

Monday, June 01, 2015

Fair Lawn, NJ [REDACTED]

Home: [REDACTED]

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

NHTSA
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

JUN -9 2015

To whom it may concern,

I am writing to you because of being victimized over price gouging by Mini USA for a repair made to my vehicle. This problem may have been a recall.

Last week I brought my 2005 Mini Cooper for repair to Prestige Mini at 925 Route 17S Ramsey NJ 07446. The problem with my vehicle was a computer test called "Comprehensive Component" kept reading incomplete. I first learned of this test when I brought the car into the Paramus inspection station at the beginning of May. There was no check engine light since there were no faults. In order to pass inspection the incomplete had to display ready.

My appointment at Prestige Mini was on May 26. I received a call from the service person that after testing it was found an internal short was found inside the engine basic control computer. The base cost of this electronic hardware was \$1622. My total cost was \$1968. No explanation was provided for the electronic failure. No external shorts in the vehicle were found to cause the internal failure.

This material cost is so excessive it goes beyond reason. The module was 10% of the purchase price of this vehicle when I bought it new from this dealer. Not only is this ridiculous but it is criminal. There has to be a standard for fair pricing. Mini knows that almost no garage can perform this repair without Mini diagnostic equipment and the training. A reasonable cost for this module would have been \$600.

As an electronic design engineer I can tell you what is inside this computer module. A microcontroller such as a Siliconix or Intel 8051 which would have on board memory of 32KB, serial interface port CAN bus, on board analog to digital converter, 16 bit I/O for a component cost of \$15 in 1000 piece purchase. The board would have a small CPLD for combining the discrete digital electronics, an array of 12 - 15 FET transistors for analog input select, a flash memory chip for the storage of measured inputs. The cost of these other pieces would run about \$75. The printed circuit board in 1000 piece price

NH
6/1/15
SMD

would run about \$5. The two connectors would cost about \$6 each, the aluminum cast enclosure / heat sink would be \$10, RTV backfill for moisture protection, \$2. This unit could be built for under \$200. A 300% markup would be fair to cover other costs. The reliability of this unit should be 1 failure in 50000 units.

My cost was so overboard it is not comprehensible. There has to be some sort of protection for the consumer. All I can do is trade this car in which happens to be in excellent condition, 10 years old, 36,500 miles, no dents or other damage. It has been up to date in all maintenance. I should be keeping this car for another 10 years.

I drive a 2000 Subaru with 184,000 miles, a 1995 Escort with 163,000 miles, a 1994 Voyager with 104,000 miles. I hold onto cars and make them road safe. My last car was a Corolla which had 192,500 miles. I had some engine problems and major body rot so I decided to donate the car to a charity.

As a State Agency what can be done about this abusive price gouging? I have no issue with the dealership or their service. They do not make pricing decisions. This abuse comes from the main corporate. What can be done with those folks? Below is a copy of my invoice.

prestige MINI, INC.

925 Route 17 South
Ramsey, New Jersey 07448
(201) 760-5050
Sales Fax: (201) 760-5070
Service Fax: (201) 760-5071



CUSTOMER #: [REDACTED]

INVOICE

DUPLICATE 1
PAGE 1

driveprestige.com

AIR LAWN, NJ

HOME:

US:

CONT: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 61121 VICTOR S NAJJAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN : OUT	TAG	
HILLI-RED/	05	MINI COOPER	WMWRC33545T		36217/36273		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG NO.	RATE	PAYMENT	INV. DATE
11MAY05 DE			23:00 26MAY15	LOANER		CASH	27MAY15
R.O. OPENED	READY	OPTIONS	DLR	ENG	1.6 LITER		

16:57 26MAY15 14:57 27MAY15

LINE OPCODE TECH TYPE HOURS

C/S: CLIENTS CAR WONT PASS INSPECTION - CO2 SENSOR FAIL

CAUSE: obd system readiness status failed due to comprehensive component

121MZMISC. DEFAULT

228 MUJOVIC, SALJIN LIC#: 228

CP

1 12-14-7-557-395 BASIC COTROL UNIT DME:121040 1622.37 1622.37 1622.37
PARTS: 1622.37 LABOR: 217.50 OTHER: 0.00 TOTAL LINE A: 1839.87
36217 obd system readiness status failed due to comprehensive component 1.50 performed test dme control module has a internal malfunction replaced dme and progrommed/coded obd readiness all passes
NOW

3 LOANER REQUEST - AUTOMATIC

LOANER LOANER VEHICLE

228 MUJOVIC, SALJIN LIC#: 228

ILM

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

2 MULTI-POINT VEHICLE INSPECTION

00MPI DEFAULT

228 MUJOVIC, SALJIN LIC#: 228

ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 (N/C)
36273

CUSTOMER REQUESTED A LOANER CC THANK YOU FOR CHOOSING PRESTIGE MINI SERVICE!
CREATED 2015-05-18 09:16:00AM
TAKEN BY STEPHANIE WILLIAMSON

***CAR ACCIDENTS CAN BE STRESSFUL!!!
PRESTIGE COLLISION CENTER CAN HELP
ALL INSURANCE CLAIMS WELCOME, PLEASE CONTACT
OUR BODY SHOP DEPT TODAY 201 258-6004 OR
EMAIL: bodyshop@prestigebmw.com

Regards,

Cc: MINI USA Corporate Office Headquarters HQ

NHTSA 1200 New Jersey Avenue, SE, West Building, Washington, DC 20590



Fair Lawn, NJ

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JUN 8 2015

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Washington DC 20590

20590

