

CL-10521688-6832

July 18, 2013

JUL 29 2013

[REDACTED]
Tiburon, CA [REDACTED]
Phone: Home [REDACTED]
Cell [REDACTED]
EMAIL: [REDACTED]

**ELIGIBILITY FOR REIMBURSEMENT FOR REPAIR
EXPENSE BY MINI COOPER**

I AM REQUESTING REIMBURSEMENT FOR MY REPAIR EXPENSE ON MY 2006 MINI COOPER S. I HAD TO HAVE THE POWER ASSIST STEERING PUMP, AND ASSOCIATED COOLING FAN, PLUS LABOR REPLACED. TOTAL AMOUNT \$1183.48. MINI COOPER IS DENYING THE REIMBURSEMENT FOR MY MINI COOPER 2006, AS THEY ARE ONLY ALLOWING MINIS 2002-2005 FOR REIMBURSEMENT.

ON FRIDAY APRIL 26, 2013 I TOOK MY MINI COOPER S TO MINI COOPER OF MARIN, AS I WAS HAVING TROUBLE STEERING, AND MY BRAKE LIGHT WENT ON. THEY INFORMED ME THEY WOULD EXAMINE THE CAR AND CALL ME WITH THEIR FINDINGS. NOONE CALLED ME, AND I WAS UNABLE TO REACH ANYONE ON THE PHONE AT MINI OF MARIN. FORTUNATELY I HAD MY HUSBAND'S CAR. I DROVE TO MINI OF MARIN, EXPRESSED MY DISPLEASURE WITH THEM. I SPOKE TO ORLANDO GONZALEZ (SERVICE ADVISOR) AND AFTER A LONG WAIT, MR. GONZALEZ GAVE ME A PROPOSED REPAIR BILL FOR \$2891.00. LISTING THE FOLLOWING REPAIRS

NEEDED:	1) FRONT BRAKE PADS AND ROTATORS	\$658.00
	2) LEAK UPPER RADIATOR HOSE	433.00
	3) SUSPENSION STRUT MOUNT	950.00
	4) OIL SUP ON PAN GASKET	

850.00

TOTAL: 2891.00

AND THEY SAID I NEEDED TO REPLACE ONE TIRE (LEFT REAR)

I CALLED MY SON (WHO LIVES IN SANTA BARBARA, CA, ASKING HIS ADVISE. HE SAID TO GO AHEAD WITH THE REPAIR MY HUSBAND PASSED AWAY IN AUGUST, AND I RELIED ON HIM TO MAKE CAR DECISIONS REGARDING MY CAR.

I THEN WENT OVER TO A MECHANIC, WHO MY HUSBAND USED SATISFACTORILY FOR HIS MERCEDES, AND AFTER TALKING TO HIM, I DECIDED TO CALL MINI OF MARIN, AND ADVISED THEM NOT TO START REPAIRS, AND THAT I WOULD HAVE MY CAR REPAIRED AT

ET
73013
SMD

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**MASTERS EUROPEAN AUTO REPAIR.
MINI COOPER NEVER ACKNOWLEDGED THE REASON MY POWER
STEERING FAILED WAS DUE TO THE POWER STEERING FAN FAILED,
ALLOWING THE PUMP TO OVERHEAT.**

**I BROUGHT MY CAR TO: MASTER'S EUROPEAN AUTO REPAIR
111 CAMINO ALTO
MILL VALLEY, CA 94941
PHONE: 415-383-2382
FAX: 415-383-2457
OWNER: KEITH TERSTEGGE**

t

I AM ENCLOSING THE INVOICE FROM MASTER'S EUROPEAN AUTO REPAIR. PLEASE NOTE HIS REMARKS:

- 1) POWER STEERING FAN HAS FAILED ALLOWING PUMP TO OVERHEAT.
- 2) REMOVE AND REPLACE POWER STEERING PUMP AND NOTED: A) NO NEED TO REPLACE OIL PAN GASKET (WHICH MINI COOPER OF MARIN SAID I NEEDED)
- 3) NO NEED TO REPAIR UPPER STRUT MOUNTS
- 4) NO NEED TO REPAIR UPPER RADIATOR OIL PAN

I AM ONLY ASKING FOR REIMBURSEMENT FOR :

A) P/S PUMP	\$710.53
B) P/S PUMP COOLING FAN WITH PROTECTIVE GRILL	\$168.95
C) LABOR FOR ABOVE	\$304.00
TOTAL:	\$1183.48

EUROPEAN AUTO REPAIR CALLED ME ON JUNE 25, 2013, AND INFORMED ME ABOUT THE LETTER MINI SENT TO ALL PEOPLE WHO OWN 2002-2005 MINI'S WHO HAVE HAD PROBLEMS WITH THE POWER-ASSIST STEERING PUMP, AND COOLING FAN. IT STATED MINI WILL COVER ALL NECESSARY REPAIR COSTS RELATED TO THIS ISSUE. MY MECHANIC KEITH TERSTEGGE TOLD ME THE MINI COOPER 2005 AND 2006 ARE TWINS, AND WHEN HE ORDERS PARTS, HE USES CODE R53 THE SAME CODE FOR BOTH 2005, AND 2006. SINCE I OWN A 2006, I SHOULD BE COVERED FOR REIMBURSEMENT.

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On June 25, 2013 I called Mini at 866-275-6464. I spoke to Zack. He kept repeating I AM NOT COVERED FOR REIMBURSEMENT because my car is a 2006. I asked to speak to a supervisor. I spoke with ASHLEY STIDAM. She told me the same thing. I advised Ashley, I would like to file a complaint. My case number TJ38120. She also stated, since I had my car repaired with a third party, I was not entitled to a reimbursement. She said ONLY if Mini repaired it. I asked for her supervisor, and she gave me the name of ALEX RODRIGUEZ on extension 8765. I have made 5 calls to ALEX RODRIGUEZ, and left messages. He has never returned my call. I know he was in, as I was told he was working (in Columbus Ohio) coaching.

I have called the NATIONAL HIGHWAY TRAFFIC SAFETY COMMISSION on June 30, 2013 and filed a complaint. The confirmation number is 10521688.

I have also issued a complaint with the FEDERAL TRADE COMMISSION. The claim number is 46764751

I called Mini Cooper again in Columbus Ohio, and asked to speak to EMILY LANTZ, who I believe is the Customer Relations Manager, and I was told I could not speak with her.

On June 28, 2013, I spoke to STEVEN RUX (supervisor in the customer relations department in Columbus Ohio at Mini, and I learned that ASHLEY STIDAM, had cancelled my CASE NUMBER TJ38120, because I took my car to a third party, not to a Mini Dealer. I asked to have my case number reinstated, and I was told he could not do it. He told me to write to MINI USA CUSTOMER RELATIONS IN WESTWOOD, NEW JERSEY.
ANOTHER FRUSTRATING PHONE CALL

This is not the first time I have experienced unsatisfactory service at MINI OF MARIN. In August 2012, my brake light went on in my Mini, I was on my way to the hospital to see my husband, who had suffered a stroke. I brought my car to MINI OF MARIN to determine what was wrong, and I expressed my need to have them call me back, to advise what was needed. They did not call me back. I had to keep calling them, while I was in the hospital (at least 3 or 4 times) I previously had my Mini Cooper serviced at SAN FRANCISCO MINI, and I was very pleased with their service. BUT since I live only 5 minutes from MINI OF MARIN, and 40 minutes from SAN FRANCISCO MINI, when the Marin Mini opened, I decided to service my car at the MARIN MINI DEALER.

PLEASE LOOK INTO THE MATTER AND ADVISE



I am enclosing the following:

- 1) Mini Cooper Marin Repair Sheet
- 2) Invoice Repairs by Masters European Auto Repair
- 3) Copy of claim National Highway Traffic Safety
- 4) Letter from Mini Cooper to owners of Mini Coopers
2002-2005 regarding reimbursement
- 5) Copy claim with Federal Trade Commission

I am sending this letter to the following:

- 1) Bayerische Motorenwerke AG Company in Munich
- 2) BMW North America
- 3) Mini USA Customer Relations
- 4) Mr. Michael Fiinney (KGO RADIO CUSTOMER HOT

LINE IN SAN FRANCISCO

no-reply@consumersentinel.gov 
Response to your complaint Ref No. 46764751
June 27, 2013 11:08 PM

Thank you for contacting the Federal Trade Commission. Please find attached information that may assist you.



UNITED STATES OF AMERICA
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

Consumer Response Center

June 27, 2013

[REDACTED]
Tiburon, CA [REDACTED]

RE: FTC Ref. No. 46764751

Dear [REDACTED]

Thank you for your recent contact to the Federal Trade Commission ("the Commission"). The Federal Trade Commission acts in the public interest to stop business practices that violate the laws it enforces. Contacts from consumers and businesses are very important to the work of the Commission. They are often the first indication of a problem in the marketplace and may provide the initial evidence to begin an investigation.

The Commission does not resolve individual complaints. The Commission can, however, act when it sees a pattern of possible violations developing.

The information you have provided will be recorded in our secure online database that is used by thousands of civil and criminal law enforcement authorities worldwide. This database enables law enforcement to identify questionable business practices that may lead to investigations and prosecutions.

Thank you for providing information that may be used to develop or support Commission enforcement initiatives.

Sincerely Yours,

Consumer Response Center

<EVOQ@dot.gov>

FW: NHTSA: Follow up to ODI Complaint: 10521688

July 19, 2013 6:07 AM

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

Form Approved: O.M.B. No. 2127-0008

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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 25-JUN-2013	Repository <input type="checkbox"/> Reference No. 10521688
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
TIBURON		State CA Zip Code		Evening Telephone Number	
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 WWWRE335X6T			Make MINI	Model COOPER S	Model Year 2006
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
10-8-06	Mountain View 650-943-1000			No. Cylinders 4	Supreme
Original Owner	Dealer's City		State	Zip Code	
	Mountain View		CA	94040	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
Auto	<input checked="" type="checkbox"/> Cruise Control				30-APR-2013
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage 52000	Failure Speed 30
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: DOTM19ABC036)		<input type="checkbox"/> Original Equipment Prior Repair		Failure Location:	

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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	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 2006 MINI COOPER S. THE CONTACT STATED THAT WHILE DRIVING 30 MPH, THE POWER STEERING SYSTEM MALFUNCTIONED. THE STEERING WHEEL THEN BECAME TIGHT AND BECAME DIFFICULT TO MANEUVER. THE CONTACT TOOK THE VEHICLE TO DEALER BUT DID NOT DIAGNOSE THE FAILURE. THE CONTACT THEN TOOK THE VEHICLE TO A LOCAL MECHANIC. THE MECHANIC STATED THAT THE STEERING PUMP AND PUMP COOLING FAN WAS DEFECTIVE. THE MECHANIC REPLACED BOTH THE STEERING PUMP AND PUMP COOLING FAN. THE FAILURE MILEAGE WAS 52,000.				
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY		
<small>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 to 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.</small>				

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division

US DOT NHTSA <donotreplyodi@dot.gov>
Acknowledgement from NHTSA/ODI of your safety complaint
June 25, 2013 10:55 AM

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: 10521688

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 Monday-Friday, 8:00AM to 8:00PM Eastern
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

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

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refuri=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refuri=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.



MINI of Marin

5880 Paradise Drive
 Corte Madera, CA 94925
 Direct Service Line 415-737-0500
 www.miniofmarin.com

B.A.R. # ARD267987
 E.P.A. # RC267987

CELL: [REDACTED]

CUSTOMER NO. 3585	ADVISOR ORLANDO GONZALEZ	13	TAG NO. 868	INVOICE DATE 04/26/13	INVOICE NO. 1MCS15664
[REDACTED]	LABOR RATE	[REDACTED]	MILEAGE 52,621	COLOR /	STOCK NO.
TIBURON, CA	YEAR / MAKE / MODEL 06/MINI/COOPER HARDTOP/2DR CPE S			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. W M W R E 3 3 5 X 6 T			SELLING DEALER NO.	PRODUCTION DATE 06/01/06
[REDACTED]	F.T.E. NO.	[REDACTED]	P.O. NO.	R.O. DATE 04/25/13	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS			

MO: 52621

JOB# 1 CHARGES-----	
LABOR-----	TECH(S): 48
J# 1 341MZL LINING WARNING LITE	INTERNAL
BRAKE LINING WARNING LIGHT IS ON CK AND ADVISE CUSTOMER DECLINED ALL REPAIRS	
JOB# 1 TOTALS-----	
JOB# 1 JOURNAL PREFIX 1MCS JOB# 1 TOTAL 0.00	
JOB# 2 CHARGES-----	
LABOR-----	TECH(S): 58
J# 2 011MZAINSPCT MPI WORLD CLASS INS	INTERNAL
PERFORM WORLD CLASS - MULTI-POINT INSPECTION TODAY INCLUDES CHECKING ALL TIRE PRESURES AND ADJUST TO MANUFACTUR ER SPECIFICATIONS AS PER TIRE LABEL ON INSIDE OF DRIVERS DOOR BODY OPENING PER STATE OF CA. AS A COURTESY TO YOU. PERFORMED MULTI POINT COURTESY INSPECTION	
JOB# 2 TOTALS-----	
JOB# 2 JOURNAL PREFIX 1MCS JOB# 2 TOTAL 0.00	
JOB# 3 CHARGES-----	
LABOR-----	TECH(S): 58
J# 3+111MZ ENGINE MISC	INTERNAL
AS PER RECOMMENDED AND REQUESTED REPLACE OIL PAN GASKET CUSTOMER APPROVED. CUSTOMER DECLINED ALL REPAIRS	
JOB# 3 TOTALS-----	
JOB# 3 JOURNAL PREFIX 1MCS JOB# 3 TOTAL 0.00	
JOB# 4 CHARGES-----	
LABOR-----	TECH(S): 58
J# 4+171MZ RADIATOR CK / DIAG	INTERNAL
AS PER RECOMMENDED AND REQUESTED REPLACE UPPER COOLANT HOSE LEAKING - CUSTOMER APPROVED. CUSTOMER DECLINED ALL REPAIRS	
JOB# 4 TOTALS-----	
JOB# 4 JOURNAL PREFIX 1MCS JOB# 4 TOTAL 0.00	
JOB# 5 CHARGES-----	
LABOR-----	TECH(S): 58
J# 5+311MZ FRONT AXLE CK	INTERNAL
ASPER RECOMMENDED AND REQUESTED REPLACE BOTH STRUTS MOUNTS CUST. APPROVED. CUSTOMER DECLINED ALL REAPIRS	

**THANK YOU
 FOR BRINGING YOUR
 MINI TO US**

Service Dept. Hours:
 7:30 A.M. - 6:00 P.M.
 Monday - Friday

Parts Dept. Hours:
 7:30 A.M. - 6:00 P.M.
 Monday - Friday

**CREDIT CARDS
 ACCEPTED:
 MASTERCARD
 VISA
 AMERICAN EXPRESS**

Master's European Auto Repair

111 Camino Alto
 Mill Valley, CA. 94941
 Phone - 415-383-2382 Fax - 415-383-2457

INVOICE

35658

Org. Est. # 058512
 BAR # AD062886
 EPA # CA 912382936

Invoice Date : 04/30/2013

INVOICE FROM HISTORY

Work Completed Date : 04/30/2013

Print Date : 06/24/2013

Belvedere Tiburon, CA
 Home --- Office
 Cust ID : 5619

2006 MINI - Cooper S - 1.6L, In-Line4 (98CI)
 Lic # : - CA Odometer In : 52643
 Unit # :
 Vin # : **WMWRE335X6T**
 Hat # : Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
Brake Disc 9.150.3400.20	2.00	90.60	181.20	CHECK FOR NEEDED WORK - RECOMMENDATIONS FROM OTHER DEALERSHIP	304.00
Brake Pad Sensor 34 35 6 778 175	1.00	16.30	16.30	CHECK FRONT BRAKES - CONFIRM FRONT BRAKE PADS AND BRAKE DISCS NEED REPLACEMENT. REMOVE AND REPLACE FRONT BRAKE PADS AND FRONT BRAKE DISCS.	
Brake Pad Set - With Shims 34 11 6 770 332	1.00	91.88	91.88	INSPECTION -UPPER RADIATOR HOSE	152.00
Radiator Hose 17 12 7 515 500	1.00	47.06	47.06	CONFIRM UPPER HOSE IS LEAKING. DRAIN COOLANT, REPLACE UPPER RADIATOR HOSE AND PRESSURE TEST TOP CONFIRM ABSENCE OF FURTHER LEAK.	
Coolant/Antifreeze NF 1.5 Liter (Blue) G 001 100	1.00	18.64	18.64	INSPECTION - UPPER STRUT MOUNTS NO RECOMMENDATION FOR REPAIR AT THIS TIME.	0.00
Oil Drain Plug 11 13 7 513 050	1.00	5.48	5.48	INSPECTION -OIL LEAK AT OIL PAN GASKET.	85.00
P/S Pump 32 41 6 778 425	1.00	710.53	710.53	CHECK AND CONFIRM RESIDUAL OIL FROM PAST OIL SERVICES AND LEAKING DRAIN PLUG. CLEAN SPILLED OIL AND REPLACE OIL DRAIN PLUG. NO NEED TO REPLACE OIL PAN GASKET.	
P/S Pump Cooling Fan with protective grille 32 41 6 857 718	1.00	168.95	168.95	INSPECTION - CUSTOMER NOTES VERY LITTLE STEERING ASSIST/ CHECK AND CONFIRM POWER STEERING FAN HAS FAILED ALLOWING PUMP TO OVERHEAT. REMOVE AND REPLACE POWER STEERING PUMP AND FAN.	304.00
Shop Supplies		18.60	18.60		

Org. Estimate \$ 2,207.48 Revisions \$ 0.00 Current Estimate \$ 2,207.48

Labor:	845.00
Parts:	1,258.64
Sublet:	\$0.00
Sub:	2,103.64
Tax:	103.84
Total:	2,207.48
Bal Due:	\$0.00

[Payments - MasterCard - \$2,207.48]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____ Time _____

MINI



May 2013

**Certain Model Year 2002-2005 MINI Cooper/Cooper S
Certain Model Year 2005 MINI Cooper Convertible/Cooper S Convertible
Warranty Coverage Extension/Repair Expense Reimbursement**

Dear MINI Owner:

At MINI, we are committed to maintaining a level of automotive and service excellence that exceeds your expectations now and in the future. Consistent with this philosophy, we want to help you avoid problems and minimize your inconvenience.

This letter addresses an issue involving the power-assist steering pump and associated pump cooling fan on certain model year 2002-2005 MINI Cooper and MINI Cooper S models, and model year 2005 MINI Cooper Convertible and Cooper S Convertible models. This issue can cause a temporary or permanent loss of the power-assist steering function.

Please note that, if this were to occur, the vehicle still maintains its manual steering capability; however, this will require greater steering effort at low vehicle speeds.

Warranty Coverage Extension

In the interest of customer satisfaction, we are extending the warranty coverage for the power-assist steering pump and associated cooling fan on your vehicle to 13 years/150,000 miles, whichever occurs first, starting from the date of first retail sale or the date the vehicle was first placed in service as a demonstrator or company vehicle, whichever is earlier. Under the terms of this extended warranty coverage, MINI will cover all necessary repair costs related to this issue.

Company
MINI USA,
A Division of
BMW Group Company

Mailing Address
P.O. Box 1227
Westwood, NJ
07675-1227

Telephone
(866)ask-mini
275-6464

Fax
(201)950-6494

E-mail
MINI.Assistance@askmini.com

Website
www.mini.usa.com

Repair Expense Reimbursement

If you have previously had the power-assist steering pump and/or the associated cooling fan replaced at your own expense, MINI will reimburse you for certain expenses that you may have incurred. If you replaced the pump or pump fan at an authorized MINI dealer, out-of-pocket expenses incurred for parts and labor are generally reimbursed. If you replaced the pump or pump fan at an independent repair shop, expenses for parts are generally reimbursed. Please contact MINI Customer Relations and Services at 1-866-ASK-MINI (1-866-275-6464) or via email at MINI.Assistance@askmini.com regarding specific details and possible eligibility for reimbursement.

Please keep this letter with your vehicle documentation for ease of reference.

If this issue occurs, we sincerely apologize for any inconvenience, but we hope that this extended warranty coverage reassures you that we stand behind our products.

Should you need MINI Roadside Assistance during operation of your vehicle, they may be reached at 1-866-646-4772.

We appreciate your confidence in our product, and we are pleased to take this action in support of you, our valued MINI owner. Should you need additional information or assistance, you may contact MINI Customer Relations and Services at 1-866-ASK-MINI (1-866-275-6464) or via email at MINI.Assistance@askmini.com

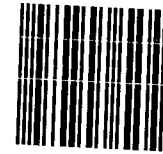
MINI recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.

MINI, a division of BMW of North America, LLC

Tiburon, CA



1000



20590

U.S. POSTAGE
PAID
BELVEDERE TIBURON, CA
94920
JUL 23 '13
AMOUNT
\$1.52
00013742-09

Office of Defects Investigation
National Highway Traffic Safety
Administration
1200 New Jersey Avenue SE
West Building
Wash. DC 20590

