

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10439916  
**Date:** Wednesday, January 04, 2012 9:56:11 AM

eq-104399167286



**Report Vehicle Safety Defects!**

[www.safercar.gov](http://www.safercar.gov)

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**From:** EVOQ (NHTSA)  
**Sent:** Wednesday, January 04, 2012 9:29 AM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10439916  
**From:** [REDACTED]  
**Sent:** Wednesday, January 04, 2012 9:13 AM  
**To:** EVOQ (NHTSA)  
**Subject:** RE: NHTSA: Follow up to ODI Complaint: 10439916

Since the complaint concerning power steering failure on a 2004 Mini Cooper S was filed, the power steering pump was replaced at a cost of \$868.67. My wife and I subsequently decided to trade in the car toward the purchase of a new Toyota.

**From:** [EVOQ@dot.gov](mailto:EVOQ@dot.gov) [<mailto:EVOQ@dot.gov>]  
**Sent:** Tuesday, January 03, 2012 11:10 AM  
**To:** [REDACTED]  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10439916

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation