

JUL 02 2024

Monday, June 24, 2024

US DEPT OF TRANSPORTATION
National Hwy Traffic Safety Administration
Office of Defect Investigation
NVS 210
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

REFERENCE #: ODI 1157-7116

MiniCooper Clubman, vin#WMWZF3C59DT [REDACTED]

South Carolina Title: [REDACTED]

To Whom It May Concern:

I would like a follow-up to my case please. Attached are copies of my initial correspondence and your response assigning a case # to it.

I am very concerned about the possible ramifications of letting this problem go unrepaired due to very expensive cost, and the fact that this problem was a recall item which Mini Cooper chose to ignore me.

I am a widow, [REDACTED] years old, and I live in a HUD apartment for low income seniors.

Please let me know if Mini Cooper will honor this recall at no cost to me, FOR MY SAFETY.

I am told the car may catch fire and all electrics will fail at one point.

Thank you in advance for your time.

[REDACTED]

Pawleys Island, SC

email: [REDACTED] (preferred contact since I am hard of hearing).

Copies of initial correspondence attached. ✓

TRR

Date: 04:03 PM EDT, 05/11/2024

From: [REDACTED]

To: nhtsa.webmaster@dot.gov <nhtsa.webmaster@dot.gov>

Subject: follow-up?case # 1157 7116 with ODI (Office Defect Investigation)

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 minimily.

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.

[REDACTED]
Pawleys Island, SC [REDACTED]

email: [REDACTED]

cell/text: [REDACTED]

Name of my local repair specialist:

PAWLEYS AUTO CENTER - foreign cars.

Patrick Ellrich, owner

63 Archer Rd., PO BOX 887

Pawleys Island, SC 29585

843-237-4033 fax:843-237-8481

pelle130@aol.com

Date: 04:03 PM EDT 05/11/2024

From: NHTSA Service Desk <noreply@us.4me.com>

To: [REDACTED]

Subject: Request #1513062 follow-up?case # 1157 7116 with ODI (Office Defect Investigation)

Dear Suzanne,

The following request has been registered for you:

Request #1513062 follow-up?case # 1157 7116 with ODI (Office Defect Investigation)

Subject: follow-up?case # 1157 7116 with ODI (Office Defect Investigation)

To: nhtsa.webmaster@dot.gov

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

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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]

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Pawleys Island, SC [REDACTED]

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PAWLEYS AUTO CENTER - foreign cars.

Patrick Ellerich, owner

63 Archer Rd., PO BOX 887

Pawleys Island, SC 29585

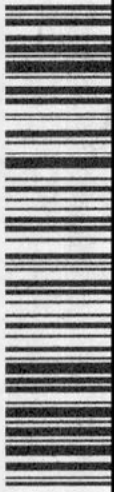
843-237-4033 fax:843-237-8481

pelle130@aol.com

CERTIFIED MAIL



Pawleys Island, SC



COIL 24 J

Retail

U.S. POSTAGE PAID
FCM LETTER
PAWLEYS ISLAND
SC 28565
JUN 24, 2024



Department of Transportation

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Rtg Symbol: NVS-200,210,300,010

External Carrier: Registered

Sender:

7/1/2024 11:34:35 AM

DOT



US DEPT. OF TRANSPORTATION
NATIONAL HWY TRAFFIC SAFETY
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WASHINGTON DC 20590-
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ODJ # 1157-7116