

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 100148		
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received JUN 01 2011 26-APR-2011		Repository ☐
						Reference No. 10397509
OWNER INFORMATION (Type or Print)						
Name _____				Daytime Telephone Number _____		
Address _____				E-mail Address _____		
City PRUDENVILLE		State MI	Zip Code _____			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).						
VEHICLE INFORMATION						
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WMWRE33412T _____			Make MINI		Model COOPER	
			Model Year 2002			
Date Purchased 4-30-2010		Dealer's Name and Telephone Number DON NESTER - 1-800-235-7505		Engine: No: Cylinders 4		
Original Owner ☐		Dealer's City HOUGHTON LAKE		Fuel Type: GAS		
State MI		Zip Code 48629				
Transmission Type 6-spd MANUAL		☒ Antilock Brakes ☒ Cruise Control		Powertrain 		
Multiple Failure: LOSS OF POWER STEERING				Incident Date(s) 25-APR-2011		
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 010000 STEERING				Failure Mileage 36000		
				Failure Speed 40		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE						
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM9ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:		
Tire Component Code				Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE						
Make:		Date Manufactured:		Model No./Name:		
Seat Type:		Installation System:				
Child Seat Component Code:		Failed Part:				
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)						
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured		
				Number of Deaths		
				Reported to Police N		
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).						
TL* THE CONTACT OWNS A 2002 MINI COOPERS. THE CONTACT WAS DRIVING 40 MPH WHEN THE POWER STEERING FAILED. THE VEHICLE WAS TOWED TO A MECHANIC SHOP WHERE THEY INFORMED HIM THAT THE FUSE THAT CONTROLLED THE POWER STEERING CHARGING SYSTEM HAD BLOWN. THE COMPONENT WAS REPLACED AT THE CONTACTS EXPENSE. NEITHER THE DEALER NOR THE MANUFACTURER WAS CONTACTED TO REPORT THE FAILURE. THE FAILURE MILEAGE WAS 36,000.						
5-23-11						
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.						
ATTACH ADDITIONAL SHEETS IF NECESSARY						
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.						

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

While traveling home on Easter Sunday evening, April 25, 2011, while on U.S. 23 in Michigan, my power steering failed on this 02 Mini Cooper. I safely pulled to the side of the road, but realized I couldn't hardly turn the steering wheel. I have since found, via Carfax, that this vehicle had the power steering pump replaced in 2006 - at a BMW dealer in Pennsylvania. Now, in 2011, again - the power steering has failed, at a cost of near \$1500 to replace the parts.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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Penalty for Private Use \$300

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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration