



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

(1-888-327-4236)

File # 00118156

FOR AGENCY USE ONLY 1368

Date Received

2003 JUN 18 PM 7:21

Repository ☐

Reference No.

10022001

OWNER INFORMATION (Type or Print)

Name

Address

City CORONA

State CA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide your information to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of a signature, your name or address to the vehicle manufacturer.
Signature of Owner Date 6/18/03

VEHICLE INFORMATION

Make

LAND ROVER

Model

DISCOVERY

Model Year

2000

Date Purchased

2-2000

Dealer's Name and Telephone Number

LAND ROVER NEWPORT BEACH (949) 640-6445

Engine

No. Cylinders

Fuel Type

Premium

Original Owner

☒

Dealer's City

NEWPORT BEACH

State

CA

Zip Code

Transmission Type

Automatic

☒

Antilock Brakes

☒

Powertrain

855H

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 1

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Incident Date(s)

30-MAY-2003

Failure Mileage

00.08

Failure Speed

00.08

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: DOTM19ABC036)

☐ 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

N

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).

WHILE DRIVING AND WITHOUT WARNING HEAD GASKET BLEWOUT, CAUSING FLUID TO LEAK. DEALER NOTIFIED. *AK

DEALER + LAND ROVER DECLINED TO ACKNOWLEDGE THIS AS A PROBLEM WITH ALL ~~THEIR~~ LAND ROVER DISCOVERY'S.

I HAVE LEARNED THAT THIS IS HAPPENING TO A HIGH PERCENTAGE OF THEIR CARS. FOR THAT REASON I FEEL THEY SHOULD RECALL THESE CARS.

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 Administration and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response 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 a civil or criminal enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

THE DAY I LEARNED THAT THE CAR NEEDED THIS
REPAIR A WORKER FROM THE SERVICE DEPT SAID
THAT THEY HAVE A LOT OF THIS PROBLEM. MY
FRIEND IS ALSO HAVING THIS PROBLEM. THIS
CAR IS ONLY 3 YEARS OLD & I CAN'T
RELIEVE THIS IS HAPPENING THIS EARLY. I HAVE
ALREADY REPAIRED THE PROBLEM BUT I STILL
HOLD LAND RAV4 RESPONSIBLE BECAUSE THEY ARE
AWARE OF PROBLEM & ARE NOT DOING ANYTHING
ABOUT IT. IF THERE IS A WAY OF YOU REQUESTING
A LOG OF ALL THEIR CARS THAT HAVE THIS SAME
PROBLEM YOU WILL BE SHOCKED TO LEARN THAT
THEY JUST IGNORE THIS HAZARDOUS ~~PROBLEM~~ ^{IF NECESSARY}
~~PROBLEM~~ ^{HELP!!!}

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 75175 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



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Administration
<http://www.safercar.gov>

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**