

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

3/20/12

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MAR 28 2012

NHTSA USA Dept. of Transportation

1200 New Jersey Ave. S.E. West Building

Washington D.C. 20590

Case Recall # 12v-008 Electric auxiliary water pump

Case Number 428929

I am the owner of a 2009 Mini Cooper JKW clubman. I live on the island of Kauai and had this car shipped here when I moved in 2011. I was assured there was a Mini representative on island when I first made plans to move here. I have received a letter from Mini stating the serious nature of this recall and have been trying to gain access to BMW/Mini to take care of this issue. In contacting BMW/Mini in Honolulu on the island of Oahu I was informed that I would have to ship the car to them at my own expense as they no longer have a representative on Kauai. As a retiree on a very fixed income I am not able to pay for this expense. I have not been able to contact BMW/Mini in Honolulu since the initial conversation. E-mails and phone calls go unanswered and I am now quite frightened due to the extreme possibility of a fire starting in this engine even when the car is not in use. The initial warning STRESSES the HIGH VOLATILITY of this recall. I am requesting that BMW/Mini be required to ship said car at their expense to Oahu, and at this time ask the NHTSA to enforce this recall. I travel with young children and have no wish to see them engulfed in flames. BMW/Mini surely has at their disposal the means to comply with this recall. I must now rely on the NHTSA to assist me in a speedy resolution of this matter. Legally and ethically I believe BMW/Mini and NHTSA have a responsibility to the public to make every effort to comply with this recall. I await your reply as to how to pursue this matter. Mini of Hawaii is located at 777 Kaplolani Blvd, Honolulu, HI 96813. Phone (808)593-8699. E/Mail mimiofhawaii.com.

I am sincerely grateful for any assistance you can provide in resolving this issue.

[REDACTED]

[REDACTED]

Kapaa, HI [REDACTED]

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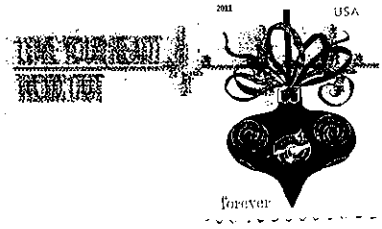
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NHTSA Dept of Transportation.
1200 New Jersey Ave, SE. West Building
Washington.
DC 20590.

Case #

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Mini Cooper JKW. Clubman

20590

