

15V-xxx Safety Recall
Model Year 2002-2005 MINI Cooper and MINI Cooper S
Model Year 2005 MINI Cooper and Cooper S Convertible
Electric-Hydraulic Power Steering (EHPS) System

Q1. Which models are affected by this recall?

Affected are certain Model Year 2002-2005 MINI Cooper and Cooper S vehicles produced between September 2001 and February 2005, as well as Model Year 2005 MINI Cooper and Cooper S Convertibles produced between March 2004 and February 2005. You can determine if your vehicle is affected by entering either the full 17 characters or just the last 7 characters of your Vehicle Identification Number (VIN) at our site www.miniusa.com/recall.

Q2. How many vehicles in the US are affected?

The number of vehicles affected in the US is approximately 86,000.

Q3. What is the specific issue involving this recall?

This recall involves the electro-hydraulic power steering system. On approximately 86,000 vehicles that have not received an appropriate repair, the electro-hydraulic power steering system may experience temporary or permanent loss of assistance due to manufacturing and field exposure issues.

Q4. What can happen as a result of this issue?

If there were 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 loss of vehicle control.

Q5. Why are other vehicles not affected?

Other vehicles have a different or updated electro-hydraulic power steering system, or have already been repaired. Only USA models are affected by this recall. MINIs in other markets are addressed by market specific solutions.

Q6. Can I become aware of this issue if it is occurring?

Yes. The following conditions could occur:

- An increase in steering effort may be needed at low vehicle speeds,
- A small 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.

Q7. What corrective measures will be taken?

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,

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as deemed necessary and appropriate. This recall will supersede the current MINI extended warranty program covering these components (*SI M01 01 13*). *[NOTE: The EHPS pump utilizes its own cooling fan. This is NOT the engine cooling fan.]*

Q8. How did MINI become aware of this issue?

MINI became aware of this issue from our quality control procedures.

Q8a. I have heard that NHTSA was investigating this issue. Is that true?

Yes, this issue was the subject of a NHTSA investigation with which MINI was cooperating. The investigation has concluded that the potential issue warranted a safety recall. MINI USA had previously voluntarily extended the warranty on the affected parts for up to 13 years and 150,000 miles on the same affected vehicles.

Q9. Are you aware of any accidents or injuries associated with the recall?

We are aware of twenty accidents and five occupant injuries that are possibly related to this issue.

Q10. Can I continue to drive my vehicle?

Yes. Should you require MINI Roadside Assistance, they can be reached at 1-866-646-4772. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q11. How will I be informed of the recall?

You will receive an initial letter in December advising you of this issue, and then an additional letter when parts become available, requesting that you bring your vehicle to your authorized MINI dealer for service and repair. No action is required on your part when you receive the initial letter. When you receive the second letter via First Class mail, please schedule an appointment with an authorized MINI dealer to complete the repair. You can find and contact your preferred dealer at www.miniusa.com/dealer.

Q12. How will the recall be performed?

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.

Q13. How long will the update take?

The inspection and repair may take several hours. Additional time may be required depending upon the MINI dealer's schedule and the determined corrective measure.

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The inspection and repair will be performed free of charge by your authorized MINI dealer.

Q14. How many vehicles in the US have experienced this issue?

We are not aware of the quantity of vehicles currently affected by this condition.

Q15. When will I receive my owner notification letter?

You will receive an initial letter in December advising you of this issue, and then an additional letter when parts become available, requesting that you bring your vehicle to an authorized MINI dealer for service and repair. No action is required on your part when you receive the initial letter. When you receive the second letter via First Class mail, please schedule an appointment with an authorized MINI dealer to complete the repair. You can find and contact your preferred dealer at www.miniusa.com/dealer.

Q16. Do I have to wait for my recall letter in order to have the update performed?

Yes. We are in the process of implementing the recall campaign to ensure that the necessary parts and procedures are at the authorized MINI dealers prior to requesting that you have the repair performed.

Q17. I see the “TREAD Act Customer Reimbursement Plan” attached to my letter. Can you explain what that is about? Am I eligible for reimbursement?

If you have already had this repair performed at your own expense, you may be eligible for reimbursement of certain expenses that you incurred. *(Note to Customer Relations and MINI dealers: Please review and refer to the “TREAD Act Customer Reimbursement Plan” when speaking with the customer.)*