



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects - 1 PH
1-888-DASH-2-DOT (8) AUG
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received

7:20

Repository

02-JUL-2003

Reference No.
10026515

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: LOS ANGELOS State: CA Zip Code: [REDACTED]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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, provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 7/1/03

VEHICLE INFORMATION

Make: LAND ROVER Model: ROVER Model Year: 9999 1997
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: No. Cylinders: 8 Fuel Type: PREMIUM
Original Owner: [REDACTED] Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Transmission Type: AUTOMATIC Antilock Brakes Powertrain: [REDACTED] Vehicle Component Code: 180000 VEHICLE SPEED CONTROL
 Cruise Control Multiple Failure: AIR SUSPENSION

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 05.25.03 Failure Mileage: 55493 Failure Speed: 65 EAS FALLT

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: N/A Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM1A9ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: 1 Number of Deaths: [REDACTED] Reported to Police: Y

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).

TOOK VEHICLE IN FOR A RECALL, UPON PICKING UP VEHICLE CONSUMER STATED* THE VEHICLE SUDDENLY BEGAN TO JUMP UP AND DOWN, AS A RESULT THE DRIVER SUFFERED HEAD INJURIES. *AK

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.

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

PLEASE FIND LETTER OF MAY 31 03 TO ELEN WALDRON
MANAGER OF HORNBERG JAGUAR SERVICE

VEHICLE JOLTED AN WAS JOLTING UP & DOWN AND
SIDEWAYS.



ATTACH ADDITIONAL SHEETS IF NECESSARY

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 73173 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



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/odot>

May 31, 2003

Glen Waldron
Service Manager
Hornburg Jaguar Service
1520 N. Wilcox Avenue
Hollywood, CA 90028

Dear Glen,

I am an owner of a 1997 Range Rover that is currently at 55,000 miles. In the period of 5 years of ownership, I have not experienced any malfunction with the vehicle. The problem with the vehicle began after the last factory recall, which was provided by your service department consisting of replacement of the catalytic converter and oxygen sensors.

When the car was returned after the service we started to experience problems with the onboard computer, which started signaling to check engine accompanied by severe siren type noise. The car was returned for investigation of the problem and was driven by the mechanic and supposedly checked by the computer. The noise was explained that maybe a faulty air conditioning valve was the source of the problem; otherwise, the car was supposedly in good condition and safe to drive.

The car was picked up from your service department on Friday, May 23, 2003 and on Sunday, May 25, 2003 we made an approximately 25 mile trip to San Dimas. We were cruising 65 miles per hour in the car pool lane when the car suddenly alerted us with a beeping noise and the onboard computer displayed an EAS Fault. A few seconds later the car suddenly jolted and despite wearing seat belts my head hit the roof of the car and the jolting repeated creating an illusion that the cabin is separating from the wheels. My wife, who was the driver, lost control of the vehicle and I reached for the steering wheel preventing hitting the center divider of the freeway. In the mean time, the computer signaled to reduce the speed to 35 miles per hour. This frightening experience could have catastrophic consequences of a major freeway accident. I could only call it a miracle that we managed to get the car under control and leave the freeway.

We proceeded off the freeway onto the street driving 15 miles per hour to our friend's house that is about 3 miles from the freeway. We left the car at our friend's house at 1115 Edinburg Road, San Dimas, CA 91773.

I cannot imagine that any gadget installed on the vehicle for any purpose can override the safety of operation. After this experience, we lost the faith in the safety of this car and I have to formally request a full investigation of the vehicle to gain understanding of what happened and why it happened. We are considering contacting the National Highway Traffic Safety Administration to notify them of the situation that could of led to a fatal accident so that they could investigate why under such circumstances the car reacted as it did.

Please contact me and tell me what measures you will take to resolve this situation.

Sincerely yours,

