

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

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: DI-11577116
Date: Monday, May 13, 2024 7:20:47 PM

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From: [REDACTED]
Sent: Saturday, May 11, 2024 4:03 PM
To: nhtsa.webmaster@dot.gov nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - follow-up?case # 1157 7116 with ODI (Office Defect Investigation)

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Dear people at NHTSA:
On 3-13-2024 I contacted "lisa" at your NHTSA hotline, and filed a formal complaint with the Office Defect Investigation (ODI), and was assigned case # 1157-7116.
Copy attached for overview details.

This is in regards to my 2013 MiniCooper, Clubman, serial #
VIN:WMWZF3C59DT [REDACTED]

TO: NHTSA -- your site DOES NOT WORK for email. So I called your hotline instead.
vehicle: 2013 Mini Cooper, Clubman
VIN: WMWZF3C59DT [REDACTED]
TITLE S.C.: [REDACTED]

To whom it may concern,
A bit ago, a warning light came on my dashboard. I promptly took my car to my local mechanic (foreign cars specialist) here in Pawleys Island, SC.
His name is Mr. Patrick Ellerich 843-237-4033. It appears my white rear backup light was out.

Patrick diagnosed my [out rear light] to FOOTWELL MODULE issue.

So he contacted the Mini Dealership in Charleston to order the repair parts. They notified him that this was a 'RECALL' item ?????? **BUT IT HAD EXPIRED!!!!** Therefore, I would have to pay an expensive amount to repair.

I was **NEVER** notified of this recall. I purchased this car from a pre-owned dealer here in Pawleys Island. The point is: when I realized I had a 'warning light' I promptly took my car to my local repair specialist Mr. Ellerich here, THE SAME DAY.

Mr. Ellerich tried to explain to the Mini Charleston dealership that this is the first notification we received that there was a problem. To repair is very very expensive (over \$1200). I cannot afford this. I am a [REDACTED] years old widow and use the car minimally.

So, I told Patrick I will live with the back up light out for now. However he warned me that at some point, the 'electrical' system will fail with all (windows, lights....etc), and increase risk of fire!! The Charleston dealership would not budge on the expiration date. Again, this is the first time ever that I knew of this.

Can you pressure the Mini people in Charleston to honor the recall repair needed.

[REDACTED], car owner.

Pawleys Island, SC

email: [REDACTED]

cell/text: [REDACTED]

Name of my local repair specialist:
PAWLEYS AUTO CENTER - foreign cars.
Patrick Ellerich, owner
63 Archer Rd., PO BOX 887

Pawleys Island, SC 29585
843-237-4033 fax: 843-237-8481
pelle130@aol.com

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