

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

| | |
|----------------------------------|-------------------------------------|
| FOIA AGENCY USE ONLY 100148 | |
| Date Received 20-JUL-2015 | Repository <input type="checkbox"/> |
| | Reference No. 10735123 |

| | | | |
|-----------------------------------|---------|----------|--------------------------|
| OWNER INFORMATION (Type or Print) | | | |
| Name | Address | | Daytime Telephone Number |
| City | State | Zip Code | Evening Telephone Number |
| ATHENS | GA | | |
| E-mail Address | | | |

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 WMWRC33515T | Make MINI | Model COOPER | Model Year 2005 |
| Date Purchased July 2, 2005 | Dealer's Name and Telephone Number Global Imports Mini 678 569-7550 | | Engine: No: Cylinders 4 |
| Original Owner <input type="checkbox"/> | Dealer's City | State | Zip Code |
| Transmission Type Manual 4 spd | <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control | Powertrain | Multiple Failure: Incident Date(s) 12-MAY-2015 |

| | | |
|---|--------------------------|---------------------|
| FAILED COMPONENT(S)/PART(S) INFORMATION | | |
| Vehicle Component Code: 010000 STEERING | Failure Mileage 83025 | Failure Speed 20 |

| | | |
|--|--|--------------------------------|
| 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 <input type="checkbox"/> 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).

THE POWER STEERING ON MY 2005 MINI COOPER FAILED SUDDENLY AS I WAS MAKING A LEFT HAND TURN THROUGH AN INTERSECTION. IT TOOK ALL MY EFFORT TO KEEP THE CAR IN THE LANE.
THE MINI DEALER INITIALLY TOLD ME THAT THE POWER STEERING MOTOR WAS COVERED DUE TO THE EXTENDED WARRANTY ON 2002 – 2005 MINI COOPERS WHICH EXTENDS THE WARRANTY ON THE POWER STEERING MOTOR TO 13 YEARS OR 150,000 MILES. I WAS CALLED BACK LATER TO BE INFORMED THAT MY CAR WAS NOT COVERED AS IT WAS MANUFACTURED AFTER THE FEB. 2005 CUTOFF DATE. MY MINI COOPER WAS MANUFACTURED IN JUNE 2005.
GLOBAL MINI IN CHAMBLEE, GA CHARGED ME \$899.78 FOR REPLACING THE POWER STEERING MOTOR.

MY SUDDEN POWER STEERING FAILURE AT 83,025 MILES WAS CONSISTENT WITH THE POWER STEERING EXTENDED WARRANTY ISSUED BY MINI USA FOR THE SUDDEN FAILURE OF THE POWER STEERING MOTOR. THE WARRANTY, IN EFFECT, IS SAYING THAT THE POWER STEERING MOTOR OF THESE VEHICLES SHOULD LAST FOR 150,000 MILES. WHILE MINI USA HAS EXTENDED THE COVERAGE TO SOME 2005 MINIS, COVERAGE TO MY MINI COOPER HAS BEEN DENIED FAILING AT ONLY 83,000 MILES EVEN THOUGH IT EXHIBITED THE SAME SYMPTOMS OF FAIL

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

From: [Williams, Maritza CTR \(NHTSA\)](#) on behalf of [DataQuality, DataQuality \(NHTSA\)](#)
To: [Abbew, Margaret CTR \(NHTSA\)](#)
Subject: FW: requested information for reference number 10735123
Date: Thursday, September 10, 2015 4:02:15 PM
Attachments: [10735123.pdf](#)
[Mini Cooper Power Steering letter.docx](#)
[Mini Cooper Power Steering receipt.pdf](#)
[Additional Information Reference 10735123.docx](#)

Questionnaire.

Maritza L. Marshall-Williams
BLF Technologies Inc.
on assignment with National Highway Traffic Safety Administration,
Dept. Of Transportation
W48-204
maritza.williams.ctr@dot.gov
Ph: 202-493-0317
Fax: 202-366-3081

From: [REDACTED]
Sent: Thursday, September 10, 2015 12:50 PM
To: DataQuality, DataQuality (NHTSA)
Subject: requested information for reference number 10735123

Please find the following requested information for my complaint regarding the power steering failure on my 2005 Mini Cooper:

PDF 10735123 (with completed information)

Mini Cooper Power Steering Letter (written to Mini USA dated June 8, 2015)

Mini Cooper Power Steering Receipt (page 2 of the receipt shows the \$899.78 charged for the replacing the power steering pump and pump cooling fan)

After Mini USA received my letter dated June 8, I was notified by Mini USA that my request for reimbursement for the repair was denied and that it would not be considered further.

Mini USA had previously acknowledged the problem with the power steering failure on 2002 - 2005 model Mini Coopers and issued an extended warranty:

"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."

Although the month of manufacture of my 2005 Mini Cooper was after the cut off date, it

exhibited the same type of mechanical failure that the extended warranty was offered on other 2002 - 2005 model Mini Coopers.

Thank you for looking into this matter.

[REDACTED]

[REDACTED]

Athens, GA [REDACTED]

[REDACTED]

To Whom It May Concern,

This complaint is for the Power Steering Pump failure on my 2005 Mini Cooper as referenced in the PDF 10735123.

The power steering failed suddenly and without warning while making a left hand turn. Global Imports Mini in Chamblee, GA charged me \$899.78 for replacing the failed power steering pump. After speaking with Mini USA on the telephone I wrote a letter requesting reimbursement for the cost of the repair for the replacement of the power steering pump.

Mini USA had previously acknowledged the problem with the power steering failure on 2002 - 2005 model Mini Coopers and issued an extended warranty:

"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."

Although the month of manufacture of my 2005 Mini Cooper was after the cut off date, it exhibited the same type of mechanical failure that the extended warranty was offered on other 2002 - 2005 model Mini Coopers.

My 2005 Mini Cooper was less than the 13 year extension of the warranty and had only 83,025 miles or slightly more than half of the mileage allowed in the extended warranty.

After Mini USA received my letter dated June 8, I was notified by Mini USA that my request for reimbursement for the repair was denied and that it would not be considered further.

The power steering failure that happened to my Mini Cooper exhibited the same type of failure consistent with the type of failure that the extended warranty was issued for and that I should be refunded the \$899.78.

A large black rectangular redaction box covering the signature area of the letter.

Mini USA
PO Box 1227
Westwood, NJ 07675

June 8, 2015

Dear Mini USA,

I write this letter in regards to my extreme disappointment and frustration with the refusal of warranty coverage on a defective power steering motor on my 2005 Mini Cooper (VIN#: WMWRC33515T [REDACTED]).

My car was towed to Global Mini at 5925 Peachtree Industrial Blvd, Chamblee, GA on May 14, 2015 after the power steering failed suddenly while making a left turn and I narrowly avoided hitting another car.

Global Mini initially told me that the power steering motor was covered due to the extended warranty on 2002 - 2005 Mini Coopers which extends the warranty of the power steering motor to 13 years or 150,000 miles. I was called back later to be informed that my car was not covered as it was manufactured after the Feb. 2005 cutoff date.

Global Mini charged me \$899.78 for replacing the power steering motor.

My power steering failure at 83,025 miles was consistent with the power steering bulletin that extends the warranty. The warranty, in effect, is saying that the power steering motor of these vehicles should last for 150,000 miles. While Mini USA has extended the coverage to some 2005, coverage to my Mini Cooper has been denied failing at only 83,000 miles even though it exhibited the same symptoms of failure.

I have spoken with Mini USA at 1 866 275-6464 & Customer Relations at 1 800 525-7417 to no avail.

I find that the cutoff date is arbitrary as the failure of my power steering is the same problem as that that is being extended to other Mini Cooper owners of the same year.

I also feel it is inconsistent to extend the warranty to some 200r owners and not others.

I have had all scheduled maintenance performed at the required times and I feel that Mini USA should cover the cost of the repair.

Although I have enjoyed my Mini Cooper, I will not be able to consider purchasing another Mini Cooper or BMW in the future if I am not reimbursed for this expense.

I expect to receive the courtesy of a reply to this letter.

Sincerely,

[REDACTED]

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: **10735123**.

Your Complaint will be available within 72 hours at <http://www-odi.nhtsa.dot.gov/complaints/>. An acknowledgement was sent to [REDACTED]

Global Imports MINI

5925 Peachtree Industrial Boulevard
 Chamblee, GA 30341
 (678) 569-7550
 Toll Free (800) 351-7443



CUSTOMER #: [REDACTED]

INVOICE

PAGE 3

ATHENS, GA [REDACTED]
 HOME [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 282 LON DANIEL MILLER

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|------------|------------|-------------|------------------------|---------|------------------|---------|-----------|
| BRTSH-RCG- | 05 | MINI COOPER | WMWRC33515T [REDACTED] | | 83025/83025 | T7247 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 02JUL05 DD | | | 17:00 22MAY15 | | | CASH | 15MAY15 |

| R.O. OPENED | READY | OPTIONS: | STK: | ENG: | | | |
|---------------|---------------|----------|------------|-----------|------|-----|-------|
| 15:31 14MAY15 | 11:35 15MAY15 | | [REDACTED] | 1.6 LITER | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

| | | | | | | | |
|---------------|-----|--|--|--|--|---------|---------|
| MISC DISCOUNT | CDI | | | | | -100.00 | -100.00 |
|---------------|-----|--|--|--|--|---------|---------|

EST: 0.00 14MAY15 15:31 SA: 282

EST: 1,359.51 15MAY15 07:58 SA: 282

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 59.95

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****
 ,,SUMMARY MA44 Tires - Mount and Balance

REVIEWED BY JP 5/15/15 @ 10:33 AM

IMPORTANT: YOU WILL RECEIVE AN EMAIL SURVEY FROM BMW OR MINI IN THE NEAR FUTURE ABOUT YOUR LAST SERVICE VISIT. IF FOR ANY REASON YOU CANNOT GIVE GLOBAL AN EXCELLENT RATING, PLEASE CALL YOUR SVC ADVISOR IMMEDIATELY AT 678-256-3100. THANK YOU FOR YOUR BUSINESS!

PAID MAY 18 2015

Alex J

| Factory Authorized MINI Service for Automobiles from Global Imports MINI | Global Collision (877) 757-6642 | Complete Automobile Detailing Available Satisfaction Guaranteed | DESCRIPTION | TOTALS |
|--|------------------------------------|---|------------------------|---------|
| | | | LABOR AMOUNT | 772.20 |
| | | | PARTS AMOUNT | 1188.09 |
| | | | GAS, OIL, LUBE | 0.00 |
| | | | SUBLET AMOUNT | 0.00 |
| | | | MISC. CHARGES | -40.05 |
| | | | TOTAL CHARGES | 1920.24 |
| | | | LESS INSURANCE | 0.00 |
| | | | SALES TAX | 87.37 |
| Thank You for Your Business! | | | PLEASE PAY THIS AMOUNT | 2007.61 |

Global Imports MINI

5925 Peachtree Industrial Boulevard
 Chamblee, GA 30341
 (678) 569-7550
 Toll Free (800) 351-7443

CUSTOMER #: [REDACTED]

INVOICE



ATHENS, GA [REDACTED]
 HOME [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 282 LON DANIEL MILLER

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|---------------|---------------|--|------------------------|---------|------------------|---------|-----------|
| BRTSH-RCG- | 05 | MINI COOPER | WMWRC33515T [REDACTED] | | 83025/83025 | T7247 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 02JUL05 DD | | | 17:00 22MAY15 | | | CASH | 15MAY15 |
| R.O. OPENED | READY | OPTIONS: STK: [REDACTED] ENG:1.6 LITER | | | | | |
| 15:31 14MAY15 | 11:35 15MAY15 | | | | | | |

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

A DID YOU KNOW THAT YOU CAN MAKE YOUR NEXT SERVICE APPOINTMENT ONLINE @ ATLANTAMINI.COM ?

282 DID YOU KNOW THAT YOU CAN MAKE YOUR NEXT SERVICE APPOINTMENT ONLINE @ ATLANTAMINI.COM ?

PARTS: 2151 IPS (N/C)
 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CS CAR TOWED IN, STEERING GOING, CHECK BULLETIN.
 0060131 Replace power steering pump for hydraulic steering gear with fan

| | | | | | | | |
|--|--|--|--|--------|--------|--|--------|
| 2151 COLD | | | | | 99.00 | | 99.00 |
| 1 32-41-6-778-425 EXCHANGE POWER STEERING PUMP:324019 | | | | 779.49 | 600.00 | | 600.00 |
| CORE CHARGE C | | | | | 60.00 | | 60.00 |
| -1 32-41-6-778-425 CORE RETURN | | | | 779.49 | 60.00 | | -60.00 |
| 1 32-41-6-857-718 FAN WITH PROTECTING GRILLE:32999941L | | | | 175.34 | 175.34 | | 175.34 |
| 1 32-41-6-762-724 O-RING:329500 | | | | 1.92 | 1.92 | | 1.92 |
| 1 83-29-0-429-576 HYDRAULIC FLUID CHF 11 S:832515 | | | | 23.52 | 23.52 | | 23.52 |

PARTS: 800.78 LABOR: 99.00 OTHER: 0.00 TOTAL LINE B: 899.78

83025 VERIFIED CUSTOMER CONCERN. PERFORMED SI M 01 01 13 AND REMOVED AND REPLACED POWER STEERING PUMP AND POWER STEERING FAN. REFILLED WITH PROPER 11S FLUID. TEST DROVE AND VEHICLE IS OPERATING AS DESIGNED AFTER REPAIR. Defect Code: 32 41 90 12 00 Labor Operation:00 60 131 Refer to KSD2

C *Basic Package
 MCBSB CBS MINI BASIC

PARTS: 2151 IPS (N/C)
 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D *Complimentary Car Wash

| DESCRIPTION | TOTALS |
|--|--------|
| Factory Authorized MINI Service for Automobiles from Global Imports MINI | |
| Global Collision (877) 757-6642 | |
| Complete Automobile Detailing Available Satisfaction Guaranteed | |
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

Thank You for Your Business!

Global Imports MINI

5925 Peachtree Industrial Boulevard
 Chamblee, GA 30341
 (678) 569-7550
 Toll Free (800) 351-7443

CUSTOMER #: [REDACTED]

INVOICE



PAGE 2

ATHENS, GA [REDACTED]
 HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 282 LON DANIEL MILLER

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|------------|------|-------------|------------------------|---------|------------------|-------|
| BRTSH-RCG- | 05 | MINI COOPER | WMWRC33515T [REDACTED] | | 83025/83025 | T7247 |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|------------|------------|------------|---------------|--------|------|---------|-----------|
| 02JUL05 DD | | | 17:00 22MAY15 | | | CASH | 15MAY15 |

| R.O. OPENED | READY | OPTIONS: | STK: | ENG: |
|---------------|---------------|----------|------------|-----------|
| 15:31 14MAY15 | 11:35 15MAY15 | | [REDACTED] | 1.6 LITER |

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

WASH PERFORM COURTESY WASH AND VACUUM
 2151 IPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

 E *Complimentary Multipoint Inspection ... a \$49.97 Value
 IMINI FREE COURTESY VISUAL INSPECTION
 2151 IPS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
 , , , , 83025 COMPLETE

F** Gasket, Oil Pan - Engine - Replace
 EN25 Gasket, Oil Pan - Engine - Replace
 2151 COLD 475.20 475.20
 1 11-13-1-487-221 GASKET, OIL PAN: 35.48 35.48 35.48
 5 83-21-2-405-085 BMW GROUP LL-01 5W-30: 6.82 6.82 34.10
 PARTS: 69.58 LABOR: 475.20 OTHER: 0.00 TOTAL LINE F: 544.78
 , , , , 83025 FOUND OIL PAN GASKET LEAKING OIL. REMOVED AND REPLACED OIL
 , , , , PAN GASKET. CLEANED ALL OIL RESIDUE. REFILLED WITH OIL. TEST DROVE AND
 , , , , LIFTED BACK ONTO THE LIFT AND VERIFIED NO LEAK PRESENT AFTER REPAIR.
 , , , , JC0480

G** Pads and Rotors, Brake (Front) - Replace (OEM)
 34FRONT CUST STATES REPLACE FRONT BRAKES PER CBS
 DATA
 2151 COLD 198.00 198.00
 2 34-11-1-502-891 BRAKE DISC,
 VENTILATED:341040 95.52 95.52 191.04
 1 34-11-6-770-332 REPAIR KIT, BRAKE PADS
 ASBES:348011 101.71 101.71 101.71
 1 34-35-6-778-175 BRAKE PAD WEAR SENSOR:343030 24.98 24.98 24.98
 PARTS: 317.73 LABOR: 198.00 OTHER: 0.00 TOTAL LINE G: 515.73
 , , , , 83025 FOUND FRONT ROTORS AT 19.93MM AND PADS AT 2MM. REMOVED AND
 , , , , REPLACED FRONT ROTORS, PADS, AND SENSOR. JC0200

| | | | | |
|--|--|--|---------------------------|--------|
| Factory Authorized MINI Service for Automobiles from Global Imports MINI | Global Collision (877) 757-6642 | Complete Automobile Detailing Available Satisfaction Guaranteed | DESCRIPTION | TOTALS |
| | | | LABOR AMOUNT | |
| | | | PARTS AMOUNT | |
| | | | GAS, OIL, LUBE | |
| | | | SUBLET AMOUNT | |
| | | | MISC. CHARGES | |
| | | | TOTAL CHARGES | |
| | | | LESS INSURANCE | |
| | | | SALES TAX | |
| | | | PLEASE PAY THIS AMOUNT | |

Thank You for Your Business!