

 U.S. Department of Transportation National Highway Traffic Safety Administration		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	
		Date Received JUL - 3 2011		Repository ☐	
		09-MAY-2011		Reference No. 10399557	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	Zip Code		Evening Telephone Number	
STOCKTON	CA				
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		Make		Model	
WMWRE33442T		MINI		COOPER S	
Model Year		Engine:		Fuel Type:	
2002		No: Cylinders		GASOLINE	
Date Purchased	Dealer's Name and Telephone Number				
Original Owner	Dealer's City			State	Zip Code
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
MANUAL	☒ Cruise Control		MULTIPLE POWER STEERING FAILURE	03-MAY-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage	Failure Speed
				132000	45
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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 COOPER S. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 45 MPH A SUDDEN LOSS OF POWER STEERING OCCURRED WITHOUT PRIOR WARNING. THE VEHICLE WAS DRIVEN TO THE SIDE OF THE ROAD WITH DIFFICULTY IN TURNING THE STEERING WHEEL. THE CONTACT RESTARTED THE ENGINE AND WAS ABLE TO RESUME NORMALLY. THE FAILURE RECURRED INTERMITTENTLY. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE THE POWER STEERING PUMP WOULD BE REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 132,000.					
POWER STEERING GOES OUT INTERMITTENTLY AT RANDOM TIMES. MINI DEALERSHIP WILL NOT COVER COSTS FOR REPAIR. VERY DANGEROUS TO DRIVE. SHOULD BE A RECALL WITH HOW COMMON THIS PROBLEM IS WITH MINI COOPERS.					
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.					