



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4235) **2003 MAY -7 PM 12:47**
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1398

Date Received

Repository ☐

Reference No.
10015403

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

GREAT FALLS

State VA

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of an authorized signature, you are NOT providing your name or address to the vehicle manufacturer.

Signature of Owner

Date 4/27/02

VEHICLE INFORMATION

Make

LAND ROVER

Model

DISCOVERY

Model Year

1998

Date Purchased

6-98

Dealer's Name and Telephone Number

The Automaster

Engine:

No. Cylinders

Fuel Type:

GAS

Original Owner

☒

Dealer's City

Shelburne

State

VT

Zip Code

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

8 cylinder

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

03 APR-2003

Failure Mileage

Failure Speed

Stopped at light.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM15ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☒ Yes ☐ No

Number of Persons Injured

Number of Deaths

Reported to Police

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

Electrical fire under driver's side dash.

I have attached a description of the incident.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

Name: [REDACTED]
NHTSA Reference #: 10015403
Date of Incident: 04/03/03

Vehicle Owner's Questionnaire

Narrative Description of Incident.

I was on my way home from grocery shopping & stopped at a red light at the junction of Lewinsville and Spring Hill roads in McLean, VA, at approximately 5:55 PM when I smelled smoke. I looked down and saw light gray smoke and flames coming out of the dashboard below the steering column. The car was filled with dark gray smoke in a few seconds. I became disoriented and I could not find the door handle or release my seat belt, but a man who was nearby opened my door, helped me undo the seat belt, and pulled me out of the car. He called 911 and the fire trucks came very quickly. The firemen had to break open the hood because the hood release was melted. They used foam and water to put out the fire. The police arrived a few minutes after the fire department. My husband was called and arrived about 30 minutes after the police. I was in shock, and never managed to thank the man who pulled me out and called 911. I would have been badly burned if he had not helped since the fire got intense in less than a minute.

My husband noted that the engine looked fine and had not burned. The fire melted much of the dashboard on the driver's side. Much of the insulating material above the windshield had also melted. The sun visor was just a strip of melted plastic hanging down. There was smoke damage to the front passenger side, but it did not look like much fire damage.

The critical factor in this incident was the speed with which the fire spread. If I was not stopped at a place where people who could help me, I would have been badly burned or killed. If the car was moving, I have no doubt that I would have been killed, as it was mere seconds from when I smelled smoke and the car was filled with smoke and flames. If this is a safety defect, it could be fatal to anyone moving at speed in this vehicle or with children in the vehicle.

As of this date, our insurance company, Nationwide, has "totaled" the car and they are waiting for Land Rover to come and determine the cause of the fire. The insurance file number is: [REDACTED]