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: 10484119
Date: Wednesday, November 28, 2012 1:07:06 PM

EQ-10484119-5945

From: EVOQ (NHTSA)
Sent: Wednesday, November 28, 2012 12:42 PM

Subject: FW: NHTSA: Follow up to ODI Complaint: 10484119

Sent: Wednesday, November 28, 2012 11:38 AM
To: EVOQ (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: 10484119

Sir..
I purchased my Mini Cooper S from Crevier Motors in Anaheim, California, brand new.

I rarely use it and only for pleasure. Afew months ago I purchased a Garmin GPS unit and noticed that the Garmin indicated a speed diferent that the vechicle speedometer. I then check my Garmin with another GPS unit and both where the same.

I the called the Mini Dealer and was informed that the speedometer was allowed to have a tolerance of 10 percent and that it was not repairable.

I call several dealers and was told the samething.

I called the corporate headquarters and was also told the samething.

I went as far to tell them that I will pay for the whole repair and still they said no.

Call any MINI DEALER and they will tel you the samething.

I have a few friends that have mini coopers and they are having the same problem...

So we must rely on the GPS indicate speed and not the car

speedometer.

THe car speedometer indicates a faster speed than you are actually traveling. It is not a linear but logarithmic. It may vary from 4 to 8 miles depending on the speed.

Traveling at the indicated speed limit , i am actually doing 5-7 miles below, thus traveling below the speed limit and having cars passing me all the time... I even got stopped one time for going slow.
also , this will alter the cars warranty. If you travel for one hour at the speedomeyter indicated speed of 70 MPH it will accumulate 70 miles but actually you have only traveled less than that, because according to the GPS unit the speed was 64 MPH.

I can undertand some fluctuations but not this much.
I have a Ford explorer and Honda Accord , both are matching the GPS unit.
In short this is not a unit failure but a design/manufacturing failure.

At present I have the GPS on all the time to indicate my true speed, now I am flowing with the traffic.

From: "EVOQ@dot.gov" <EVOQ@dot.gov>
To: [redacted]
Sent: Wednesday, November 28, 2012 6:05 AM
Subject: FW: NHTSA: Follow up to ODI Complaint: 10484119

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to 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