
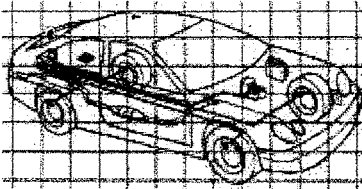


INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 U.S. Department of Transportation National Highway Traffic Safety Administration	DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> 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	
	Date Received <i>JAN 20 2016</i>		Repository <input type="checkbox"/>
Reference No. 10795041			
<b>OWNER INFORMATION (Type or Print)</b>			
Name	[REDACTED]		Daytime Telephone Number
Address	[REDACTED]		E-mail Address
City	State	Zip Code	Evening Telephone Number
MOUNT KISCO	NY	[REDACTED]	[REDACTED]
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).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WMWRE33596 [REDACTED]	Make MINI	Model COOPER S	Model Year 2006
Date Purchased <i>2/13/2015</i>	Dealer's Name and Telephone Number <i>DIX HONDA CO. (814) 238-6711</i>		Engine: <i>4</i> No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City <i>STATE COLLEGE</i>	State <i>PA.</i>	Zip Code <i>16801</i>
Transmission Type <i>MANUAL</i>	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
		Incident Date(s) 30-OCT-2015	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 010000 STEERING <i>POWER STEERING PUMP</i>		Failure Mileage 40700	Failure Speed 55
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
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:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b>			
<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	Number of Deaths
		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. WHILE DRIVING 55 MPH, THE STEERING BECAME VERY DIFFICULT TO MANEUVER WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 40,700. <i>THE VEHICLE WAS REPAIRED ON NOV 26, 2015 WITH A RE-MANUFACTURED POWER STEERING PUMP PURCHASED ON EBAY FROM BBA REMANUFACTURING INC. FOR \$325.00 INSTALLED BY ME THE OWNER SO NO LABOR CHARGE. THE DEFECTIVE/FAILED ORIGINAL PUMP WAS RETURNED AS CORE TO BBA REMANUFACTURING INC. AS DESCRIBED AS THERE EXCHANGE PROGRAM WHICH CARRIES A LIMITED LIFETIME WARRANTY FOR THE NEW POWER STEERING PUMP.</i>			
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 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.			



# BBA Remanufacturing Inc

300 Myles Standish Blvd.  
Taunton, MA 02780  
Toll Free: 1 (866) 573-2740  
<http://www.bba-reman.com>

# Invoice

Date 11/23/2015  
Invoice # [REDACTED]  
Rep JM

**PAID**  
11/22/2015

Bill To: [REDACTED]

[REDACTED]  
Mount Kisco, NY

Ship To: [REDACTED]

[REDACTED]  
Mount Kisco, NY

Item	Description	Qty	Price	Amount
EPSPMINI-EXC Job Number	BMW MINI ELECTRIC POWER STEERING PUMP 255425		305.00 0.00	305.00 0.00
eBay Ship Ground eBay	eBay Shipping: Ground w/Core Return Label Item #331594994387 (droini)		20.00 0.00	20.00 0.00
Restock-EXC Exchange	Returns are subject to a 15% restocking fee. Please be sure to return old part within 30 days to avoid a core charge. If you've paid core up front, please return it for a core credit. Call 866-573-2740 with any questions.		0.00 0.00	0.00 0.00
New Service	Ask us about our NEW Premier Service on your next order - our fastest turnaround time yet. And be sure to check us out on Twitter and like us on Facebook!		0.00	0.00

All returned items could be subject to a restocking fee.

Subtotal	\$325.00
Sales Tax	\$0.00
<b>Total</b>	<b>\$325.00</b>

**BBA Office Hours: Monday - Friday 8:00AM - 6:30PM ET**  
**Warranty Authorization Number required for all returns.**

All parts (excluding diagnostic Tools & NAV/Audio) carry the BBA Limited Lifetime Warranty, which covers the repair of your unit back to its original operating condition for any problems resulting from manufacturing or workmanship defects. All internal components and labor performed by BBA Reman Inc are fully covered. It is valid as long as you own the vehicle and is non-transferable. Shipping, removal, diagnostic, coding, programming, software download, and/or mechanic charges are not covered by the warranty. If BBA determines the part is beyond repair, we will either provide a replacement unit, or refund the entire purchase price, at our discretion. Factors that could void the warranty include, but are not limited to: water damage, fire damage, over voltage damage, part being damaged as a result of another defective part in the vehicle, damage caused by jump starting the vehicle, improper use, use in an application for which the part was not intended, or untimely return of core unit.