Deductible does not apply to Optional Road Hazard Tire Coverage. Coverage applies only when the Optional Road Hazard Tire Coverage box on the front of this Service Contract is checked. Coverage ends when the lowest tread depth reaches 2/32" or when this Service Contract terminates. Coverage is limited to the original set of tires on the vehicle at the time of purchase and new replacement tires and is not transferable to any other vehicle. **THIS COVERAGE WILL NOT PAY FOR TIRE DEFECTS, COLLISION OR CURB DAMAGE, VANDALISM, WHEELS, ATTACHING HARDWARE, WHEEL COVERS, "SPACE SAVER" STYLE SPARE, TIRE ROTATION, ALIGNMENT AND ANY DISPOSAL FEES. BENEFITS DESCRIBED UNDER RENTAL CAR COVERAGE, TOWING COVERAGE AND TRAVEL BREAKDOWN DO NOT APPLY TO ROAD HAZARD TIRE COVERAGE.**

TRANSFER: YOU may transfer this Service Contract to another owner but not to another vehicle. To transfer this Service Contract YOU must mail the following three (3) items to FWS within thirty (30) days of transfer of vehicle ownership: (1) a completed Transfer Form (or a letter containing the name and address of the new owner and YOUR authorization to transfer); (2) a legible copy of the front page of this Service Contract; and (3) a check for \$40 payable to FWS, for the transfer fee. This Service Contract may not be transferred to any entity in the business of selling or leasing motor vehicles.

DEDUCTIBLE AND UNCOVERED COSTS: For each repair visit, YOU will be responsible for the deductible amount selected by YOU, as shown on the front page of this Service Contract, and for any other costs not covered by this Service Contract. If no box is checked, the deductible will be \$100. If YOU selected the \$50 deductible option and return to the Selling Dealer to have repairs made, the deductible will be waived. If YOU selected the \$50 deductible option and return to the Selling Dealer for repairs to find the Selling Dealer is out of business, YOU can have YOUR vehicle repaired elsewhere, and WE will waive the deductible. When a breakdown to a Covered Part occurs which is covered by a manufacturer's warranty, WE will reimburse YOU for the difference between OUR deductible and the manufacturer's deductible. **If the same Covered Part previously repaired under this Service Contract fails again, the deductible will be waived.**

LET'S MOTOR.®

2006 MINI Cooper S Convertible

Manufacturer's Suggested Retail Price	\$	25,400.00
Options and Additional Charges: (Optional equipment may supercede standard equipment; check with your authorized Dealer).		
Cool Blue Metallic	\$	450.00
Dark Blue Leather	\$	1,300.00
Combo #3 Cold Weather: -Heated Washer Jets -Heated Mirrors -Heated Front Seats	\$	300.00
Combo #1 Premium: - Multifunction Steering Wheel w/Cruise - Chrome Line Interior - Center Arm Rest - Automatic Air Conditioning - On-Board Computer - Harmon/Kardon Sound System	\$	1,400.00
Combo #2 Sport: -Dynamic Stability Control (DSC) -Front Fog Lamps -17" Alloy Wheels 5-Spoke Bullet Performance Run-flat tires -Bonnet Stripes (if ordered) - Xenon Headlights w/headlamp powerwash	\$	1,900.00
17" Alloy Wheels Web Spoke -Performance Run-flat tires	\$	0.00
Steptronic Paddles		Included
Automatic Transmission	\$	1,350.00
Interior Surface In Body Color	\$	200.00
Blue Soft Top		Included
Door Mirror Caps and Tailgate Hinges in Chrome	\$	150.00
Navigation System	\$	1,700.00
Destination Charge	\$	550.00
Gas Guzzler	\$	0.00
Total Suggested Retail Price	\$	34,700.00

Standard Features

Engineering and Safety Features

- Supercharged, intercooled 1.6-liter overhead cam (OHC), 16-valve inline 4-cylinder engine (168 hp)
- 6-speed manual Getrag transmission
- MacPherson strut front suspension w/ Multi-link rear suspension
- Electro-hydraulic, engine-speed-sensitive, power steering
- 4-wheel anti-lock disc brakes (front vented/rear solid)
- All-Season traction Control (ASC)
- Sport Suspension w/front and rear anti-roll (stabilizer) bars
- 16" alloy wheels, 195/55R-16 performance runflat tires
- Driver and front passenger airbags - Supplemental Restraint System (SRS) with "smart" dual-threshold, dual-stage deployment
- Thorax head and body, side-impact airbags
- Automatic soft-top with convertible sunroof function and glass rear window
- 6-way adjustable sport seats (manual) w/driver and passenger height adjustment
- Center-mounted speedometer
- Steering column-mounted tachometer
- Anti-lock Braking System (ABS)
- Corner Brake Control (CBC)
- Electronic Brakeforce Distribution (EBD)
- Park Distance Control (PDC) - rear only
- Flat tire monitor
- Side-impact door beams w/interlocking anchoring system
- Engine Immobilizer with Coded Driveaway Protection
- Rear aluminum roll hoops in chrome
- Center-mounted twin tailpipes

Comfort and Convenience Features

- Air Conditioning with microfilter and air-recirculation
- Remote keyless entry
- Anti-theft CD audio system with AM/FM radio, 6 speakers, presets, auxiliary input ready, satellite radio ready and pre-wired for 6-disc CD changer
- Speed-sensitive intermittent windshield wipers
- Power windows with "one-touch" down operation
- Service interval indicator with miles-to-service readout
- Check control vehicle monitor system with pictogram display
- Split fold down rear seats for expandable cargo space
- Power exterior mirror control
- 3-spoke leather steering wheel
- Lockable climate controlled glovebox

The MINI Advantage

- 3 year/36,000 mile Full Maintenance Program
- 4 year/50,000 mile limited warranty
- Twelve year limited rust perforation warranty
- MINI Roadside Assistance Program
- 4 years/50,000 miles

VIN: WMWRH33506T

Port of Entry: HUENEME, CALIFORNIA

VPC Location: OXNARD, CALIFORNIA

Sold To:

Nick Alexander MINI

6333 S Alameda St

Los Angeles

(800) 800-6425 90001-1812

Ship To:

Nick Alexander MINI

6333 S Alameda St

Los Angeles

(800) 800-6425 90001-1812



MINI Delivery Quality Assurance

This MINI vehicle has been designed, engineered and manufactured under strict quality control guidelines. It has been prepared and inspected to ensure that it is free of defects in workmanship and materials in accordance with the MINI New Passenger Car Limited Warranty issued by the MINI Division of BMW of North America, LLC

PARTS CONTENT INFORMATION

For Vehicles in this Car Line:

U.S./Canadian Parts Content: **5%**

Major Source of Foreign Parts Content: **GREAT BRITAIN: 45%**
GERMANY: 25%

Note: Parts content does not include final assembly, distribution, or other non-parts costs.

For This Vehicle:

Final Assembly Point: **OXFORD, GR. BRITAIN**

Country of Origin:

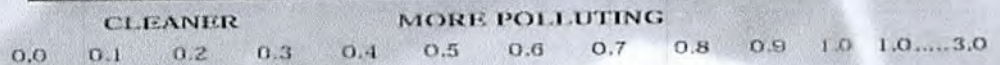
Engine: **BRAZIL**

Transmission: **JAPAN**

SMOG EMISSIONS INFORMATION

The Smog Index of the average new vehicle is: **0.58**

The Smog Index of this vehicle is: **1.00**



Note: The Smog Index (SI) indicates the relative level of smog-forming pollutants emitted by the vehicle. The lower the SI, the lower the vehicle's emissions.

Compare this vehicle to others in the **FREE FUEL ECONOMY GUIDE** available at the MINI dealer.

CITY MPG

23

Actual Mileage will vary with options, driving conditions, driving habits and vehicle's condition. Results reported to EPA indicate that the majority of vehicles with these estimates will achieve between

19 and **27** mpg in the city and between
27 and **37** mpg on the highway



HIGHWAY MPG

32

For Comparison Shopping, all vehicle's classified as: **Four Seater** have been issued mileage ratings ranging from

11 and **28** mpg city and
17 and **36** mpg highway

2006 MINI Cooper S Convertible
0613
Super charged, intercooled 1.6-liter overhead cam, 16-valve inline 4-cylinder engine, 6-speed automatic Aisin transmission, Feedback Fuel System, Fuel Injection, Three Way Catalyst

Estimated Annual Fuel Cost:
\$ 1,332.00

See the EPA/DOE web site at www.fueleconomy.gov

This vehicle is equipped with bumpers that can withstand an impact of 2.5 miles per hour with no damage to the vehicle's body and safety systems, although the bumper and related components may sustain damage. The bumper system on this vehicle conforms to the current federal bumper standard of 2.5 miles per hour.

MINI Division of
BMW of North America, LLC
Woodcliff Lake, NJ 07677

MANUFACTURER: MINI DIVISION OF BMW of NORTH AMERICA LLC
P.O. BOX 1227
WESTWOOD, NEW JERSEY 07675-1227
DEALER: MINI OF UNIVERSAL CITY
4270 LANKERSHEIM BLVD.
TEL: (818) 505-7455 , FAX: (818) 508-5082

2006 MINI COOPER SPORTS CONVERTIBLE
VIN# WMWRH33506T [REDACTED]

ATTACHMENTS:

- 1-MINI COOPER SPORTS CONVERTIBLE SPECIFICATIONS
(I cannot copy materials from the owner's manual. They are available online and you have the resource to obtain the manual)
- 2-MINI COOPER OXYGEN SENSOR RECALL OF NOVEMBER 2009
(DEALER WOULD NOT HONOR THE RECALL NOTICE AND DID NOT INSPECT MY VEHICLE AFTER STOPS AND STALLS)
- 3-MINI COOPER EXTENDED WARRANTY PURCHASED ON APRIL 23, 2010
(THEY ARE DEMANDING THAT I PAY FOR DEFECTIVE PRE-INSTALLED BRAKES (ABS) COMPONENTS AND DEFECTIVE ELECTRONICS SOFTWARE.)
- 4-JANUARY 4, 2011 WORK ORDER (CONTAINS STATEMENTS THAT I DID NOT MAKE)
- 5-JANUARY 6, 2011 WORK ORDER
- 6-JANUARY 19, 2011 WORK ORDER (COVERS PERIOD FROM JANUARY 14, 2011 TO JANUARY 19, 2011-CONTAINS STATEMENT I DID NOT MAKE)
- 7-JANUARY 13, 2010 PHOTO EVIDENCE
- 8- MARCH 28, 2011 PHOTO EVIDENCE-SHOWS THE SERVICE ENGINE SOON LIGHT REMAINED ON AFTER THE INCIDENT. THE EML(ELECTRONICS) AND (ABS) WARNING LIGHTS TURNED OFF AFTER STOPPING AT HOME.
- 9-APRIL 3, 2011-INTERNET ARTICLE "MISFIRE: WHAT DOES IT MEAN?"
AFTER ATTEMPTING TO RESOLVE THE DEFECTIVE ELECTRONICS PROBLEM TECHS CAUSED A NEW SAFETY PROBLEM-MISFIRING AND BACKFIRING. THIS ADDITIONAL DEFECT WOULD CAUSE THE VEHICLE TO VIBRATE, STOP & STALL,AFFECT PERFORMANCE AND GAS CONSUMPTION, CREATE LOUD NOISES, EMISSION OF SMOKE INTO THE ENVIRONMENT. BEING ONE OF THE SMALLEST VEHICLES ON THE HIGHWAY WITH POOR CRASH RATINGS THE ADDITIONAL DEFECT WOULD PLACE MY LIFE AND OTHERS AT RISK.

January 15, 2011

TO: MINI COOPER OF UNIVERSAL CITY, FAX (818) 508-5082
Manager, Service Department
Service Representatives, Service Department
Technicians Manager

SUBJECT: SERVICE REPAIRS 06/MINI COOPER/2 DOOR CONVERTIBLE
WMWRH33506T [REDACTED] (IN SHOP)

Please replace the defective Oxygen Sensor which was NOT replaced when I complained about it on September 4, 2009 at 23,543 miles.

A defective Oxygen Sensor had caused the vehicle to stop and stall in traffic in 2008 at 15,485 miles.

The National Highway Safety Administration advised MINI USA to recall and replace the defective Oxygen Sensors. MINI USA did not comply with their own directive of August 2009 to replace the defective components. (COPY ATTACHED)

The warranty on the defective sensors is 10 years or 100,000 miles whichever comes first.

I believe the unsafe driving conditions that I am experiencing in 2011 is caused from the fact that the defective Oxygen Sensor was not replaced as I requested on September 4, 2009, per the August 2009 directive from MINI USA and at the advise of the National Highway Safety Administration.

THANK YOU,

[REDACTED]

MINI

August 2009

[REDACTED] OXYGEN SENSOR RECALL

Los Angeles, CA [REDACTED]

Vehicle Chassis Number: WMWRH33506T [REDACTED]

Dear Valued Customer,

MINI is committed to delivering the ultimate in product satisfaction to you, our customer. Our interest in your vehicle doesn't stop with its sale; rather, it continues throughout the vehicle's warranty period and beyond.

MINI USA has become aware of a potential problem that could affect the durability of the oxygen sensors on certain MY 2004-2006 MINI automobiles. We estimate that only a small percentage of vehicles will actually develop a problem. Vehicles affected may have the Service Engine Soon lamp illuminated.

As a commitment to our customers and to demonstrate our confidence in our product, MINI will extend the emissions warranty for the oxygen sensor to 10 years or 100,000 miles, whichever comes first. The emissions warranty extension for this component applies to your vehicle and is transferable to any subsequent purchaser of your car. All terms and conditions of the California Emissions Warranty, the Federal Emissions Defect Warranty, and the Federal Emissions Performance Warranty apply to the extended warranty. Warranty coverage for all other parts is not affected. Warranty terms and conditions can be found in your warranty booklet.

The integrity of our products has been essential to our reputation, our success, and our customer's trust. We hope this extension of the emissions warranty will further enhance your ownership experience and satisfaction. Should you have any questions, please call us toll-free at 1-866-ASK-MINI.

Company
MINI USA
A division of
BMW Group Company

Mailing Address
PO Box 1227
Westwood, NJ
07675-1227

Telephone
(866)ask-mini
275-6464

Fax
(201) 930-8484

E-mail
MINI.Assistance@askminiusa.com

Website
www.miniusa.com

In the unlikely event that the oxygen sensor on your vehicle shows the above symptoms or any other problem, please feel free to call the nearest authorized MINI dealer for an appointment. All authorized MINI dealers will be informed of this warranty extension via a Service Information bulletin.

Please be assured that we at MINI are totally committed to the highest standards of product excellence and owner experience, and are determined to maintain a level of service that exceeds your expectations.

Thank you for your cooperation in this matter.

Very truly yours,

MINI USA



MINI OF UNIVERSAL CITY
 SALES - 4270 LANKERSHIM BLVD., UNIVERSAL CITY, CA 91602
 SALES - 818-505-7455 • (800) 866-LA-4-MINI
 SERVICE - 4270 LANKERSHIM BLVD., UNIVERSAL CITY, CA 91602
 SERVICE - TEL: (818) 505-7455 • FAX: (818) 508-5082

SERVICE AND PARTS OPEN
 MONDAY THRU FRIDAY
 7:30 A.M. to 7:00 P.M.
 SATURDAYS
 8:00 A.M. to 5:30 P.M.
 CLOSED SUNDAY

EPA # CAD 982040032
 BAR # ARD190621

NOTE: THE OXYGEN SENSORS WERE NOT CHANGED AS REQUESTED.

CELL: [REDACTED]

CUSTOMER NO 49882	ADVISOR ALEXANDER LITTLE	7182	TAG NO. 1174	INVOICE DATE 09/04/09	INVOICE NO 1MCS210351
[REDACTED]	LABOR RATE	LICENSE NO.	MIILEAGE 23,543	COLOR	STOCK NO.
LOS ANGELES, CA	YEAR / MAKE / MODEL 06 / MINI / COOPER / 2 DOOR CONVERTIBLE			DELIVERY DATE 04/27/06	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. W M W R H 3 3 5 0 6 T			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 09/04/09		
[REDACTED]	BUSINESS PHONE	COMMENTS			MO: 23544

JOB# 1 CHARGES

LABOR # 1 131MZ FUEL SYST DIAG 1 TECH(S):7141 WARRANTY
 CUST STATES THAT VEHICLE IS GETTING VERY POOR FUEL MILAGE
 CUST CLAIMS O-2 SENSOR TO BE A FAULT. CHECK AND ADVISE
 TESTED SYSTEM ALL WITHIN SPECTS...SHOWING 22 MPG AVG
 NO FAULTS FOUND AT THIS TIME.

JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX 1MCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR # 2 611MZ ELECT DIAG 1 TECH(S):7141 WARRANTY
 CUST STATES THAT GPS IS NOT READING CORRECTLY.
 CHECK AND ADVISE
 UPDATE NAV COMPUTER WITH LATEST SOFTWARE

JOB# 2 TOTALS
 JOB# 2 JOURNAL PREFIX 1MCS JOB# 2 TOTAL 0.00

TOTALS

*****	TOTAL LABOR.....	0.00
*****	TOTAL PARTS.....	0.00
*****	TOTAL SUBLET....	0.00
*****	TOTAL G.O.G.....	0.00
*****	TOTAL MISC CHG....	0.00
*****	TOTAL MISC DISC...	0.00
*****	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

[] CASH [] CHECK CK-NO. []
 [] VISA [] MASTERCARD [] DISCOVER
 [] AMER XPRESS [] OTHER [] CHARGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company, ELDORADO, CO204104-0 (07/08)



MINI OF UNIVERSAL CITY

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 SATURDAYS
 8:00 A.M. to 5:00 P.M.
 CLOSED SUNDAY

EPA # CAD 982040032
 BAR # APD19821

3/31/2011

***ADVISOR LIED ABOUT MY DESCRIPTION
 TO PREVENT NECESSARY ELECTRONIC REPAIRS

CELL

CUSTOMER NO. 49882	ADVISOR RICKY ROMAN ***	TAG NO. 7208	INVOICE DATE 01/04/11	INVOICE NO. 1MCS247418
	LABOR RATE	LICENSE NO.	MILEAGE 34,156	COLOR /
	YEAR / MAKE / MODEL 06/MINI/COOPER/2 DOOR CONVERTIBLE			DELIVERY DATE 04/27/06
LOS ANGELES, CA	VEHICLE I.D. NO. WMWRH33506T			SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/04/11	PRODUCTION DATE
RE	BUSINESS PHONE	COMMENTS		

MO: 34158

JOB# 1 CHARGES-----
 LABOR-----
 J# 1 341MZ00001A BRAKE DIAG 2 TECH(S): 7200 165.00
 CUST STATES THAT ABS LIGHT IS ON ***
 CHECK AND ADVISE
 L/FR. ABS SENSOR INOP.
 REPLACED L/FR. ABS SENSOR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	34-52-6-756-384	PULSE GENERATOR, AB	194.37	194.37
				TOTAL - PARTS	194.37

JOB# 1 TOTALS-----
 LABOR 165.00
 PARTS 194.37
 JOB# 1 JOURNAL PREFIX IMCS JOB# 1 TOTAL 359.37

JOB# 2 CHARGES-----
 LABOR-----
 J# 2 341MZ00001C BRAKE DIAG 3 TECH(S): 7200 165.00
 CUST STATES THAT NOISE WAS COMING FROM BRAKES ***
 CHECK AND ADVISE
 REAR BRAKES LOW AT 0 MM.
 REPLACED REAR PADS AND SENSOR ONLY.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	34-21-6-762-871	REPAIR KIT, BRAKE-P	150.99	150.99
	1	34-35-6-761-448	BRAKE PAD WEAR SENS	40.33	40.33
	1	62903	WYNN BRAKE CLEANER	3.50	3.50
				TOTAL - PARTS	194.82

JOB# 2 TOTALS-----
 LABOR 165.00
 PARTS 194.82
 JOB# 2 JOURNAL PREFIX IMCS JOB# 2 TOTAL 359.82

JOB# 3 CHARGES-----
 LABOR-----
 J# 3 611MZ00001A ELECT DIAG 2 TECH(S): 7200
 CUST STATES THAT LIGHT CAME ON THE DASH WHEN VEHICLE STARTED ***
 MAKING NOISE. CHECK AND ADVISE
 SEE LINES # 1 AND 2

JOB# 3 TOTALS-----
 LABOR
 PARTS
 JOB# 3 JOURNAL PREFIX IMCS JOB# 3 TOTAL 0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$165.00 (+TAX)
 APPROVED REVISED ESTIMATE (# 1) OF \$800.00 (+TAX) ON 01/04/11 AT 03:49pm
 BY [REDACTED] COMMENTS REPLACED REAR BRAKES AND SENSOR. REPLACE ABS PULSE SENSOR

The Reynolds and Reynolds Company ESTIMATE COPY 62804154 Q (07/08)



MINI OF UNIVERSAL CITY

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 SALES - 818-505-7455 • (800) 866-LA-4-MINI
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 SATURDAYS
 8:00 A.M. to 5:00 P.M.
 CLOSED SUNDAY

EPA # CAD 982040032
 BAR # ARD190621

CELL: [REDACTED]

CUSTOMER NO. 49882	ADVISOR RICKY ROMAN	TAG NO. 7208 897	INVOICE DATE 01/04/11	INVOICE NO. 1MCS247418
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 34,156 /	COLOR
[REDACTED]	YEAR / MAKE / MODEL 06/MINI/COOPER/2 DOOR CONVERTIBLE			DELIVERY DATE 04/27/06
LOS ANGELES, CA	VEHICLE I.D. NO. WMWRH33506T			DELIVERY MILES
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/04/11	PRODUCTION DATE
RESIDENCE PHONE 323-669-1121	BUSINESS PHONE	COMMENTS		
				MO: 34158

COMMENTS
 FIDELITY WARR.
 (800) 327-5172
 ///
 AUTH# 29952672A
 ///
 PARTS = 129.58
 LABOR = 231.00
 TAX = 12.63
 DEDUCTABLE = (100.00)
 TOTAL INS. PAYABLE = 273.21
 ///
 CUST TO PAY A TOTAL OF
 100.00 DEDUCTABLE
 383.93 FOR REAR BRAKES AND SENSOR
 TOTAL = 483.93
 ///

(M)

JAN 05 2010
n/c card
CHASE

TOTALS -----

*****	LABOR	330.00
*	TOTAL PARTS....	389.19
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL F.O.B....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL MISC CHG.	0.00
*****	TOTAL MISC-DISC	0.00
	TOTAL TAX.....	37.95
	TOTAL INVOICE \$	757.14

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

The Reynolds and Reynolds Company MAINTINVE G0604134 Q (07/08)



MINI OF UNIVERSAL CITY

SALES - 4270 LANKERSHIM BLVD., UNIVERSAL CITY, CA 91602
 SALES - 818-505-7455 • (800) 866-LA-4-MINI
 SERVICE - 4270 LANKERSHIM BLVD., UNIVERSAL CITY, CA 91602
 SERVICE - TEL: (818) 505-7455 • FAX: (818) 508-5082

SERVICE AND PARTS OPEN
 MONDAY THRU FRIDAY
 7:30 A.M. to 7:00 P.M.
 SATURDAYS
 8:00 A.M. to 5:00 P.M.
 CLOSED SUNDAY

EPA # CAD 98204032
 BAR # ARD190684

CELL: [REDACTED]

CUSTOMER NO. 49882	ADVISOR RICKY ROMAN	TAG NO. 7208	INVOICE DATE 01/06/11	INVOICE NO. 1MCS247631
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 34,186	COLOR
LOS ANGELES, CA	YEAR / MAKE / MODEL 06/MINI/COOPER/2 DOOR CONVERTIBLE			DELIVERY DATE 04/27/06
[REDACTED]	VEHICLE I.D. NO. WMWRH33506T			DELIVERY MILES
[REDACTED]	F.T.E. NO.			SELLING DEALER NO.
[REDACTED]	P.O. NO.			PRODUCTION DATE
[REDACTED]	R.O. DATE 01/06/11			[REDACTED]
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 34187

JOB# 1 CHARGES-----
 LABOR-----
 # 1-321MZ00001A STEERING DIAG 2 TECH(S)-7200
 CUST STATES ABS WARNING LIGHT COMES ON AT TIMES
 CHECK AND ADVISE
 INTERROGATED FOR FAULT CODES. NO FAULT CODES FOUND IN
 SYSTEM AT THIS TIME. ABS LIGHT NOT ON AT THIS TIME.
 PERFORMED VISUAL INSP. AND TEST DROVE VEHICLE. ABS
 LIGHT OFF. NO PROBLEM FOUND AT THIS TIME.

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX 1MCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
 LABOR-----
 # 2+001MZ MISC MAINTENANCE TECH(S) WARRANTY
 Added Operation (RICKYR @ 01/06/2011 07:45)
 PLEASE REFERENCE RO 247418 01/04/11 FOR MA
 PERFORMED,DCS WAS DOWN IN THE MORNING
 //

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX 2MCS JOB# 2 TOTAL 0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$82.50 (+TAX)

TOTALS-----	TOTAL LABOR....	0.00
*****	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL G.O.G....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



MINI OF UNIVERSAL CITY

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 SERVICE - 4270 LANKERSHIM BLVD., UNIVERSAL CITY, CA 91602
 SERVICE - TEL: (818) 505-7455 • FAX: (818) 508-5082

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 MONDAY THRU FRIDAY
 7:30 A.M. to 7:00 P.M.
 SATURDAYS
 8:00 A.M. to 5:00 P.M.
 CLOSED SUNDAY

3-31-2011

EPA # CAD 982040032
 BAR # ARD190627

*****VEHICLE WAS IN SHOP FROM JANUARY 14, 2011 TO JANUARY 19, 2011. THEY KNEW THAT DEFECTIVE ELECTRONICS WERE THE CAUSE OF THE PROBLEMS. IF VEHICLE WAS TESTED FOR UP TO 3 HOURS WARNING LIGHTS WOULD COME ON. CHARGED FOR UNNECESSARY PARTS.**

CUSTOMER NO. 49882	ADAPTOR MICHAEL GARDNER 7159	TAG NO. 667	INVOICE DATE 01/19/11	INVOICE NO. IMCS248246
	LABOR RATE	LICENSE NO.	MILEAGE 34,317	COLOR J
	YEAR / MAKE / MODEL 06/MINI/COOPER/2 DOOR CONVERTIBLE	DELIVERY DATE 04/27/06	DELIVERY MILES	
LOS ANGELES, CA	VEHICLE I.D. NO. WMWRH33506T	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/14/11	
RE	BUSINESS PHONE	COMMENTS	MO: 34319	

JOB# 1 CHARGES

LABOR
 J# 1 621MZ0001A INSTRUMENTS DIAG 2 (TECHS):7200 132.00
 CUST STATES VEHICLE ABS LIGHT IS ON
 CK AND ADVISE
 INTERROGATED FAULT CODE 5E19 AND PERFORMED TEST PLAN
 AND DETERMINED BRAKE LIGHT PRESSURE SWITCH NOT
 WORKING CORRECTLY AT TIMES CAUSING ABS LIGHT AND
 DSC LIGHT TO COME ON AND OFF AT TIMES.
 REPLACED BRAKE LIGHT PRESSURE SWITCH, CLEARED CODE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	61-31-6-967-601	STOP LIGHT SWITCH	32.23	32.23
TOTAL - PARTS					32.23

JOB# 1 TOTALS

LABOR 132.00
 PARTS 32.23

JOB# 1 JOURNAL PREFIX 1MCS JOB# 1 TOTAL 164.23

JOB# 2 CHARGES

LABOR
 J# 2 621MZ0001C INSTRUMENTS DIAG 3 (TECHS):7200 INTERNAL
 CUST STATES VEHICLE SRS LIGHT IS ON
 FOLLOWING RECENT REPAIR / CK AND AND ADVISE
 FOUND GAS CAP LOOSE.
 TIGHTENED GAS CAP, CLEARED CODE.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX 1MCS JOB# 2 TOTAL 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$170.00 (+TAX)

COMMENTS
 FIDELITY EXT.WARR.800-327-5172
 ///
 AUTHO # 29801322A
 ///
 PARTS \$32.23
 LABOUR \$132.00
 TAX \$3.14
 DEDUCTABLE \$100.00
 EXT WARR.TO PAY \$67.37
 ///
 CUST TO PAY \$100.00 DEDUCTABLE



© Reynolds and Reynolds Company, SPAINVILLE, GA 30583-0001 (07/08)



MINI OF UNIVERSAL CITY

SALES - 4270 LANKERSHIM BLVD., UNIVERSAL CITY, CA 91602
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SERVICE AND PARTS OPEN
 MONDAY THRU FRIDAY
 7:30 A.M. to 7:00 P.M.
 SATURDAYS
 8:00 A.M. to 5:00 P.M.
 CLOSED SUNDAY

EPA # CAD 982040032
 BAR # ARD190621

CELL: [REDACTED]

CUSTOMER NO. 49882	ADVISOR MICHAEL GARDNER	7159	TAG NO. 667	INVOICE DATE 01/19/11	INVOICE NO. 1MCS248246
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 34,317	COLOR	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 06/MINI/COOPER/2 DOOR CONVERTIBLE			DELIVERY DATE 04/27/06	DELIVERY MILES
LOS ANGELES, CA	VEHICLE I.D. NO. W M W R H 3 3 5 0 6 T			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/14/11		
RE [REDACTED]	BUSINESS PHONE	COMMENTS			MO: 34319

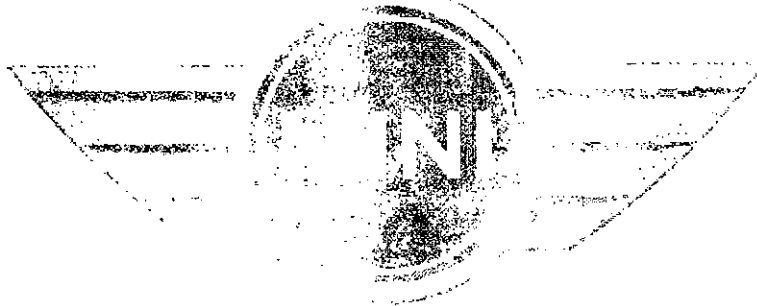
TOTALS-----

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER X?RESS [] OTHER [] CHARGE *

TOTAL LABOR....	132.00
TOTAL PARTS....	32.23
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.14
TOTAL INVOICE \$	167.37

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE





12/26/2010-Out of control on wet street, No warning lights (on vacation)

1/03/2011-ABS warning light comes on and off 34,156 Miles

1/04/2011-Servicing at Mini Universal-Sensor and rear Brakes. ABS light came on immediately after servicing

1/06/2011 Servicing at Mini Universal to reinspect work. ABS light came on immediately after servicing 34,186 Miles

1/07/2011 ABS light continued to come on and off

1/08/2011 Mini Universal- wanted me to leave vehicle during weekend but said that loan cars were not available

1/13/2011 ABS and SERVICE ENGINE SOON lights came on. SERVICE ENGINE SOON LIGHT remains on. ABS light comes on and off at 34,310 miles

*MILES DRIVEN SINCE 1/3/2011= 154Miles * Vehicle failure rate =every 25.6 Mil

JANUARY 14, 2011



STABILITY CONTROL
LIGHT CAME ON
AND TURNED OFF
AFTER DRIVING RESUMED



SERVICE ENGINE SOON LIGHT
REMAINED ON-INDICATES A
DEFECT IN EMISSIONS

TO: MINI OF UNIVERSAL CITY SERVICE MANAGER

MARCH 28, 2011 @ 34,935 MILES

ABS-ANTILOCK BRAKE SYSTEM FAILURE

EML-ENGINE ELECTRONICS FAILURE

SERVICE ENGINE SOON-THE EXHAUST EMISSIONS HAVE
DETERIORATED



THESE ARE PROBLEMS WHICH HAVE BEEN RECURRING SINCE
JANUARY 4, 2011 BEFORE AND AFTER SERVICING BY MINI
COOPER UNIVERSAL CITY. FAILURE TO CORRECT MALFUNCTIONS
HAS PLACED MY LIFE AND OTHER MOTORISTS LIVES IN DANGER.
I AM REQUESTING MINI COOPER UNIVERSAL CITY TO CORRECT
THE MALFUNCTIONS AGAIN ON MARCH 29, 2011 SO THAT I
CAN DRIVE THE CAR SAFELY.

VEHICLE EXT. MAINTENANCE CONTRACT #WMWRH33506T [REDACTED]
& CAREFREE CAR CONTRACT # J000 10200434 APPLY

From: LoJackEW@lojack.com
Sent: Wednesday, March 30, 2011 7:33 PM
To: [REDACTED]
Subject: Early Warning Alert for Jimmy Williams

Wednesday, March 30, 2011 07:32 PM EST
Dear [REDACTED]

This is an Early Warning alert from LoJack. Your vehicle may have been moved without your authorization. Please check your vehicle as soon as possible.

VEHICLE MAKE: MINI
MODEL: COOPER
YEAR: 2006
COLOR: BLUE
VIN: XXXXXXXXXXXX [REDACTED]

If you believe your vehicle has been stolen, report the theft to the police. Once you have contacted the police, call LoJack at 1-800-4-LOJACK (1-800-456-5225). A LoJack Customer Service Representative can provide you with information on theft and insurance reporting requirements that will save you time.

Your LoJack Early Warning system sends a signal to LoJack when your vehicle has been moved without the presence of your Early Warning Key Pass. This signal does not necessarily mean that your vehicle has been stolen. The following are other possible causes for the signal being sent:

- * The vehicle has been driven or moved without the Early Warning Key Pass present, perhaps it was towed or is being serviced.
- * The Early Warning Key Pass may have become damaged or wet.
- * The battery in the Early Warning Key Pass doesn't have enough charge in it for the vehicle to recognize it is present. The expected battery life is about 6 months. **WARNING:** Please consult your Owner's Manual prior to replacing the battery. Damage to your Key Pass may result if the battery is improperly replaced. The light on the Key Pass flashes when the battery is low.

Please check for these situations and consult your LoJack Early Warning Owner's Manual or visit our web site at www.lojack.com for more detailed information regarding your LoJack Early Warning System.

This is an automated email. Please do not reply to this message. If you have any questions, please call our customer service department toll-free at 1-800-4-LOJACK (1-800-456-5225).

Thank you,
The LoJack Corporation

NOTE: 4/3/2011

I WAS SUSPICIOUS ABOUT THE TIME MINI TECHS HAD TEST DROVE THE VEHICLE DURING JANUARY 2011. I WAS TOLD BY A TECH AND SERVICE REPS THAT THE CAR HAD BEEN TEST DROVE UP TO 2-3 HOURS. THE MILEAGE ON THE INSTRUMENT PANEL DID NOT REFLECT VEHICLE BEING TESTED FOR THAT AMOUNT OF TIME. EVERY TIME I PICKED UP THE VEHICLE THE WARNING LIGHTS WOULD COME ON WITHIN LESS THAN 2-4 MILES (15 MINUTES OF LESS) AFTER I BEGAN DRIVING. WHEN I TOOK INSURANCE DOCUMENTS FOR THE SERVICE REP TO EXAMINE THE VEHICLE WAS PARK OUT DOORS ON MARCH 29, 2011. THE VEHICLE WAS MOVED FOR THE FIRST TIME @ 7:32 PM WITH NOTIFICATION FROM LOJACK BY E-MAIL AND BY PHONE. (I HAD APPROVED THE TECH TO DRIVE THE VEHICLE HOME OVERNIGHT. NO WORK WAS DONE ON MARCH 29, 2011 AND MARCH 30, 2011!

FROM: REPAIRPAL.COM 4/3/2011

ON APRIL 2, 2011 I WAS ADVISED BY MINI SERVICE REPRESENTATIVE THAT THE VEHICLE WAS READY FOR PICK-UP. THE VEHICLE IS NOT SAFE TO DRIVE BECAUSE HE STATED THAT IT WOULD BEGIN MISSING (MISFIRING) WHICH WOULD CAUSE THE ENGINE TO VIBRATE, STALL AND STOP, LOSS OF POWER, EXCESSIVE GAS CONSUMPTION, PRODUCE LOUD NOISES, AND HARM THE ENVIRONMENT AND CAUSE ADDITIONAL RISKS TO MY LIFE & OTHERS



Auto Repair Encyclopedia

Misfire: What Does It Mean?

What is a Misfire?

Generally, the term "misfire" refers to an incomplete combustion process inside the cylinder. When this becomes severe enough, the driver will feel a jerking action from the engine and/or power train. Often the owner will bring the vehicle into a shop complaining that the timing is "off." This is partially correct because a misfire does involve a mis-timed combustion event. However, the basic ignition timing being out of adjustment is only one reason for a misfire to occur—and not the most likely.

Common Causes for an Engine Misfire

Ignition Misfire

An Ignition System problem is one of the most common reasons for an engine to misfire. As the spark plugs, ignition cables, distributor cap and rotor, and ignition coil wear over time, their ability to transfer the needed spark to ignite the air/fuel mixture inside the combustion chambers becomes compromised. In the early stages, the spark will only be weaker and the actual misfire will be subtle. As the ignition components continue to wear, the misfire will intensify and the combustion process can be interrupted completely. This will cause a severe jerk or shock in the operation of the engine (the engine may even backfire through the air intake system, producing a loud "pop").

Lean Misfire

The lean misfire is another common reason for an engine "miss"—this is due to an imbalanced air/fuel ratio (too much air/ too little fuel). Since an engine needs a richer (more fuel) mixture for a smooth idle, this problem may be more noticeable when the vehicle is idling. The lean misfire may decrease or disappear as the engine speed increases because the efficiency of the volumetric flow into the combustion chambers increases dramatically. This is one reason why a vehicle gets better mileage on the freeway than in the city. An EGR valve that is stuck open, a leaking Intake Manifold Gasket, a defective Mass Air Flow Sensor, a weak or failing fuel pump, or a plugged fuel filter are some of the many causes for a lean misfire.

Mechanical Misfire

Mechanical problems can also cause an engine to misfire. Common causes of a mechanical misfire are worn piston rings, valves, cylinder walls, or lobes on a camshaft; a leaking head gasket or intake manifold gasket; damaged or broken rocker arms; defective fuel injectors (and/or the electronics that control them); and a slipped or incorrectly-installed timing belt or timing chain. Generally, this type of misfire has more of a "thumping" feel to it. It is usually noticeable regardless of engine speed; in fact, it may even intensify as the engine speed increases.

Power Train Misfire

Sometimes, the engine has nothing to do with a misfire. One common cause for "jerky" performance that feels like a misfire is a problem in the transmission and its ability to properly up- or down-shift. If the misfire occurs during higher speeds, it could be a problem with the operation of the overdrive gear or a chattering clutch in the Lockup Torque Converter. If the vehicle jerks or feels like it is "missing" during deceleration, it could be due to harsh transmission downshifts, badly warped rotors, out of round brake drums, and/or sticking brake pads or brake shoes.

Make sure that you have the vehicle properly inspected in order to determine the root cause of the misfire. Entire engines have been replaced to solve a wrongly perceived mechanical misfire problem that was actually rooted in the transfer case, transmission, drive shaft, or front/rear differential.

Related Information

- Check Engine Light
Misfire Information
Emission Gas Definitions
Spark Plug Replacement
Ignition Wire Replacement
Cap & Rotor Replacement
Ignition Coil Replacement
P0300 - P0301 - P0302
P0303 - P0304 - more

Is this a problem for your car?



Daniel Dillon has twenty-two years of experience as a licensed Smog Technician in California. He helped write test questions for the California Smog Technician Exam and has performed Consumer Assistance Program and gold shield diagnostic work for the state. He was also an instructor for SnapOn Tool Corporation.

Add a Comment

Ask a Question

Get an Estimate

Related Items:

P0300 Random misfire

...after driving for about 20 miles check engine light came back on check code same P0300 Random misfire
Q&A > Chevrolet > 1996 Chevrolet S10

Recurring misfire on #2

My check engine light comes on and the engine begins misfiring. Scan shows #2 misfire and something about Ign. coil B Primary/Secondary circuit. Replacing the plug always solves th...
Q&A > Dodge > 2000 Dodge Dakota

Multiple cylinder misfire

...code meter it told me that both banks of cylinders were burning lean and I had random cylinder misfire can anyone help me solve this problem
Q&A > Cadillac > 2000 Cadillac DeVille

MY car diagnostic test shows 4 misfires and an idle control problem

please, help the diagnostic test shows 4 misfires and an idle control problem. is it possible that all the 4 cylinders can have a misfire or t...
Q&A > Toyota > 2004 Toyota Corolla

misfiring

replaced no 5 coil and miss cleared up two weeks later no 1 and 6 show misfiring, replaced coils and all new platinum plugs still missing, runs clear when cold and then develops miss within 5 to 10...
Q&A > Mercedes-Benz > 1997 Mercedes-Benz S500

APRIL 4, 2011

Mike Gardner, Service Manager
4270 Lankershiem Boulevard
P.O. Box 978
North Hollywood, Ca 91603

SUBJECT: 2006 Mini Cooper Sports Convertible-IN SHOP
REPROGRAMMING FOR ELECTRONICS DEFECTS
& MISFIRING

REFERENCE: Your call to me on Saturday, April 2, 2011

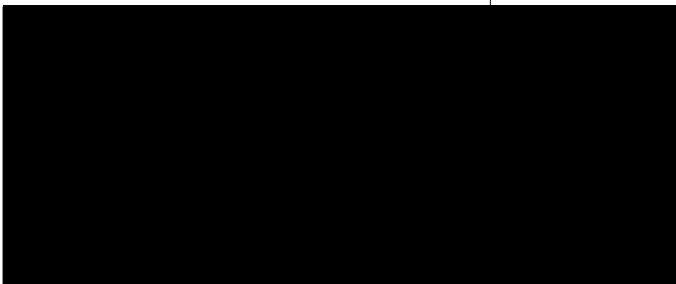
MIKE,

Please resolve the misfiring problem which has occurred after reprogramming.

Misfiring and backfiring is a serious problem which will cause additional safety problems on the highways. It causes vibrations of the vehicle, loss of performance, loss of power, makes loud noises, emits smoke into the environment, causes stops and stalls unexpectedly in traffic which may cause accidents and leads to complete deterioration of the engine.

I have never driven a vehicle which misfires or backfires. I would be issued citations for driving such a dangerous vehicle and I would not be able to pass California Smog Tests. I would be embarrassed and insulted driving a vehicle in such condition after paying over \$40,000 for it.

PLEASE REPAIR THE VEHICLE AT NO COST TO ME. I AUTHORIZE YOU TO REPAIR THE MISFIRING PROBLEM BUT AT NO COST TO ME.



EXTREMELY URGENT Please Rush To Addressee

PLEASE PRESS FIRMLY



Flat Rate Mailin For Domes Visit us at

DOT Mailroom TO: W48- 226 Building: DOT Mailstop: 4 West Route Sym: NVS-200,210,300,010 external carrier: Express Sender: Manufacturer: Purchase Order: Item 1 of 1

ENVELOPE POSTAGE REQUIRED U.S. POSTAGE PAID LOS ANGELES, CA 90039 APR 04, 11 AMOUNT \$18.30 00046822-14

When used internationally fix customs declarations (S Form 2976, or 2976A).



Mailing Label Label 11-B, March 2004 Post Office To Addressee

ORIGIN (POSTAL SERVICE USE ONLY) PO, ZIP Code 90039 Day of Delivery Next 2nd 2nd Del. Day Scheduled Date of Delivery Date Accepted 4/4/11 Month 4 Day Scheduled Time of Delivery 8:31 AM Noon 3 PM Military Int'l Alpha Country Code Postage \$ 18.30 Return Receipt Fee \$ Insurance Fee \$ Total Postage & Fees \$ 18.30 Acceptance Emp. Initials SS

DELIVERY (POSTAL USE ONLY) Delivery Attempt Time AM PM Employee Signature Mo. Day Delivery Date Mo. Day Delivery Date Mo. Day CUSTOMER USE ONLY PAYMENT BY ACCOUNT Express Mail Corporate Acct. No. WAIVER OF SIGNATURE (Domestic Mail Only) Additional merchandise insurance is void if customer requests waiver of signature. I wish delivery to be made without obtaining signature of addressee or addressee's agent (if delivery employee judges that article can be left in secure location) and I authorize that delivery employee's signature constitutes valid proof of delivery. NO DELIVERY Weekend Holiday Mailing Signature

PRESS HARD. YOU ARE MAKING 3 COPIES.

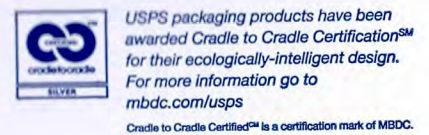
082708_EM_EP13F_CCT 2008

FOR PICKUP OR TRACKING Visit www.usps.com Call 1-800-222-1811



TO: (PLEASE PRINT) PHONE () OFFICE OF AUTO DEFECTS INVESTIGATION NHTSA HEADQUARTERS 1200 NEW JERSEY AVENUE, SE WEST BUILDING WASHINGTON, DC 20590 ZIP + 4 (U.S. ADDRESSES ONLY. DO NOT USE FOR FOREIGN POSTAL CODES.) FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW.

W48-226 APR 05 2011



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