



U.S. Department of Transportation

National Highway Traffic Safety Administration

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

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

FOR AGENCY USE ONLY 100148

Date Received  
 21-JUN-2016  
 SEP 26 2016

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**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
 Address [REDACTED]  
 City CENTRAL POINT State OR Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
 Evening Telephone Number

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  
 WMWRC33494T [REDACTED] Make MINI Model COOPER Model Year 2004  
 Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:  
 Original Owner  Dealer's City State Zip Code  
 Transmission Type  Antilock Brakes Powertrain Multiple Failure: Incident Date(s)  
 Cruise Control 16-JUN-2016

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 010000 STEERING Failure Mileage Failure Speed

**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)  Original Equipment Failure Location:  
 Prior Repair  
 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**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash  Yes  No Fire  Yes  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 2004 MINI COOPER. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V660000 (STEERING). THE VEHICLE WAS TAKEN TO THE DEALER TO BE REMEDIED; HOWEVER, THE CONTACT BELIEVED THAT THEY DID NOT INSPECT THE VEHICLE. THE CONTACT WAS NOTIFIED BY A TECHNICIAN THAT IT SHOULD HAVE TAKEN FOUR HOURS TO COMPLETE THE INSPECTION AND PERFORM ANY NECESSARY REPAIRS. THE CONTACT DID NOT BELIEVE THE REPAIR WAS ADEQUATELY PERFORMED. THE MANUFACTURER WAS NOTIFIED. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

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.

Sept. 9, 2016

Central Point, OR

Dear Sir:

In regards to the recall of our mini cooper due to power steering problems on our make and model.

We called and made an appointment with the mini cooper dealer in Portland, OR. (mini of Portland # 225) where our car was purchased in August 2004 - ph # 503 291-4900. We had an appointment for 9:30 am June 16, 2016.

We brought the car in on June 15, 2016 at approximately 2:30 p.m. We traveled there from Medford, OR. approximately 280 miles.

When we got to (mini dealership) the service department was total chaos! We were told they probably wouldn't be able to get to our car till late the next day (June 16) if at all!!!

well, at 9am the next morning,  
we got a call from mini's  
Portland dealership that our  
car was ready and to come  
and pick it up.

when we picked it up, we asked  
what they had done to it  
and we were told they had  
looked at it and it was fine!

when asked them that if  
we drove it away without the  
part being replaced and it  
broke down, what would they  
do about it. they (service department)  
told us "that would be our problem!!"

what we want to know, is being  
the part was recalled, why  
wasn't it replaced!!

Sincerely,

[REDACTED]  
[REDACTED]  
central point corp. [REDACTED]  
ph # [REDACTED]