

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF**

**JAN 23 2015**

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                             |                                                                                                                                                                                                                                                                                           |                                                                              |                                                 |                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|-------------------------------------------------|----------------|
|  <p><b>U.S. Department of Transportation</b><br/><b>National Highway Traffic Safety Administration</b></p>                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                             | <p><b>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</b><br/><b>DOT Auto Safety Hotline</b></p> <p><b>Vehicle Owner's Questionnaire</b><br/><b>To Report Vehicle Safety Defects</b><br/><b>1-888-DASH-2-DOT</b><br/><b>(1-888-327-4236)</b><br/><b>INTERNET:www.nhtsa.dot.gov/hotline</b></p> |                                                                              | <p align="right">FOR AGENCY USE ONLY 100148</p> |                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                             | <p>Date Received</p> <p align="center">25-NOV-2014</p>                                                                                                                                                                                                                                    | <p>Repository <input type="checkbox"/></p> <p>Reference No.<br/>10660941</p> |                                                 |                |
| <p align="center"><b>OWNER INFORMATION (Type or Print)</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                             |                                                                                                                                                                                                                                                                                           |                                                                              |                                                 |                |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                             | Address                                                                                                                                                                                                                                                                                   |                                                                              | Daytime Telephone Number                        | E-mail Address |
| City                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                             | State                                                                                                                                                                                                                                                                                     | Zip Code                                                                     | Evening Telephone Number                        |                |
| SIMSBURY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                             | CT                                                                                                                                                                                                                                                                                        |                                                                              |                                                 |                |
| <p><small>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).</small></p>                                                                                                                                                                                                                                                                |                                                                             |                                                                                                                                                                                                                                                                                           |                                                                              |                                                 |                |
| <p align="center"><b>VEHICLE INFORMATION</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                             |                                                                                                                                                                                                                                                                                           |                                                                              |                                                 |                |
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                             | Make                                                                                                                                                                                                                                                                                      | Model                                                                        | Model Year                                      |                |
| WMWZP3C51CT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                             | MINI                                                                                                                                                                                                                                                                                      | COOPER S                                                                     | 2012                                            |                |
| Date Purchased                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Dealer's Name and Telephone Number                                          |                                                                                                                                                                                                                                                                                           |                                                                              | Engine:                                         | Fuel Type:     |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                             |                                                                                                                                                                                                                                                                                           |                                                                              | No: Cylinders                                   |                |
| Original Owner <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Dealer's City                                                               | State                                                                                                                                                                                                                                                                                     | Zip Code                                                                     |                                                 |                |
| Transmission Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <input type="checkbox"/> Antilock Brakes                                    | Powertrain                                                                                                                                                                                                                                                                                | Multiple Failure:                                                            | Incident Date(s)                                |                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <input type="checkbox"/> Cruise Control                                     |                                                                                                                                                                                                                                                                                           |                                                                              | 19-NOV-2014                                     |                |
| <p align="center"><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                             |                                                                                                                                                                                                                                                                                           |                                                                              |                                                 |                |
| Vehicle Component Codes: 200000 WHEELS, 201000 WHEELS: RIM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                             |                                                                                                                                                                                                                                                                                           |                                                                              | Failure Mileage                                 | Failure Speed  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                             |                                                                                                                                                                                                                                                                                           |                                                                              | 44342                                           |                |
| <p align="center"><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                             |                                                                                                                                                                                                                                                                                           |                                                                              |                                                 |                |
| Tire Make                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Tire Model (Name or Number)                                                 |                                                                                                                                                                                                                                                                                           | Tire Size (Example P215/65R15)                                               |                                                 |                |
| DOT No. (Example: DOTM19ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <input type="checkbox"/> Original Equipment                                 | Failure Location:                                                                                                                                                                                                                                                                         |                                                                              |                                                 |                |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <input type="checkbox"/> Prior Repair                                       |                                                                                                                                                                                                                                                                                           |                                                                              |                                                 |                |
| Tire Component Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                             |                                                                                                                                                                                                                                                                                           | Tire Failure Type:                                                           |                                                 |                |
| <p align="center"><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                             |                                                                                                                                                                                                                                                                                           |                                                                              |                                                 |                |
| Make:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Date Manufactured:                                                          |                                                                                                                                                                                                                                                                                           | Model No./Name:                                                              |                                                 |                |
| Seat Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Installation System:                                                        |                                                                                                                                                                                                                                                                                           |                                                                              |                                                 |                |
| Child Seat Component Code:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Failed Part:                                                                |                                                                                                                                                                                                                                                                                           |                                                                              |                                                 |                |
| <p align="center"><b>APPLICABLE INCIDENT INFORMATION</b><br/><small>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</small></p>                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                             |                                                                                                                                                                                                                                                                                           |                                                                              |                                                 |                |
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured<br>0                                                                                                                                                                                                                                                            | Number of Deaths<br>0                                                        | Reported to Police<br>N                         |                |
| <p><b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b><br/>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).</p>                                                                                                                                                                                                                                                                                                              |                                                                             |                                                                                                                                                                                                                                                                                           |                                                                              |                                                 |                |
| <p>TL* THE CONTACT OWNS A 2012 MINI COOPER S. THE CONTACT STATED THAT WHILE HAVING MAINTENANCE PERFORMED, THE CONTACT WAS NOTIFIED THAT THREE OF THE FOUR TIRE RIMS WERE CRACKED. THE VEHICLE WAS TOWED TO THE DEALER WHERE THE THREE TIRE RIMS WERE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 44,342.</p>                                                                                                                                                                                                                                                     |                                                                             |                                                                                                                                                                                                                                                                                           |                                                                              |                                                 |                |
| <p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                             |                                                                                                                                                                                                                                                                                           |                                                                              |                                                 |                |
| <p><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 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></p> |                                                                             |                                                                                                                                                                                                                                                                                           |                                                                              |                                                 |                |

# Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

More accurate description

Mini was serviced at a dealer and wheel and tire inspection came out "very good". Less than a week after when attempting to switch to winter tires it was noted that 3 of 4 tire rims were cracked. These cracks were significant enough in nature to cause concerns relative to the cars safety if driving were to continue on them, or if the tire change over were to take place. These rims were fine less than 6 months ago when summer tire switch over took place and the car had not been in any accidents or off road driving. Car has been taken off the road, towed to the dealer and rims are being replaced. The main driver had never experienced a cracked rim in over 30 years of driving, this failure causes great concern and therefore is being reported.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

HARTFORD

CT 061

13 JAN '15

PM 7 L

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

## BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

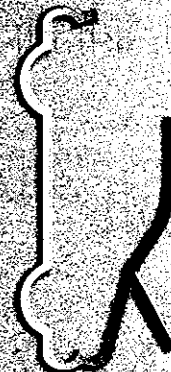
WASHINGTON, DC

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](http://www.safercar.gov)

or call:

Vehicle Safety Hotline  
888-327-4236



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

SIMSBURY, CT

HOME: CONT:N/A

BUS: CELL:

PAGE 1

236 Reverend Moody Overpass · Hartford, CT 0612

Phone: (860) 278-7777 · Fax: (860) 278-0124

www.newcountrymini.com

SERVICE ADVISOR: 924 CHRISTOPHER BARBERSEK

|             |            |               |                         |         |                 |         |           |
|-------------|------------|---------------|-------------------------|---------|-----------------|---------|-----------|
| COLOR       | YEAR       | MAKE/MODEL    | VIN                     | LICENSE | MILEAGE IN/ OUT | TAG     |           |
| BLUE        | 12         | MINI COOPER S | WMWZP3C51CT             |         | 44520/44520     | T5565   |           |
| DEL DATE    | PROD. DATE | WARR. EXP.    | PROMISED                | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 14APR12 DD  |            |               | 17:00 25NOV14           |         | 0.00            | CASH    | 25NOV14   |
| R.O. OPENED |            | READY         | OPTIONS: STK: DLR:20173 |         |                 |         |           |
| 21NOV14     |            | 25NOV14       |                         |         |                 |         |           |

| LINE   | OPCODE | TECH | TYPE                                     | HOURS         | LIST        | NET           | TOTAL   |
|--------|--------|------|------------------------------------------|---------------|-------------|---------------|---------|
| A      | C/S    | 3    | WHEELS ARE CRACKED,PLEASE INSPECT DAMAGE |               |             |               |         |
|        |        |      | T4R MOUNT AND BALANCE 4 RUNFLAT TIRES    |               |             |               |         |
|        |        |      | 170 CPMC                                 |               |             | 199.95        | 199.95  |
|        |        |      | 3 36-11-6-791-945 LIGHT ALLOY RIM,       |               |             |               |         |
|        |        |      | SILVER:36907111                          |               | 332.94      | 332.94        | 998.82  |
| PARTS: |        |      | 998.82                                   | LABOR: 199.95 | OTHER: 0.00 | TOTAL LINE A: | 1198.77 |

44520 REPLACE 3 RIMS -EXCL L/F RIM -NO CRACKS PRESENT AT THIS  
TIME.PERFORM SEASONAL TIRE CHANGE -TRANSFER WHEEL MODULES ASSEM .TORQUE  
130Nm.SET T/P 38PSI .PLACE ORIG WHEEL (3)+(1) TIRE IN BAGS IN VEH TOP  
OFF FLUIDS .RESET FTM DURING RUN TEST OK

B Mini Vehicle Condition Report  
IMNNI Mini Vehicle Condition Report

170 IBR (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

44520 PERFORM M/C VEH INSP

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 16.00  
You can now schedule appointments online!!!!  
Please visit our website  
newcountryservice.com  
Thank you for choosing New Country !!!!

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, vandalism, or any other cause. I understand my insurance is primary. I also warrant that the vehicle is covered by comprehensive insurance including but not limited to fire and theft. I agree the dealership is not responsible for damages from freezing due to lack of antifreeze. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. I acknowledge that you are not responsible for delays caused by availability of parts or delays in parts shipments by the supplier or transporter. If I do not claim the vehicle within seven days of its repair, I agree to pay storage charges thereafter and attorney's fees. An expressed mechanic's lien is hereby acknowledged on this vehicle to secure the amount or repairs hereto.

FOR YOUR CONVENIENCE, WE ACCEPT LOCAL PERSONAL CHECKS UP TO \$500.00, VISA, MASTERCARD, AMERICAN EXPRESS AND DISCOVER

YOU ARE ENTITLED TO THE RETURN OF REPLACED PARTS ☐ SAVE  
I ACCEPT AND UNDERSTAND THE COMPLETED AUTHORIZED REPAIRS.

SIGNED X

PARTS AND LABOR ARE SUBJECT TO SEPARATE WARRANTIES: A COPY OF PARTS WARRANTY MAY BE OBTAINED FROM THE CASHIER. THE WARRANTY ON LABOR IS 24 MONTHS OR UNLIMITED MILES, WHICHEVER OCCURS FIRST. FRONT END ALIGNMENTS, ADJUSTMENTS AND FAILURE DUE TO MISUSE AND/OR ABUSE ARE EXCLUDED FROM THIS WARRANTY.

| DESCRIPTION            | TOTALS  |
|------------------------|---------|
| LABOR AMOUNT           | 199.95  |
| PARTS AMOUNT           | 998.82  |
| GAS, OIL, LUBE         | 0.00    |
| SUBLET AMOUNT          | 0.00    |
| SHOP SUPPLIES          | 16.00   |
| TOTAL CHARGES          | 1214.77 |
| LESS INSURANCE         | 0.00    |
| SALES TAX              | 77.15   |
| PLEASE PAY THIS AMOUNT | 1291.92 |

CUSTOMER COPY

Repair

CUSTOMER #:

Inspection prior to  
problem  
identification

# NEW COUNTRY



\*INVOICE\*

 DUPLICATE 1  
PAGE 1

 236 Reverend Moody Overpass · Hartford, CT 0612  
Phone: (860) 278-7777 · Fax: (860) 278-0124

www.newcountrymini.com

SIMSBURY, CT

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 924 CHRISTOPHER BARBERSEK

|             |            |               |               |           |                 |         |
|-------------|------------|---------------|---------------|-----------|-----------------|---------|
| COLOR       | YEAR       | MAKE/MODEL    | VIN           | LICENSE   | MILEAGE IN/ OUT | TAG     |
| BLUE        | 12         | MINI COOPER S | WMWZP3C51CT   |           | 44342/44343     | T5807   |
| DEL DATE    | PROD. DATE | WARR. EXP.    | PROMISED      | PO NO.    | RATE            | PAYMENT |
| 14APR12 DD  |            |               | 17:00 13NOV14 |           | 0.00            | CASH    |
| R.O. OPENED | READY      | OPTIONS:      | STK:          | DLR:20173 |                 |         |
| 12NOV14     | 13NOV14    |               |               |           |                 |         |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A MINI VEHICLE INSPECTION

IMNNI MINI VEHICLE INSPECTION

170 IBR

|        |      |        |      |        |      |               |      |
|--------|------|--------|------|--------|------|---------------|------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE A: | 0.00 |
|--------|------|--------|------|--------|------|---------------|------|

,,,44342 PERFORM M/C VEH INSP

\*\*\*\*\*

B PERFORM STANDARD SCOPE PER CBS DATA - DEFECT CODE 85990501MP

CAUSE: PER CBS DATA

0000105 PERFORM STANDARD SCOPE PER CBS DATA -

DEFECT CODE 85990501MP

170 WMM

(N/C)

FC: 85990501MP

PART#:

COUNT:

CLAIM TYPE: WMM

AUTH CODE:

|        |      |        |      |        |      |               |      |
|--------|------|--------|------|--------|------|---------------|------|
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE B: | 0.00 |
|--------|------|--------|------|--------|------|---------------|------|

,,,44343 PERFORM S/SCOPE .CKCONTROL MESSAGES OK .TOP OFF FLUIDS

,,,READJUST T/P 36PSI .RESET FTM OK

\*\*\*\*\*

C PERFORM BMW OIL SERVICE PER CBS DATA - DEFECT CODE 85990089MP FOR 1ST  
SERVICE;85990091MP FOR EVERY OTHER;85990087MP FOR LOW ANNUAL

CAUSE: PER CBS DATA

0000610 PERFORM BMW OIL SERVICE PER CBS DATA -

DEFECT CODE 85990089MP FOR 1ST

SERVICE;85990091MP FOR EVERY

OTHER;85990087MP FOR LOW ANNUAL

170 WMM

(N/C)

1 11-42-7-622-446 SET OIL-FILTER

ELEMENT:114010

(N/C)

5 M07-51-0-017-954 BULK OIL

(N/C)

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, vandalism, or any other cause. I understand my insurance is primary. I also warrant that the vehicle is covered by comprehensive insurance including but not limited to fire and theft. I agree the dealership is not responsible for damages from freezing due to lack of antifreeze. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. I acknowledge that you are not responsible for delays caused by availability of parts or delays in parts shipments by the supplier or transporter. If I do not claim the vehicle within seven days of its repair, I agree to pay storage charges thereafter and attorney's fees. An expressed mechanic's lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto.

FOR YOUR CONVENIENCE, WE ACCEPT LOCAL PERSONAL CHECKS UP TO \$500.00, VISA, MASTERCARD, AMERICAN EXPRESS AND DISCOVER

YOU ARE ENTITLED TO THE RETURN OF REPLACED PARTS

I ACCEPT AND UNDERSTAND THE COMPLETED AUTHORIZED REPAIRS.

SIGNED X

PARTS AND LABOR ARE SUBJECT TO SEPARATE WARRANTIES: A COPY OF PARTS WARRANTY MAY BE OBTAINED FROM THE CASHIER. THE WARRANTY ON LABOR IS 24 MONTHS OR UNLIMITED MILES, WHICHEVER OCCURS FIRST. FRONT END ALIGNMENTS, ADJUSTMENTS AND FAILURE DUE TO MISUSE AND/OR ABUSE ARE EXCLUDED FROM THIS WARRANTY.

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           |        |
| PARTS AMOUNT           |        |
| GAS, OIL, LUBE         |        |
| SUBLET AMOUNT          |        |
| SHOP SUPPLIES          |        |
| TOTAL CHARGES          |        |
| LESS INSURANCE         |        |
| SALES TAX              |        |
| PLEASE PAY THIS AMOUNT |        |

CUSTOMER COPY

CUSTOMER #: [REDACTED]



\*INVOICE\*

DUPLICATE 1  
PAGE 2

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SIMSBURY, CT [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 924 CHRISTOPHER BARBERSEK

|             |            |               |                        |            |                 |           |
|-------------|------------|---------------|------------------------|------------|-----------------|-----------|
| COLOR       | YEAR       | MAKE/MODEL    | VIN                    | LICENSE    | MILEAGE IN/ OUT | TAG       |
| BLUE        | 12         | MINI COOPER S | WMWZP3C51CT [REDACTED] |            | 44342/44343     | T5807     |
| DEL DATE    | PROD. DATE | WARR. EXP.    | PROMISED               | PO NO.     | RATE            | PAYMENT   |
| 14APR12 DD  |            |               | 17:00 13NOV14          |            | 0.00            | CASH      |
| R.O. OPENED | READY      | OPTIONS:      | STK: [REDACTED]        | DLR: 20173 |                 | INV. DATE |
|             | 12NOV14    |               |                        |            |                 | 13NOV14   |

| LINE | OPCODE      | TECH            | TYPE | HOURS | LIST | NET | TOTAL |
|------|-------------|-----------------|------|-------|------|-----|-------|
|      | FC:         | 85990091MP      |      |       |      |     |       |
|      | PART#:      | 11-42-7-622-446 |      |       |      |     |       |
|      | COUNT:      | 1               |      |       |      |     |       |
|      | CLAIM TYPE: | WMM             |      |       |      |     |       |
|      | AUTH CODE:  |                 |      |       |      |     |       |

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

....44342 PERFORM BMW OIL SERV .RESET CBS DATA

\*\*\*\*\*

D PERFORM FRONT BRAKE SERVICE PER CBS DATA - DEFECT CODE 34110077MP

CAUSE: PADS9MM, RESET INCORRECT CBS DATA

0061744 Check brake pad thickness and change in vehicle, program/e

170 WMC

FC: 6213901800

(N/C)

PART#:

COUNT:

CLAIM TYPE: WMC

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

....44343 INSP FRT PADS 9MM .ERRONEOUS MESSAGE.COMplete VEH

....PROGRAMMING-CONV MENU-LATEST SOFTWARE UPDATE -INPUT PAD

....MEASUREMENTS-CORRECT CBS DATA -RECK CONTROL MESSAGES OK

\*\*\*\*\*

E PERFORM BRAKE FLUID SERVICE PER CBS DATA - DEFECT CODE 34000077MP

CAUSE: PER CBS DATA

0000618 PERFORM BRAKE FLUID SERVICE PER CBS DATA

- DEFECT CODE 34000077MP

170 WMM

1 81-22-0-146-735 BRAKE FLUID:832560

(N/C)

FC: 34000077MP

(N/C)

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, vandalism, or any other cause. I understand my insurance is primary. I also warrant that the vehicle is covered by comprehensive insurance including but not limited to fire and theft. I agree the dealership is not responsible for damages from freezing due to lack of antifreeze. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. I acknowledge that you are not responsible for delays caused by availability of parts or delays in parts shipments by the supplier or transporter. If I do not claim the vehicle within seven days of its repair, I agree to pay storage charges thereafter and attorney's fees. An expressed mechanic's lien is hereby acknowledged on this vehicle to secure the amount or repairs thereto.

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SIGNED X \_\_\_\_\_

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|------------------------|--------|
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| PARTS AMOUNT           |        |
| GAS, OIL, LUBE         |        |
| SUBLET AMOUNT          |        |
| SHOP SUPPLIES          |        |
| TOTAL CHARGES          |        |
| LESS INSURANCE         |        |
| SALES TAX              |        |
| PLEASE PAY THIS AMOUNT |        |

CUSTOMER COPY

CUSTOMER #: [REDACTED]

**NEW  
COUNTRY**

\*INVOICE\*

SIMSBURY, CT [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

DUPLICATE 1

PAGE 3

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Phone: (860) 278-7777 · Fax: (860) 278-0124

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| COLOR       | YEAR       | MAKE/MODEL    | VIN                    | LICENSE | MILEAGE IN/ OUT | TAG     |           |
|-------------|------------|---------------|------------------------|---------|-----------------|---------|-----------|
| BLUE        | 12         | MINI COOPER S | WMWZP3C51CT            |         | 44342/44343     | T5807   |           |
| DEL DATE    | PROD. DATE | WARR. EXP.    | PROMISED               | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 14APR12 DD  |            |               | 17:00 13NOV14          |         | 0.00            | CASH    | 13NOV14   |
| R.O. OPENED |            | READY         | OPTIONS: STK DLR:20173 |         |                 |         |           |
| 12NOV14     |            | 13NOV14       |                        |         |                 |         |           |

| LINE | OPCODE      | TECH            | TYPE | HOURS | LIST | NET | TOTAL |
|------|-------------|-----------------|------|-------|------|-----|-------|
|      | PART#:      | 81-22-0-146-735 |      |       |      |     |       |
|      | COUNT:      | 1               |      |       |      |     |       |
|      | CLAIM TYPE: | WMM             |      |       |      |     |       |
|      | AUTH CODE:  |                 |      |       |      |     |       |

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

,,,44343 FLUSH BRAKE FLUID SYSTEM .RESET CBS DATA

\*\*\*\*\*

F PERFORM MICROFILTER SERVICE PER CBS DATA - DEFECT CODE 64310237MP

CAUSE: PER CBS DATA

0000616 PERFORM MICROFILTER SERVICE PER CBS DATA

- DEFECT CODE 64310237MP

170 WMM

(N/C)

1 64-31-9-127-516 MICROFILTER/ACTIVATED

CARBON:643010

(N/C)

FC: 64310237MP

PART#: 64-31-9-127-516

COUNT: 1

CLAIM TYPE: WMM

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

,,,44342 REPLACE M/FILTER.

\*\*\*\*\*

4 205/45R17 \$1465.00

You can now schedule appointments online!!!!

Please visit our website

newcountryservice.com

Thank you for choosing New Country !!!!

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, vandalism, or any other cause. I understand my insurance is primary. I also warrant that the vehicle is covered by comprehensive insurance including but not limited to fire and theft. I agree the dealership is not responsible for damages from freezing due to lack of antifreeze. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. I acknowledge that you are not responsible for delays caused by availability of parts or delays in parts shipments by the supplier or transporter. If I do not claim the vehicle within seven days of its repair, I agree to pay storage charges thereafter and attorney's fees. An expressed mechanic's lien is hereby acknowledged on this vehicle to secure the amount or repairs thereto.

FOR YOUR CONVENIENCE, WE ACCEPT LOCAL PERSONAL CHECKS UP TO \$500.00, VISA, MASTERCARD, AMERICAN EXPRESS AND DISCOVER

YOU ARE ENTITLED TO THE RETURN OF REPLACED PARTS ☐ SAVE  
I ACCEPT AND UNDERSTAND THE COMPLETED AUTHORIZED REPAIRS.

SIGNED X \_\_\_\_\_

PARTS AND LABOR ARE SUBJECT TO SEPARATE WARRANTIES: A COPY OF PARTS WARRANTY MAY BE OBTAINED FROM THE CASHIER. THE WARRANTY ON LABOR IS 24 MONTHS OR UNLIMITED MILES, WHICHEVER OCCURS FIRST. FRONT END ALIGNMENTS, ADJUSTMENTS AND FAILURE DUE TO MISUSE AND/OR ABUSE ARE EXCLUDED FROM THIS WARRANTY.

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| SHOP SUPPLIES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

CUSTOMER COPY

CUSTOMER #: [REDACTED]

NEW COUNTRY  
MINI

\*ACCOUNTING\*

236 Reverend Moody Overpass  
Hartford, CT 06120Phone: (860) 278-7777 · Fax: (860) 278-0124  
www.newcountrymini.com

SIMSBURY, CT [REDACTED]

DUPLICATE 1

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

\*\* PRE-INVOICE \*\*

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 924 CHRISTOPHER BARBERSEK

|             |            |                                     |                        |         |                |         |
|-------------|------------|-------------------------------------|------------------------|---------|----------------|---------|
| COLOR       | YEAR       | MAKE/MODEL                          | VIN                    | LICENSE | MILEAGE IN/OUT | TAG     |
| BLUE        | 12         | MINI COOPER S                       | WMWZP3C51CT [REDACTED] |         | 44342/44343    | T5807   |
| DEL DATE    | PROD. DATE | WARR. EXP.                          | PROMISED               | PO NO.  | RATE           | PAYMENT |
| 14APR12 DD  |            |                                     | 17:00 13NOV14          |         | 0.00           | CASH    |
| R.O. OPENED | READY      | OPTIONS: STK: [REDACTED] DLR: 20173 |                        |         |                |         |
| 12NOV14     | 13NOV14    |                                     |                        |         |                |         |

| LINE | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |
|------|--------|------|------|-------|-------|------|------|------|------|-----|-------|
|------|--------|------|------|-------|-------|------|------|------|------|-----|-------|

A MINI VEHICLE INSPECTION

IMNNI MINI VEHICLE INSPECTION

170 IBR 0.10 0.00 0 0

(N/C)

,,, VERSION 1 (EMP# 170, 13NOV14 06:52): 44342 PERFORM M/C VEH INSP

B PERFORM STANDARD SCOPE PER CBS DATA - DEFECT CODE 85990501MP

CAUSE: PER CBS DATA

0000105 PERFORM STANDARD SCOPE PER CBS DATA -

DEFECT CODE 85990501MP

170 WMM 0.09 0.02 480 2412

(N/C)

FC: 85990501MP

PART#:

COUNT:

0

0 TPARTS

CLAIM TYPE: WMM

AUTH CODE:

480 2412 TLABOR

,,, VERSION 1 (EMP# 170, 13NOV14 06:50): 44342 PERFORM S/SCOPE

,,, CKCONTROL MESSAGES OK .TOP OFF FLUIDS .READJUST T/P 36PSI .RESET FTM

,,, OK

,,, VERSION 2 (EMP# 170, 13NOV14 10:54): 44343 PERFORM S/SCOPE

,,, CKCONTROL MESSAGES OK .TOP OFF FLUIDS .READJUST T/P 36PSI .RESET FTM

,,, OK

C PERFORM BMW OIL SERVICE PER CBS DATA - DEFECT CODE 85990089MP FOR 1ST

SERVICE; 85990091MP FOR EVERY OTHER; 85990087MP FOR LOW ANNUAL

CAUSE: PER CBS DATA

0000610 PERFORM BMW OIL SERVICE PER CBS DATA -

DEFECT CODE 85990089MP FOR 1ST

SERVICE; 85990091MP FOR EVERY

OTHER; 85990087MP FOR LOW ANNUAL

170 WMM 0.11 0.03 720 3618

(N/C)

1 11-42-7-622-446 SET

OIL-FILTER ELEMENT: 114010

795

1472

0

(N/C)

5 M07-51-0-017-954 BULK

OIL

2980

3920

0

(N/C)

FC: 85990091MP

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, vandalism, or any other cause. I understand my insurance is primary. I also warrant that the vehicle is covered by comprehensive insurance including but not limited to fire and theft. I agree the dealership is not responsible for damages from freezing due to lack of antifreeze. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. I acknowledge that you are not responsible for delays caused by availability of parts or delays in parts shipments by the supplier or transporter. If I do not claim the vehicle within seven days of its repair, I agree to pay storage charges thereafter and attorney's fees. An expressed mechanic's lien is hereby acknowledged on this vehicle to secure the amount or repairs thereto.

FOR YOUR CONVENIENCE, WE ACCEPT LOCAL PERSONAL CHECKS UP TO \$500.00, VISA, MASTERCARD, AMERICAN EXPRESS AND DISCOVER

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SIGNED X \_\_\_\_\_

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| SUBLET AMOUNT          |        |
| SHOP SUPPLIES          |        |
| TOTAL CHARGES          |        |
| LESS INSURANCE         |        |
| SALES TAX              |        |
| PLEASE PAY THIS AMOUNT |        |

# MINI VEHICLE CONDITION REPORT



Name: [REDACTED] RO# [REDACTED]  
 Date: 11/13/2014  
 Mileage in: 44342 Mileage out: [REDACTED]  
 Plate number: [REDACTED] State: CT  
 VIN: WMWZP3C51CT [REDACTED]

NEW COUNTRY BMW HARTFORD  
 ONE WESTON PARK ROAD  
 HARTFORD, CT 06120

## UNDER THE CAR ● Very Good ● May Need Future Attention ● Needs Immediate Attention

|                                                  |   |  |  |
|--------------------------------------------------|---|--|--|
| 1. Oil leaks                                     | ✓ |  |  |
| 2. Coolant leaks                                 | ✓ |  |  |
| 3. Brake hydraulic lines, visual inspection      | ✓ |  |  |
| 4. Fuel leaks                                    | ✓ |  |  |
| 5. Exhaust system, leaks and mounting            | ✓ |  |  |
| 6. Engine/transmission mounts                    | ✓ |  |  |
| 7. Suspension and shock absorbers                | ✓ |  |  |
| 8. Steering components                           | ✓ |  |  |
| 9. Drive shaft guibo clutch                      | ✓ |  |  |
| 10. Brake pads/rotors - front                    | ✓ |  |  |
| 11. Brake pads/rotors - back                     | ✓ |  |  |
| 12. Tire pressure and condition, including spare | ✓ |  |  |

## UNDER THE HOOD

|                                             |   |  |  |
|---------------------------------------------|---|--|--|
| 13. Engine oil level                        | ✓ |  |  |
| 14. Brake and clutch hydraulic fluid level  | ✓ |  |  |
| 15. Coolant level and antifreeze protection | ✓ |  |  |
| 16. Power steering fluid level              | ✓ |  |  |
| 17. Battery inspection                      | ✓ |  |  |
| 18. Windshield washer fluid level           | ✓ |  |  |
| 19. Condition of coolant hoses and clamps   | ✓ |  |  |
| 20. Condition and adjustment of belts       | ✓ |  |  |

## CAR EXTERIOR

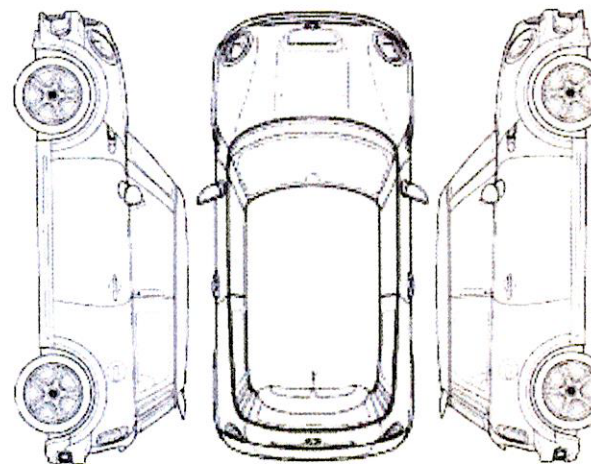
|                                                              |   |  |  |
|--------------------------------------------------------------|---|--|--|
| 21. Operation of all lights and signals                      | ✓ |  |  |
| 22. Body, paint, trim and glass (use diagram at upper right) | ✓ |  |  |
| 23. Operation of central locking system                      | ✓ |  |  |
| 24. Windshield wiper operation                               | ✓ |  |  |

## ROAD TEST

|                                                  |   |  |  |
|--------------------------------------------------|---|--|--|
| 25. Brake performance, including parking brake   | ✓ |  |  |
| 26. Transmission shifting                        | ✓ |  |  |
| 27. Clutch operation (if equipped)               | ✓ |  |  |
| 28. Gauges, warning lights, horn, wipers/washers | ✓ |  |  |
| 29. Heating and air conditioning performance     | ✓ |  |  |
| 30. Seat belts                                   | ✓ |  |  |
| 31. Wheel and tire inspection                    | ✓ |  |  |

## TIRE TREAD DEPTH

32. Tire tread depth at all 4 corners



Show damage location above with codes:

X Stone damage ○ Dents △ Scratches ✓ Body damage

Underbody damage (explain below)



BARBERSEK, CHRISTOPHER

Center Signature

Client Signature