


01-10425808-2977

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Form Approved: O.M.B. No. 2127-0008

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>Date Received 16-SEP-2011</p>	
<p>Repository <input type="checkbox"/></p>		<p>Reference No. 10425808</p>	
<p>OWNER INFORMATION (Type or Print)</p>			
<p>Name</p>		<p>Daytime Telephone Number</p>	
<p>Address</p>		<p>E-mail Address</p>	
<p>City SAN FRANCISCO</p>		<p>State CA</p>	
<p>Zip Code</p>		<p>Evening Telephone Number</p>	
<p>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).</p>			
<p>VEHICLE INFORMATION</p>			
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WMWRC33445T</p>		<p>Make MINI</p>	<p>Model COOPER</p>
<p>Model Year 2005</p>		<p>Engine: No. Cylinders</p>	<p>Fuel Type:</p>
<p>Date Purchased 8/3/2004</p>	<p>Dealer's Name and Telephone Number MINI OF SAN FRANCISCO 415-863-9000</p>		<p>Original Owner <input checked="" type="checkbox"/></p>
<p>Dealer's City SAN FRANCISCO</p>	<p>State CA</p>	<p>Zip Code 94103</p>	
<p>Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 04-SEP-2011</p>
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>			
<p>Vehicle Component Code: 010000 STEERING</p>		<p>Failure Mileage 62300</p>	<p>Failure Speed 65</p>
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>			
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>	
<p>Tire Component Code</p>		<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>			
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>	
<p>Seat Type:</p>	<p>Installation System:</p>		
<p>Child Seat Component Code:</p>	<p>Failed Part:</p>		
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>			
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>
<p>Reported to Police N</p>		<p></p>	
<p>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).</p>			
<p>TL* THE CONTACT OWNS A 2005 MINI COOPER. THE CONTACT STATED THAT WHILE DRIVING 65 MPH, THE POWER STEERING FAILED WITHOUT WARNING. THE CONTACT MENTIONED THAT SHE WAS ABLE TO MERGE ONTO THE SHOULDER BUT WAS NOT ABLE TO CONTINUE DRIVING. THE VEHICLE WAS TOWED TO A LOCAL MECHANIC WHO DIAGNOSED THAT THE STEERING PUMP WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO DID NOT OFFER ANY ASSISTANCE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 62,300 AND THE CURRENT MILEAGE WAS 64,000.</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.</p>			
<p>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.</p>			

NH
10144
TW

CODE: N=NEW U=USED R=REBUILT *RM w/ parts*

J & S AUTO REPAIR INC.

464 Eddy Street
San Francisco, CA 94109
Phone (415) 885-0888 • Fax (415) 885-4966
AE 194380

DATE *9-8-11* U33912

FORM GPO 811-C-NU

QTY	PART NO.	DESCRIPTION	PRICE	AMOUNT
1		Power Steering Pump		705.43
1		Quart Fluid		22.7

TIME RECEIVED	A.M.	OPERATION	LAB. CHARGE
	P.M.	Lubrication	<input type="checkbox"/>
<i>7:30</i>	A.M.	Change Oil	<input type="checkbox"/>
	P.M.	Change Oil Filter Cast.	<input type="checkbox"/>
WRITTEN BY <i>Joh</i>		Service Air Cleaner	<input type="checkbox"/>
CUST. ORDER NO.		Change Trans. Oil	<input type="checkbox"/>
PHONE WHEN READY	YES <input type="checkbox"/>	Adjust	<input type="checkbox"/>
	NO <input type="checkbox"/>		

CITY *SF CA* ZIP *[redacted]*

YEAR/MAKE/MODEL *2005 Mini Cooper S* LICENSE NO. *JR4443*

INITIAL ESTIMATE FOR PARTS & LABOR

AUTHORIZED BY <i>[redacted]</i>	PHONE NO. <i>916-10-1000</i>	DATE <i>9/8/11</i>	TIME	INITIAL
AUTHORIZED BY <i>[redacted]</i>	PHONE NO.			

Rotate Tires	<input type="checkbox"/>
Adjust Brakes	<input type="checkbox"/>
Retain Parts	<input type="checkbox"/>
Destroy Parts	<input type="checkbox"/>

TOTAL ESTIMATES

OPER. NO.	REPAIR ORDER LABOR INSTRUCTIONS	INTERNAL
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1 Check Power steering not working. Bad Pump.

2 Replace New Power steering pump and Flush all line and Refill New Fluid 180.00

Done

WM WRC 334457

Additional Materials from reverse side.

TOTAL PARTS	<i>928.13</i>
SUBLET REPAIRS	
TOTAL SUBLET REPAIRS	

QTY.	GAS, OIL, GREASE	PRICE	AMT.	BILLING	INTERNAL SUMMARY			Total Labor
					ACCT.	CHARGE	COST	
	GALS. GAS			<input type="checkbox"/> CASH				180.00
	QTS. OIL			<input type="checkbox"/> CHARGE				
	LBS. GREASE			<input type="checkbox"/> INTERNAL				
	TOTAL GAS, OIL, GREASE			OK'D BY				<i>928.13</i>

RECOMMENDED SERVICE:

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

1									
2									
3									
4									
5									
									<i>61.89</i>
									<i>180.00</i>
									<i>970.02</i>

AUTHORIZED BY _____

Sep 29 11 10:46a

415-684-8365

p.3

Bloomberg

BMW Mini Cooper Scrutinized by U.S. for Steering Flaws

By Angela Greiling Keane - Sep 28, 2010

Bayerische Motoren Werke AG's Mini Cooper cars are under investigation by the U.S. auto-safety regulator for possible defects that can cause the power steering to fail, raising the risk of a crash.

Mini Coopers from model years 2004 and 2005 have been the subject of 54 complaints about unexpected power-steering loss, the National Highway Traffic Safety Administration said today on its website. An estimated 80,000 vehicles are subject to the U.S. investigation.

The company will provide information sought by the agency, said Tom Kowaleski, a U.S.-based spokesman for BMW of Munich.

NHTSA in July opened an investigation into the BMW Z4's power steering following 107 complaints and one crash involving vehicles from the 2003 to 2005 model years.

Mini Cooper drivers in their complaints to the regulator reported intermittent power-steering failure that technicians were unable to replicate.

To contact the reporter on this story: Angela Greiling Keane in Washington at agreilingkea@bloomberg.net;

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