



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
MAR 14 2012
15-FEB-2012

Repository
Reference No.
10448056

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **SAN FRANCISCO** State **CA** Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number **SAME**

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
WMWRC33484T [REDACTED]
Make **MINI** Model **COOPER** Model Year **2004**
Date Purchased **11/21/03** Dealer's Name and Telephone Number **BMW 415 863-9000** Engine: No: Cylinders Fuel Type:
Original Owner Dealer's City **SAN FRANCISCO** State **CA** Zip Code **94103**
Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s) **04-NOV-2011**
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: **010000 STEERING** Failure Mileage **46995** Failure Speed **35**

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 Failure Location:
 Prior Repair
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 2004 MINI COOPER. THE CONTACT STATED THAT WHILE TRAVELING 35 MPH, THE POWER STEERING COMPLETELY FAILED AND THE STEERING WHEEL SEIZED. THE VEHICLE HAD TO BE TOWED TO THE DEALER FOR ASSISTANCE. THE DEALER REPLACED THE ENTIRE POWER STEERING SYSTEM BECAUSE THE ELECTRONIC POWER ASSIST PUMP COULD NOT BE REPLACED BY ITSELF. THE FAILURE MILEAGE WAS 46,995 AND THE CURRENT MILEAGE WAS 48,000.

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 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)

Having my power steering fail on a busy street
(I was in the outside lane on Divisadero St. in S.F.)
was a terrifying experience. It's a miracle I was
not hit. The Mini Cooper office & BMW in S.F. said
this was a "rare occurrence." I have since
discovered (given my research) that this is simply
NOT true! I am filing this complain to
possibly save someone's life; the power steering
on these minis is a safety defect that must be

ATTACH ADDITIONAL SHEETS IF NECESSARY

Addressed

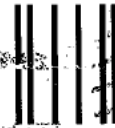
US Department
of Transportation

National Highway
Traffic Safety
Administration

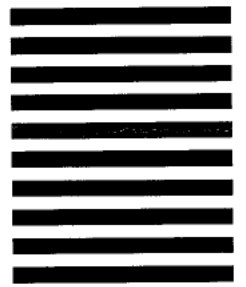
1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

SAN FRANCISCO CA 94111



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**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**



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Defects Investigation (NHTSA)
U.S. Department of Transportation
National Highway Traffic Safety Administration

1675 HOWARD ST
SAN FRANCISCO CA 94103
415-863-9000

isco



SERVICE INVOICE

Merchant ID: 4238492400939506
Term ID: 0005

NO VEHICLE RELEASED AFTER SERVICE HOURS.
NOTICE TO CONSUMER - PLEASE READ IMPORTANT INFORMATION ON BACK
TERMS: CASH - UNLESS PRIOR ARRANGEMENTS MADE -
• B.A.R. # AA 002754 EPA # CA 0000138404

Sale

VISA
XXXXXXXXXX
Entry Method: Swiped

Apprvd: Online Batch#: 000002
11/04/11 16:16:08

Inv#: 05924290 Appr Code: 05551G

Total: \$ 2,472.97

ADVISOR GILBERT RODRIGUEZ	TAG NO. 771	INVOICE DATE 11/04/11	INVOICE NO. 1MCS592429
LABOR RATE	LICENSE NO.	MILEAGE 46,995	COLOR RED 851/BLK
YEAR / MAKE / MODEL 04/MINI/MINI COOPER/3DR MINI CPE	DELIVERY DATE 11/21/03	STOCK NO.	
VEHICLE I.D. NO. W M W R C 3 3 4 8 4 T	DELIVERY MILES 13	SELLING DEALER NO. 04247	PRODUCTION DATE 10/01/03
F.T.E. NO.	P.O. NO.	R.O. DATE 11/02/11	
PHONE	COMMENTS		

MO: 46997

Customer Copy

THANK YOU FOR VISITING

QUAL-W TECH(S): 701 56.80
ANNUAL OIL & FILTER CHANGE (MUST BE 366
DEL DATE OR LAST SERVICE AND LESS THAN
1). DO NOT RESET SERVICE INDICATOR.
E COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	11-42-7-512-446	SET OIL-FILTER ELEM	13.74	13.74	13.74
JOB # 1	5	07-51-0-017-954	MOTOR OIL SAE 5W-30	5.67	5.67	28.35
JOB # 1	1	51-24-2-754-528	TRUNK LID LOCK	60.00	60.00	60.00
JOB # 1 TOTAL PARTS						102.09

JOB # 1 TOTAL LABOR & PARTS 158.89

J# 2 361MZ MOUNT-2 MOUNT 2 TIRES TECH(S): 701 195.88
CUSTOMER REQUEST REPLACE BOTH FRONT TIRES DUE TO WEAR.
INSTALL: 15" CONTINANTAL PREMIUM CONTACT 2 TIRES
REPLACED BOTH FRONT TIRES AS REQUESTED COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	2	36-12-0-429-843	TIRE 175/65R15 CONT	124.71	124.71	249.42
JOB # 2 TOTAL PARTS						249.42

JOB # 2 TOTAL LABOR & PARTS 445.30

J# 3 081MZ-FA-2 4 WHEEL ALIGNMENT TECH(S): 701 99.00
PERFORM FOUR WHEEL ALIGNMENT AS REQUESTED
PERFORMED 4 WHEEL ALIGNMENT COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS						0.00

JOB # 3 TOTAL LABOR & PARTS 99.00

J# 4 171MZ RADIATOR-COOLING SYS TECH(S): 701 507.60
CUSTOMER STATES THE AUXILLARY COOLING FAN HAS BEEN STAYING
ON WITH THE ENGINE OFF. CHECK AND ADVISE.
PERFORMED SHORT TEST NO FAULT FOUND AT COOLING SYSTEM.
PRESSURE TESTED NO FOUND COOLANT LEAKS. ACTIVATE AUXILLARY
FAN FOUND STAGE #1 INOP. RECOMMEND AUX FAN.
REPLACED AUXILLARY COOLING FAN AND RE- ACTIVATE FOUND AUX
FAN STAGE 1&2 ARE WORKING NORMAL AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4	1	17-11-7-541-092	FAN HOUSING WITH FA	407.20	407.20	407.20
JOB # 4 TOTAL PARTS						407.20

JOB # 4 TOTAL LABOR & PARTS 914.80

J# 5 321MZ *STEERING DIAG TECH(S): 701 241.40
CUSTOMER STATES THE POWER STEERING CUT OUT WHILE DRIVING.
CHECK AND ADVISE. VEHICLE WAS TOWED IN. CUSTOMER HAS
PRE-AUTHORIZED POWER STEERING PUMP AND FAN REPLACEMENT IF
NEEDED.

*next sch. service
57,000 miles
inspection #2
oil, filter, drive belt, replace
pullen filter,
safety inspection.
Maintenance manual
please read!*

of San Francisco

1675 Howard St.
San Francisco, CA 94103
415-863-9000



SERVICE INVOICE

NO VEHICLE RELEASED AFTER SERVICE HOURS.
NOTICE TO CONSUMER - PLEASE READ IMPORTANT INFORMATION ON BACK
TERMS: CASH - UNLESS PRIOR ARRANGEMENTS MADE -
• B.A.R. # AA 002754 EPA # CA 0000138404

CUSTOMER NO. 146472	ADVISOR GILBERT RODRIGUEZ	999385	TAG NO. 771	INVOICE DATE 11/04/11	INVOICE NO. 1MCS592429
	LABOR RATE	LICENSE NO.	MILEAGE 46,995	COLOR RED 851/BLK	STOCK NO.
SAN FRANCISCO, CA	YEAR / MAKE / MODEL 04/MINI/MINI COOPER/3DR MINI CPE	VEHICLE I.D. NO. W M W R C 3 3 4 8 4 T		DELIVERY DATE 11/21/03	DELIVERY MILES 13
	F.T.E. NO.	P. OFF.	SELLING DEALER NO. 04247	PRODUCTION DATE 10/01/03	
	COMMENTS		R.O. DATE 11/02/11		

MO: 46997

PERFORMED SHORT TEST FOUND FAULT FC 5550 EHPS; 04 SHORT CIRCUIT/OPEN CIRCUIT MOTOR AND FC 5508 EHPS; 06 INVALID MOTOR CURRENT. FOLLOWED TEST PLAN FOUND THE EHPS MODULE SHOULD BE REPLACE IN THIS CASE. RECOMMEND PS PUMP. REPLACED P/S PUMP AND CLEARED FAULT AS NEEDED. RECHECK FUNCTION OKAY AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 5	1	32-41-6-778-425	RMFD POWER STEERING	899.46	899.46	899.46
JOB # 5	1	83-29-0-429-576	HYDRAULIC FLUID CHF	22.70	22.70	22.70
JOB # 5	1	07-12-9-952-109	HOSE CLAMP	2.73	2.73	2.73
JOB # 5 TOTAL PARTS						924.89

JOB # 5 TOTAL LABOR & PARTS **1166.29**

6 021MZ-COURTESY FCI
PERFORM MULTIPOINT COURTESY VISUAL INSPECTION AS PER CHECKLIST. COMPLETED. TECH(S): 701 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 6 TOTAL PARTS						0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

7 551MZ-WASHCAR WASH CAR
YOUR SERVICE ADVISOR WILL ARRANGE A COMPLIMENTARY EXTERIOR WASH. ASK US ABOUT OUR DETAIL DEPARTMENT & AUTO POLISHING. COURTESY CAR WASH COMPLETED. TECH(S): 701 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 7 TOTAL PARTS						0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

8 551MZ-Z-911 STAND-BY REPAIRS
WE WILL MAKE EVERY EFFORT TO ADDRESS YOUR STAND-BY REPAIR AS SOON AS POSSIBLE. DUE TO THE UNEXPECTED NATURE OF YOUR CONCERN, PLEASE BE AWARE THAT DELAYS IN DIAGNOSIS AND/OR REPAIR MAY OCCUR. WE APPRECIATE YOUR PATIENCE. TECH(S): 701 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 8 TOTAL PARTS						0.00

JOB # 8 TOTAL LABOR & PARTS 0.00

P.O.G. & SUPPLIES	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	2.0		WHEEL WEIGHTS @	9.990	/UNIT	19.98
TOTAL - GOG						19.98

TSC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # 1	22M	10% PARTS & LABOR DISC MINI		
JOB # 2	TIRELABORM	MINI TIRE LABOR		-15.89
JOB # 2	22M	10% PARTS & LABOR DISC MINI		-90.10
JOB # 3	22M	10% PARTS & LABOR DISC MINI		-44.53
				-9.90