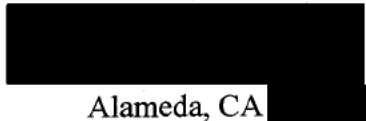


CL-10510079-9900

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

APR 25 2013


Alameda, CA

April 12, 2013

National Highway Traffic Safety Administration
Administrator, NHTSA
400 Seventh Street, SW
Washington, DC 20590

Administrator:

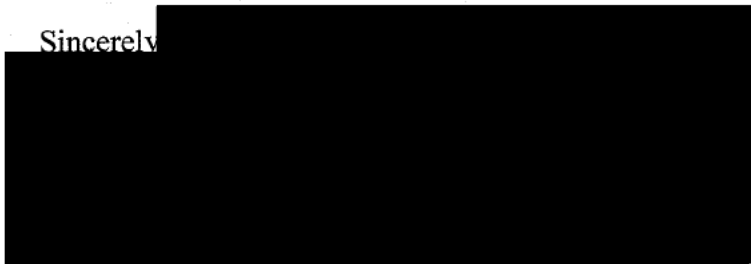
I am writing to inform of a vehicle defect safety incident I experienced with the 2012 Mini Cooper Countryman recently.

Please see the details attached in letter to Mini USA, BMW Group in North America, LLC in which I specified the occurrence of the defect in the fuel sensor and fuel pump that of which my car ran out of gas.

If you have any questions, please don't hesitate to call me.

My contact information is included.

Sincerely,



NM
42913
SHD

[REDACTED]
Alameda, CA [REDACTED]

April 4, 2013

Mini USA
Customer Relations Department
BMW Group in North America, LLC
300 Chestnut Ridge Road
Woodcliff Lake, NJ 07675

Customer Relations Department:

My name is [REDACTED] and I am writing this letter to provide you notice of the defect in my 2012 Mini Cooper Countryman, VIN # WMWZB3C52CW [REDACTED]. I bought this vehicle on 10/02/2012 at East Bay BMW, 4350 Rosewood Drive, Pleasanton, CA 94588.

The problem I have with my vehicle follows: **It stopped dead in the middle of a very busy street in Oakland, California as I was transporting my eight year old grandson on Sunday, 3/24/13.** I was minutes from turning onto the freeway ramp but luckily I made a split decision to turn onto MacArthur Boulevard that would get me to my destination on an alternate route. I was totally frightened because the vehicle stopped with no warning on an incline hill. I could not even pull over to the side of the street. It remained parked in the middle of 2 intersections. I turned on the emergency brakes and lights and opened the hood and removed myself and my grandson from the vehicle and called Roadside Service. I waited for over an hour alongside a very busy street, in the cold elements and hoped that no one would rear end the Mini. I was told it could be dropped to the nearest Mini dealer that had a night drop which was in San Francisco. However, shortly after the vehicle was picked up I received a call informing me that the car was going to be stored over night and delivered on Monday morning. It was not delivered until noon to the Mini service department in San Francisco on Monday. I actually had to keep calling Roadside Service to see why it was taking so long to tow the car to the dealer. San Francisco confirmed in the afternoon that they had received the car but probably not take a look at it until the next day. They did however offer me a loaner, but I had already arranged transportation for that day, and day prior and had dealt with major inconveniences to my family.

I was then informed on Tuesday that my vehicle had a faulty fuel sensor and fuel pump and that there was a problem with the delivery of fuel to the gas tank and that the car had simply "run out of gas". The fuel gauge showed 3 notches, a very adequate amount. If this vehicle problem had occurred five minutes later on the freeway, death or serious bodily injury may have resulted on a treacherous California highway. This fuel system problem substantially affects the vehicle's use, value, and safety to me.

While I have generally been pleased with my new car, a new vehicle should mean you don't have to worry about breakdowns, mechanical problems, safety, or dependability which are now my concerns especially since I transport my grandson regularly. The problem with the fuel system seems to have been addressed but my concerns remain. Will there be other unexpected and terrifying interruptions in my travels.

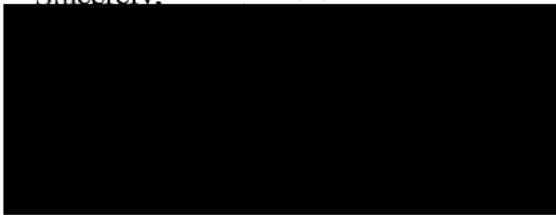
I contacted the National Highway Traffic Safety Administration and checked for any safety recall information and to find out if there has been a pattern of similar problems with my vehicle model. No problem was indicated on their website.

Mini recently celebrated 500,000 vehicles sold in the USA including over 66,000 units sold in 2012. "This milestone is an incredible achievement for MINI, and we're proud to have so many Motorers as part of the MINI family," said Jim McDowell, Vice President - MINI USA. While this is my first exposure with your brand and my experience may be unique my concerns are very real. Perhaps as your sales have grown some mistakes may occur. I'm sure you understand my anxiety and will recommend an ideal solution even exchanging this vehicle for another similar model.

Thank you for your expeditious attention to this matter. I have attached copies of my Repair Orders for this problem.

My contact information is included.

Sincerely,



MINI 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



010111MCS656547

CELL: [REDACTED]

CUSTOMER NO. 250042	ADVISOR STEVEN YU	999567	TAG NO. 966	INVOICE DATE 03/26/13	INVOICE NO. 1MCS656547
[REDACTED] ALAMEDA, CA	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 2,823	COLOR COSMIC BLUE	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 12/MINI/COOPER COUNTRYM/COOPER COUNT	VEHICLE I.D. NO. W M W Z B 3 C 5 2 C W		DELIVERY DATE	DELIVERY MILES
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 03/25/13	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			
					MO: 2826

LABOR & PARTS

J#	1	111M7	ENGINE	TECH(S): 930	WARRANTY
			CUSTOMER STATES WHEN THEY WERE DRIVING ON A SLIGHT INCLINE AND THE VEHICLE LOST POWER. CUSTOMER INDICATES NO WARNING LIGHTS ARE ILLUMINATED. VEHICLE CURRENTLY SHOWS 3 NOTCHES ON THE FUEL LEVEL GAUGE. CHECK AND ADVISE FOUND FUEL LEVEL SENSOR DEFECTIVE CAUSING VEHICLE TO RUN OUT OF FUEL. CONNECT BATTERY CHARGER TO VEHICLE. CONNECT ISID TO OBD2 CONNECTOR. PERFORMED VEHICLE TEST. NO RELATED DME OR EGS FAULTS STORED. R&I ENGINE COVER TO ACCESS IGNITION COILS. CONNECT IGNITION SPARK TEST TO COIL. CRANK ENGINE HAS GOOD SPARKS. CONNECT FUEL GAUGE TO INJECTOR RAIL. CRANK ENGINE HAS NO FUEL PRESSURE. R&I RR PASSENGER SEAT. ACCESS FUEL LEVEL CONNECTOR X691 PIN1 AND PIN2. CHECK POWER AND GROUND IS OK. POSSIBLE FAULTY FUEL PUMP. R&I FUEL PUMP FOUND FUEL TANK EMPTY, BUT CLUSTE SHOWING 3 BAR. MEASURE REISTANCE AT X691 PIN3 AND PIN4 IS AT380.6OHM IT SHOULD BE ABOUT 450 OHMS EMPTY. FOUND FUEL LEVEL SENSOR DEFECTIVE. REPLACED FUEL PUMP W/LEVEL SENSOR. FILLED FUEL TANK. RECHECK FUEL LEVEL WORKING OK AT THIS TIME. CREATED TEST PLAN FUEL LEVEL SENSOR WAS NOT CORRECT. SENT FEED BACK.		
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	WARRANTY
JOB # 1	1	16-11-9-807-098	DELIVERY MODULE WIT	JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J#	2	021M7	COURTESY FCI	TECH(S): 930	0.00
			PERFORM MULTIPOINT COURTESY VISUAL INSPECTION AS PER CHECKLIST.		
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
J#	3	551M7	WASH CAR	TECH(S): 930	0.00
			YOUR SERVICE ADVISOR WILL ARRANGE A COMPLIMENTARY EXTERIOR WASH. ASK US ABOUT OUR DETAIL DEPARTMENT & AUTO POLISHING. COURTESY CAR WASH COMPLETED		
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00
J#	4	891M7	W2	TECH(S): 930	0.00
			*VACUUM INTERIOR VACUUM INTERIOR AS REQUESTED		
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	WARRANTY
				JOB # 4 TOTAL PARTS	0.00

MINI of San Francisco

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



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NOTICE TO CONSUMER • PLEASE READ IMPORTANT INFORMATION ON BACK
TERMS: CASH - UNLESS PRIOR ARRANGEMENTS MADE -
• B.A.R. # AA 002754 EPA # CA 0000138404



010111MCS656547

CELL: [REDACTED]

CUSTOMER NO. 250042	ADVISOR STEVEN YU	999567	TAG NO. 966	INVOICE DATE 03/26/13	INVOICE NO. 1MCS656547
[REDACTED] ALAMEDA, CA [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 2,823	COLOR COSMIC BLUE	STOCK NO.
	YEAR / MAKE / MODEL 12/MINI/COOPER COUNTRYM/COOPER COUNT			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. W M W Z B 3 C 5 2 C W			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 03/25/13
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS			

MO: 2826

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 021M7 ITEMS PERSONAL ITEMS TECH(S): 930 0.00

PLEASE REMOVE ALL PERSONAL ITEMS FROM YOUR VEHICLE. BMW OF
SAN FRANCISCO ASSUMES NO RESPONSIBILITY FOR ANY ITEMS LEFT

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
					JOB # 5 TOTAL PARTS	0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
CREATED 2013-03-25 11:34:00AM TAKEN BY STEVEN YU

TOTALS

YOU WILL RECEIVE AN EMAIL SURVEY IN THE COMING DAYS TO
DETERMINE YOUR SATISFACTION WITH YOUR SERVICE EXPERIENCE.
THESE SURVEY RESULTS ARE SHARED WITH OUR STAFF IN ORDER TO
IDENTIFY IMPROVEMENT OPPORTUNITIES. IF YOU WOULD LIKE TO
PROVIDE FEEDBACK TO MANAGEMENT ONLY, PLEASE CONTACT OUR
SERVICE MANAGER, PATRICK DAY: pday@bmwsf.com OR 415.551.4238

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

REPLACEMENT LABOR & PARTS DUE TO DEFECTIVE BMW OR MINI PARTS
ARE COVERED 24 MONTHS/UNLIMITED MILEAGE. LABOR WARRANTY FOR
INSTALLATIONS & ADJUSTMENTS IN 90 DAYS. EXCEPTIONS MAY APPLY

TOTAL INVOICE \$ 0.00

VISIT BMWSF.COM or MINISF.COM FOR SERVICE TIPS & FAQs

Payment info: () CASH () CHECK #.....
() VISA () MASTERCARD () DISCOVER CASHIER X.....

CUSTOMER SIGNATURE

MINI of San Francisco



KNOW YOUR VEHICLE

FITNESS INSPECTION & TREATMENT PLAN

OUR VALUED CUSTOMER

[REDACTED]
[REDACTED]
ALAMEDA, CA
[REDACTED]
[REDACTED]

Steven Yu
MOTORING ADVISOR

A. Medina
CERTIFIED MINI TECHNICIAN

YOUR VEHICLE

Year 2012	Make Mini	Model Cooper Countryman	Engine Type 1.6L 4-cyl DOHC (MFI)
Odometer 2,823	VIN # WMWZB3C52CW [REDACTED]	License # [REDACTED]	Date 3/26/2013



Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ 1. CUSTOMER STATES WHEN THEY WERE DRIVING ON A SLIGHT INCLINE AND THE VEHICLE LOST POWER. CUSTOMER INDICATES NO WARNING LIGHTS ARE ILLUMINATED. VEHICLE CURRENTLY SHOWS 3 NOTCHES ON THE FUEL LEVEL GAUGE. CHECK AND ADVISE
- ✓ 2. PERFORM MULTIPOINT COURTESY VISUAL INSPECTION AS PER CHECKLIST.
- ✓ 3. YOUR SERVICE ADVISOR WILL ARRANGE A COMPLIMENTARY EXTERIOR WASH. ASK US ABOUT OUR DETAIL DEPARTMENT & AUTO POLISHING.
- ✓ 4. VACUUM INTERIOR AS REQUESTED
- ✓ 5. PLEASE REMOVE ALL PERSONAL ITEMS FROM YOUR VEHICLE. BMW OF SAN FRANCISCO ASSUMES NO RESPONSIBILITY FOR ANY ITEMS LEFT



Package Results

MINI of San Francisco Courtesy Visual Inspection

Passed Task	Observation	Recommendation
Check and adjust all tire pressure	Set tire pressures to recommended psi - Check tire pressures monthly	

Passed Tasks

Inspect exhaust system for leaks, damage, and loose parts	Inspect axles, driveshaft(s) and CV joints/boots	Inspect transmission for leaks
Inspect fuel tank, lines, and connections	Check engine oil level and check for leaks	Check engine coolant level and condition
Inspect windshield wiper and washer operation	Check horn operation	Inspect overall tire and wheel wear and condition
Measure rear brake pad total thickness	Measure front brake pad total thickness	Other brake system/component observations
Inspect all vehicle wiper blades	Inspect accessory drive belts	Inspect all hoses
Measure left front tire tread depth	Measure right front tire tread depth	Inspect steering and sway bar components visually
Inspect suspension components visually	Measure right rear tire tread depth	Measure left rear tire tread depth
Inspect front windshield condition	Inspect power locking system operation	Inspect engine mounts
Check cooling fan operation	Check and adjust all tire pressure	Inspect hazard light operation
Inspect brake light operation	Inspect back-up light operation	Inspect taillight, turn signal, side marker, and license plate lights
Inspect taillight, turn signal, and side marker assemblies for cracks and damage	Inspect fog lights and headlight low and bright beam operation	Inspect dash and interior lights



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Declined	Approved
1. CUSTOMER STATES WHEN THEY WERE DRIVING ON A SLIGHT INCLINE AND THE VEHICLE LOST POWER. CUSTOMER INDICATES NO WARNING LIGHTS ARE ILLUMINATED. VEHICLE CURRENTLY SHOWS 3 NOTCHES ON THE FUEL LEVEL GAUGE. CHECK AND ADVISE			X
2. PERFORM MULTIPOINT COURTESY VISUAL INSPECTION AS PER CHECKLIST.			X
3. YOUR SERVICE ADVISOR WILL ARRANGE A COMPLIMENTARY EXTERIOR WASH. ASK US ABOUT OUR DETAIL DEPARTMENT & AUTO POLISHING.			X
4. VACUUM INTERIOR AS REQUESTED			X
5. PLEASE REMOVE ALL PERSONAL ITEMS FROM YOUR VEHICLE. BMW OF SAN FRANCISCO ASSUMES NO RESPONSIBILITY FOR ANY ITEMS LEFT			X
Subtotal			

Steven Yu



I would like to take this opportunity to offer my sincere thanks for your patronage. I know that as a MINI owner, you have several choices for your service needs and appreciate that you have given me this opportunity to assist you. I hope to be afforded a further opportunity to assist you with any future service needs that you may have.

Listed below are some sample questions from a survey that you will receive via email in the coming days. Although they seem to ask for your rating on the entire operation, both our management team and MINI USA use the results to rate my personal performance.

Please take a moment to review the questions. If you feel that you cannot answer YES or 10, I ask that you please call or email and allow me the opportunity to correct any outstanding issues.

Your satisfaction is important to me and I look forward to reading your response!

If we do not have your email address, please email me at syu@minisf.com so that I may update your records.

There is no need to return the survey below as you will be contact by email in the coming days.

Were you satisfied with your Service Advisor's performance for each of the service aspects listed below?

Greeting you immediately upon arrival and making you feel welcome	10
Honesty and integrity	10
Knowledge and expertise	10
Responsiveness and keeping you informed	10
Helpfulness at vehicle pick-up	10
Explanation of charges and work performed	10
Do you feel that our staff valued your business?	10
Were you satisfied with the quality of work performed on the vehicle?	10
Were you satisfied with the time taken with the cashier at pickup?	10

Sincerely,

Steven Yu
Assistant Service Manager
MINI of San Francisco



Ask about our Green Initiative. We will gladly wash the exterior of your car with any service, upon request.

[REDACTED]
Alameda, CA [REDACTED]

OAKLAND, CA
15 APR 2013 PM



National Highway Traffic Safety Administration
Administrator, NHTSA
400 Seventh Street, SW
Washington, DC 20590

20590

