

MINI USA

PO BOX 1227

Westwood, NJ 07675-1227

14 November 2024

RE: Recall Campaign #23V-337

Footwell Control Module

Dear MINI:

I purchased my MINI January 11, 2022. Within days it needed to be examined by a dealership to determine why some systems were not functioning properly.

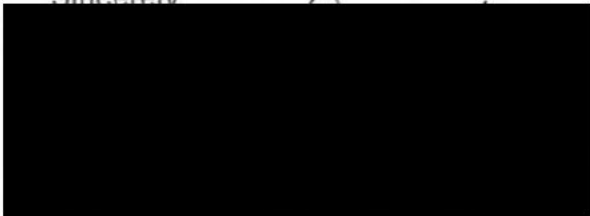
The vehicle was serviced February 23, 2022. The repair included the FRM Footwell Control Module. (Attachment #1). As a member of the St. Louis MINI Club, the cost was discounted to \$2,945.56. Paid by me.

These repairs were done prior to the Safety Recall dated July 2023. (Attachment #2)

I subsequently received recall notices from CARFAX after these repairs were performed.

I am seeking reimbursement of \$2,945.56

Sincerely,



University City, MO 

Cc: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave.,
SE, Washington DC 20590

MINI of St Louis, 40 Sunnen Drive, St Louis, MO 63143



MINI



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, WMWSU3C58BT094035

Recall Campaign No. 23V-337: Footwell Control Module (FRM)

Remedy is
Unavailable

July 2023

Dear MINI Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2007-2014 MINI Cooper Hardtop 2 Door and Cooper Clubman models. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

We are informing you of a safety recall on your vehicle although we are not able to perform the remedy at this time. We will notify you with a follow-up letter as soon as we are able to perform this safety recall. **If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

What could happen?

This safety recall involves the Footwell Control Module (FRM), an electronic control unit located behind an interior trim panel in the driver's footwell area. Due to a number of contributing factors, over time, the FRM could become susceptible to corrosion. Eventually, the corrosion could potentially result in a short circuit, resulting in a potential thermal event which could increase the risk of a fire or injury.

What will MINI do?

The remedy is currently being developed and, when available, will be performed for free by your authorized MINI dealer.

What if I am not the current owner of this vehicle?

If you changed your address or sold the vehicle, please let us know by visiting miniusa.com/o/ or by contacting MINI Customer Relations (see left side of page for contact info). **If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.**

What if I have additional questions?

For the latest updates to this recall, please visit miniusa.com/recall. Should you have any questions about this recall, please contact your authorized MINI dealer. If you need additional assistance, please contact MINI Customer Relations.

If your MINI dealer is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Please be assured that your safety is important to us, and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your safety belt at all times.

Sincerely,

MINI, a division of BMW of North America, LLC

Company
MINI, a division of BMW
of North America, LLC

BMW Group Company

Mailing Address
PO Box 1227
Westwood NJ 07675-
1227

Telephone
(800) 525-7417

Fax
(201) 930-8362

E-mail
MINI.Assistance@
askminiusa.com

Internet
miniusa.com

Spanish translation on back side
Traducción en español en el lado inverso



MINI OF ST. LOUIS

New & Used Car Sales
Parts • Service • Collision Center
40 Sunnen Drive
St. Louis, MO 63143
(314) 644-MINI (6464)

HOURS EXCEPT HOLIDAYS

Mon. thru Fri. 7:00 AM to 6:00 PM

ADVISOR ARMAN	TAG NO. 1283	7491
LABOR RATE 155.00	MILEAGE 120,504	COLOR WHITE SLVR
YEAR / MAKE / MODEL 11/MINI/COOPER/TUDOR	DELIVERY DATE 12/06/10	DELIVERY MILES 9
VEHICLE I.D. NO. W M W S U 3 C 5 8 B T	SELLING DEALER NO. (24024)	PRODUCTION DATE 11/09/10
F.T.E. NO.	R.O. DATE 02/16/22	REPRINT# 1
COMMENTS		MO: 120505

[BMW MAINT PRGM] FULL 72/100000 [AGREEMENT#] 0002064256
[MP EXPIRE DATE] 12/06/16 [MP MILEAGE] 100000 MILES

LABOR & PARTS-----

J# 1 611MZ ELECTRICAL SYS GEN HOURS: 1.70 TECH(S):1218 263.50
REPLACE FRM MODULE AS RECOMMENDED FROM LAST SERVICE
\$755.94
FRM CONTROL MODULE WATER DAMAGE
R&R FRM CONTROL UNIT/PROGRAMMING BELOW

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 1 1 61-35-6-827-072 FOOTWELL MODULE 3	443.82
JOB # 1 20 61-13-1-393-724 SOCKET TERMINAL MQS	1.42
JOB # 1 4 61-13-8-364-846 SOCKET CONTACT ELO-	2.70
JOB # 1 10 61-13-8-364-832 SOCKET CONTACT ELO-	2.20
JOB # 1 10 61-13-8-353-746 CABLE CONNECTOR	1.99
JOB # 1 10 61-13-5-A4F-528 SHRINKING HOSE	3.43
JOB # 1 TOTAL PARTS	559.22
JOB # 1 TOTAL LABOR & PARTS	822.72

J# 2 611MZBAT BATTERYW/PROGRAMMING HOURS: 1.40 TECH(S):1218 217.00
PERFORM SPA PROGRAMMING \$218.71
AS RECOMMENDED FROM LAST SERVICE
PERFORM PROGRAMMING OF CONTROL UNITS FOR FRM REPLACEMENT
CONNECTED VIA CHARGER AND ISTAP/ICOM2 MINIIS56/ PERFORMED
PROGRAMMING OF CONTROL UNITS FOR FRM REPLACEMENT
/SUCCESSFUL/

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 2 TOTAL PARTS	0.00
JOB # 2 TOTAL LABOR & PARTS	217.00

J# 3 611MZ1 ELECTRICAL SYS GEN HOURS: 8.00 TECH(S):1218 1240.00
REWIRE BODY HARNESS AT FRM CONNECTORS.
SEE SPG FROM LAST SERVICE.
water damage/wire corrosion
perform rewire/repining of all connectors at FOOT WELL
MODULE/PERFORMED REPAIRS TO ALL PINS AT ALL 3
CONNECTORS/ADDED EXTENSIONS TO SEVERAL WIRES IN ORDER TO
FIND CLEAN WIRE/SUCCESSFUL REPAIRS/OK

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 3 TOTAL PARTS	0.00
JOB # 3 TOTAL LABOR & PARTS	1240.00

J# 4 411MZ BODY GENERAL HOURS: 2.00 TECH(S):1218 310.00
PERFORM WIND NOISE, WATER LEAK, ETC. DIAG.
AS RECOMMENDED BY TECHNICIAN.
driver side drains completely blocked with debris//cleaned
and back flushed/

DISCLAIMER OF WARRANTIES
The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.



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Mon. thru Fri. 7:00 AM to 6:00 PM

CELL: [REDACTED]

CUSTOMER NO [REDACTED]	ADVISOR ARMAN	1283	TAG NO. 7491	INVOICE DATE 02/23/22	INVOICE NO. [REDACTED]
ST. LOUIS, MO [REDACTED]	LABOR RATE 155.00	LICENSE NO. YE0-Y1W	MILEAGE 120,504	COLOR WHITE SLVR	STOCK NO. [REDACTED]
	YEAR / MAKE / MODEL 11/MINI/COOPER/TUDOR			DELIVERY DATE 12/06/10	DELIVERY MILES 9
	VEHICLE ID NO. W M W S U 3 C 5 8 B T [REDACTED]			SELLING DEALER NO. (24024)	PRODUCTION DATE 11/09/10
	F T E NO. [REDACTED]			P. O. NO. [REDACTED]	R. O. DATE 02/16/22
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS MO: 120505			

rm'd water intrusion test//removed LF wheel/tire/partially removed LF fender well back half//back flushed drain, blew out tray for rear//found that sunroof drain completely blocked at LF fender//rechecked after back flush//operation restored/reassembled/ok

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PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 4 TOTAL PARTS 0.00
JOB # 4 TOTAL LABOR & PARTS 310.00

J# 5 411MZ1 BODY GENERAL HOURS: 2.00 TECH(S):1218 310.00
INTERIOR DRY TIME FOR CARPET.
SEATS AND CARPET WILL NEED TO BE REMOVED FOR DRY TIME
2 HOURS.-----SEE IF STILL WET FROM LAST VISIT
remove seats and dry carpets/
removed seats/disassembled rocker covers/pulled carpet
back//installed air mover/dryer//

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 5 TOTAL PARTS 0.00
JOB # 5 TOTAL LABOR & PARTS 310.00

J# 6+631MZ LIGHTS GENERAL HOURS: 0.60 TECH(S):1218 93.00
REPLACE LEFT REAR TAIL LAMP ASSEMBLY.
LR TAIL LAMP ASSY FAULTY
LEFT LOWER INOP/MELTED BOARD
R&R LEFT TAIL LAMP ASSY/OPERATION RESTORED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 6 1 63-21-7-255-913 REAR LIGHT IN THE S 200.66 200.66
JOB # 6 TOTAL PARTS 200.66
JOB # 6 TOTAL LABOR & PARTS 293.66

J# 7+631MZ001 R/I EST. LIGHT BULB HOURS: 0.60 TECH(S):1218 93.00
REPLACE LEFT FRONT, RIGHT REAR AND RIGHT FRONT MARKER BULBS
REPLACE LEFT FRONT, RIGHT REAR AND RIGHT FRONT MARKER BULBS
R&R LEFT FRONT, RIGHT REAR AND RIGHT FRONT MARKER
BULBS///RR MARKER ASSY BACK SIDE BROKEN/LIGHT HANGING IN
FENDERWELL--OPERATES BUT HANGING IN FENDER.OK

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 7 3 63-21-7-160-797 LONG LIFE BULB 8.91 26.73
JOB # 7 TOTAL PARTS 26.73
JOB # 7 TOTAL LABOR & PARTS 119.73

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A 1 SHOP SUPPLIES 50.00
JOB # 1 68 20% OFF LABOR -52.70
JOB # 2 68 20% OFF LABOR -43.40
JOB # 3 68 20% OFF LABOR -248.00
JOB # 4 68 20% OFF LABOR -62.00



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CELL: [REDACTED]

DIVISOR RMAN		1283	TAG NO. 7491	INVOICE DATE 02/23/22	CELL: [REDACTED]
LABOR RATE 155.00	LICENSE NO. YE0-Y1W	MILEAGE 120,504	COLOR WHITE SLVR	STOCK NO.	
YEAR / MAKE / MODEL 11/MINI/COOPER/TUDOR			DELIVERY DATE 12/06/10	DELIVERY MILES 9	
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F.T.E. NO.			P.O. DATE 02/16/22	REPRINT# 1	
BUSINESS PHONE			COMMENTS		

MO: 120505

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----
JOB # 5	68 20% OFF LABOR	-62.00
JOB # 6	68 20% OFF LABOR	-18.60
JOB # 7	68 20% OFF LABOR	-18.60
TOTAL - MISC		-455.30

COMMENTS-----
++LOANER++---CUSTOMER WOULD LIKE TO HAVE ALL PARTS RETURNED TO HIM

TOTALS-----	
TOTAL LABOR....	2526.50
TOTAL PARTS....	786.61
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	50.00
TOTAL MISC DISC	-505.30
TOTAL TAX.....	87.75

THANK YOU FOR CHOOSING MINI OF ST LOUIS! WE VALUE YOU AS A CUSTOMER AND APPRECIATE YOUR BUSINESS! OUR GOAL IS TO PROVIDE YOU WITH THE BEST MINI SERVICE EXPERIENCE POSSIBLE. EVERY MINI SERVICE CUSTOMER IS SURVEYED ABOUT THEIR EXPERIENCE-THANK YOU FOR TAKING YOUR TIME TO FILL OUT THIS SURVEY. OUR GENERAL MANAGER REVIEWS EACH SURVEY IMMEDIATELY TO ADDRESS CONCERNS. ANYTHING LESS THAN A "10" ON THE SURVEY MEANS WE FELL SHORT SOMEHOW. IF THAT IS YOUR OPINION, PLEASE LET US KNOW HOW TO EARN A "10" WITH YOU. THAT IS OUR GOAL-NOTHING LESS.
THANK YOU, THE MINI OF ST LOUIS TEAM

TOTAL INVOICE \$ 2945.56

DISCLAIMER OF WARRANTIES

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CUSTOMER SIGNATURE

Mini Of St Louis
40 Sunnen Drive
Saint Louis, MO 63143
(314)644-6464

02/23/2022
Terminal ID No.:

Credit Sale:

Transaction #: 19
Card Type: MasterCard
Account: [REDACTED]
Entry: [REDACTED]
Clerk(341): ALYSSA H

Amount: \$1,000.00

Host Ref. Number:
Auth. Code:
Batch Number:
Response: A

Mode:
AID:
APPLAB: Ma

CUSTOMER COPY

Mini Of St Louis
40 Sunnen Drive
Saint Louis, MO 63143
(314)644-6464

02/23/2022
Terminal ID No.:

Credit Sale:

Transaction #: 18
Card Type: MasterCard
Account: [REDACTED]
Entry: [REDACTED]
Clerk(341): ALYSSA H

Amount: \$1,000.00

Host Ref. Number:
Auth. Code:
Batch Number:
Response: A

Mode:
AID:
APPLAB: Ma

CUSTOMER COPY

Mini Of St Louis
40 Sunnen Drive
Saint Louis, MO 63143
(314)644-6464

02/23/2022
Terminal ID No.:

Credit Sale

Transaction #:
Card Type: [REDACTED]
Account: [REDACTED]
Entry: [REDACTED]
Clerk(341): [REDACTED]

Amount: \$445.56

Host Ref. Number:
Auth. Code:
Batch Number:
Response:

Mode:
AID:
APPLAB: M

CUSTOMER COPY

Mini Of St Louis
40 Sunnen Drive
Saint Louis, MO 63143
(314)644-6464

02/23/2022
Terminal ID No.:

Credit Sale

Transaction #:
Card Type: [REDACTED]
Account: [REDACTED]
Entry: [REDACTED]
Clerk(341): ALYSSA H

Amount: \$500.00

Host Ref. Number:
Auth. Code:
Batch Number:
Response: A

Mode:
AID:
APPLAB: Ma

CUSTOMER COPY



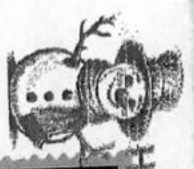
NEF
12-2-24

Administrator
National Highway Safety Admin.
1200 New Jersey Ave. SE
Washington DC 20590

20590-



SAINT LOUIS MO 630
5 DEC 2024 PM 2 L



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