

## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, **[INSERT VIN]**

**March 2016**

### **Recall Campaign No. 15V-660: Electro-Hydraulic Power Steering (EHPS) System**

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 2002-2005 MINI Cooper and Cooper S vehicles and certain Model Year 2005 MINI Cooper and Cooper S Convertible vehicles. Our records indicate that you are the owner/lessee of an affected vehicle.

### **IMPORTANT NOTICE**

Please note that we had informed you of this matter by letter in December 2015 and indicated that we were not ready to perform this recall. We are pleased to inform you that we are now ready, and we encourage you to schedule an appointment with your authorized MINI dealer as soon as possible to **have this recall performed free of charge**.

### **DESCRIPTION OF PROBLEM**

This recall involves the electro-hydraulic power steering (EHPS) system. If your vehicle has not already received an appropriate repair, the electro-hydraulic power steering system may incur a temporary or permanent loss of assistance due to manufacturing and field exposure issues. If you experience a temporary or a permanent loss of the power steering assist function, manual steering capability would be retained, however greater steering effort would be required. This may increase the potential for a crash.

### **PRECAUTIONS FOR YOUR SAFETY**

- 1. CONTACT YOUR AUTHORIZED MINI DEALER IMMEDIATELY TO HAVE THE NECESSARY FREE REPAIR PERFORMED AS SOON AS POSSIBLE. You can find your nearest dealer at [www.miniusa.com/dealer](http://www.miniusa.com/dealer).**
- 2. if you detect any of the following conditions, your MINI may have this problem:**
  - An increase in steering effort may be needed at low vehicle speeds,**
  - An increase in steering effort may be noticed at the start of the driving cycle,**
  - A decrease in power assist steering may be noticed during driving, and/or**
  - A low battery warning message may illuminate in the instrument cluster at engine start.**
- 3. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

**DESCRIPTION OF REPAIR**

The electro-hydraulic power steering system will be inspected by an authorized MINI dealer, and components such as the EHPS pump, fan, and/or wiring, will be replaced, as deemed necessary and appropriate.

The **free** inspection and repair may take several hours; however, additional time may be required depending upon your authorized MINI dealer's schedule and the determined corrective measure.

**OTHER INFORMATION**

If you are no longer the owner of this vehicle, we request that you provide us with the name and address of the new owner using the enclosed postage-paid card so that we can contact the new owner regarding this issue. If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee within ten days. If you have already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

**Should you have any questions about this recall, please contact your authorized MINI dealer.** Should you need additional assistance, you may contact MINI Customer Relations and Services via Email at [MINI.Assistance@askminiusa.com](mailto:MINI.Assistance@askminiusa.com), or by calling 1-866-825-1525 from 9 AM to 9 PM Eastern Time, Monday through Friday.

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>.

MINI recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.

We sincerely apologize for any inconvenience this recall may cause you; however, be assured that MINI is concerned about your safety and security.

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

**TREAD ACT CUSTOMER REIMBURSEMENT PLAN**  
(MINI, a Division of BMW of North America, LLC)

If you have paid for the repair described in this letter, and you would like your expenses to be considered for reimbursement, please contact your authorized MINI dealer. Expenses paid to repair facilities outside of the MINI dealer network will be considered; however, the repair procedure must meet MINI standards.

Your authorized MINI dealer will request a copy of this owner notification letter, as well as your previously paid invoice. They will then inspect the vehicle (if it is still in your possession) prior to submitting a claim on your behalf to MINI, a Division of BMW of North America, LLC for reimbursement.

Please note the following:

- Only a repair that is the subject of this safety recall is reimbursable. Consequential expenses such as towing, rental, accommodations, damage repairs, etc will not be reimbursed.
- The Manufacturer's Suggested Retail Price (MSRP) for MINI Genuine Parts will be considered as the guideline for reasonable part charges.
- Repair labor, taxes and hazardous waste disposal, when previously paid, are eligible for reimbursement.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by MINI are not eligible for reimbursement

Your authorized MINI dealer should be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair. If you qualify for such a reimbursement, your MINI dealer will also be able to advise you of the manner in which you can expect to receive reimbursement.

Your authorized MINI dealer should be your primary contact on this issue; however, our Customer Relations and Services Department may be contacted at 1-866-275-6464 for any special assistance that you may require.

In special situations where your authorized MINI dealer cannot be of assistance, you may submit your written request for reimbursement to the following address:

Customer Relations and Services Department  
MINI Division  
BMW of North America, LLC  
P.O. Box 1227  
Westwood, NJ 07675-1227

If you intend to submit a request for reimbursement to our Customer Relations and Services department, your vehicle (if it is still in your possession and was repaired at a facility outside of the MINI dealer network) will need to be inspected at an authorized MINI dealer before a claim can be accepted for consideration. This is to ensure that prior repairs at an outside facility meet MINI standards for recall completion.