



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

16-MAY-2011

Repository ☐Reference No.
10401154**OWNER INFORMATION (Type or Print)**Name Address

City CERES

State CA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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 INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WMWRE33412 Make
MINIModel
COOPER SModel Year
2002Date Purchased
12/21/2006Dealer's Name and Telephone Number
Manteca DodgeEngine: 1.6 liter
No: I-4 CylindersFuel Type:
PetrolOriginal Owner
☐Dealer's City
MantecaState
CA

Zip Code

Transmission Type
6-speed manual☒ Antilock Brakes
☒ Cruise ControlPowertrain
Front engine front wheel drive

Multiple Failure:

Incident Date(s)
01-DEC-2010**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 010000 STEERING

Failure Mileage
60000Failure Speed
Any**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: DOTMAL9ABC036)

☐ 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 COOPER. THE CONTACT STATED THAT WHEN TRAVELING AT VARIOUS SPEEDS, HE WOULD LOSE POWER STEERING INTERMITTENT WITHOUT WARNING. HE NOTICED THAT THE POWER STEERING COOLING FAN WOULD REMAIN ACTIVE WITHOUT POWER TO THE VEHICLE. THE DEALER OR MANUFACTURER WAS NOT NOTIFIED NOR WAS THE FAILURE DIAGNOSED OR THE VEHICLE REPAIRED. THE CURRENT MILEAGE WAS 65,096. THE APPROXIMATE FAILURE MILEAGE WAS APPROXIMATELY 60,000.

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.

Subject: FW: NHTSA: Follow up to ODI Complaint: 10401154
Date: Friday, June 24, 2011 9:11:02 AM
Attachments: [10401154.docx](#)

Subject: FW: NHTSA: Follow up to ODI Complaint: 10401154

From: [REDACTED]
Sent: Thursday, June 23, 2011 4:20 PM
To: DataQuality, DataQuality (NHTSA)
Subject: NHTSA: Follow up to ODI Complaint: 10401154

Here is the document that I have updated and finished filling in. Please contact me with any other needs or questions that may arise.

Thanks again for the help,

[REDACTED]