



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1308

Date Received

2004 OCT -6 PM 1:58
27-AUG-2004

Repository ☐

Reference No.
1008888

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BLOOMINGTON State IL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

same

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

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date 9/23/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
SALNE22244A [REDACTED] Make LAND ROVER Model FREELANDER Model Year 2004

Date Purchased March 3-18-04 Dealer's Name and Telephone Number Tim Coleman of Frederick, MD
Original Owner ☒ Dealer's City Frederick State MD Zip Code 21704 Engine: No. Cylinders 6 Fuel Type: Reg.

Transmission Type ☒ Automatic Brakes ☐ Powertrain ☐ Cruise Control
Vehicle Component Code 080000 ENGINE AND ENGINE COOLING
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 03-JUN-2004 Failure Mileage 8000 Failure Speed from standing
03-May-2004 4,000 at intersection and at entering major highway

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), complaint, 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 ENGINE LIGHT ILLUMINATED. THIS CAUSED THE VEHICLE TO STALL. CONSUMER HAD THE VEHICLE TOWED. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK *Based on same scenario - Running errands several stops at various businesses followed by failure at a way stop. Stalled going and stopped at light. As I moved forward light came on and engine stalled in intersection. Vehicle was towed from roadside where we had parked it. We were able to start the engine after about 15 minutes.*

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 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 administrative 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)

Please see other side for description. No one hurt, no one got injured.

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

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

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NECESSARY
IF MAILED
IN THE
UNITED STATES

**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

1-888-927-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
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E-mail Address

Evening Telephone Number

same

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Original Owner ☒ Dealer's City Fredericks State MD Zip Code 21704 Engine: No. Cylinders 6 Fuel Type: Reg

Transmission Type ☒ Antilock Brakes Powertrain ☐ Cruise Control Vehicle Component Code 180000 ENGINE AND ENGINE COOLING
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 03-JUL-2004 Failure Mileage 8000 Failure Speed 60 mph from standing
03-May-2004 4,100 at intersection and at entering major highway

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: DOTM18ABC036) ☐ Original Equipment ☐ Prior Repair Failure to
Tire Component Code

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), External, Criminal, and Injured.)

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).
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Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

Please see other side for description. We were lucky, no one got injured.

of location

Highway
Location

Q, S.W.
I.G. 20690

Private Use \$300

20/4

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FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**

Friday, September 24, 2004

Ms. Stephanie Pisello
Customer Relationship Center
Land Rover North America
555 MacArthur Blvd.
Mahwah, NJ 07430

Dear Ms. Pisello:

I am writing with regard to #6487529. Enclosed are copies of service reports from both engine failure incidents on my 2004 Land Rover Freelander and the replacement of the window pillars for a separate safety issue. In addition you will find a copy of my DOT Auto Safety Hotline reporting both of these incidents. In both cases, the engine light came on as I stepped down on the accelerator from a standing position. The engine lurched forward and stalled stranding my Freelander in the middle of a major highway in Michigan and the middle of an intersection in IL. I was able to start the engine and move the vehicle out of the intersection after a 5 minute wait for the tow truck. Those failures occurred on:

- May 17, 04 at 4,000 miles
- July 19, 04 at 6,000 miles

Keeping in mind that I purchased my vehicle from the Frederick, MD dealership on March 18, 2004, stall failures at 2 and 4 months are unacceptable. Most of the failure codes were identical in both incidents. Either the Grand Rapids dealership never did the work they said they did, or they did it but it didn't solve the real problem. Why else would the Naperville dealership get the same codes?

What is particularly irritating about the Grand Rapids incident is that Mr. Chad Ruhl, one of the salesmen at that dealership, commented to my husband "If you had bought it here, this probably wouldn't have happened." His remark wasn't cute; it was offensive and leads me to believe that service would always be a problem with that dealership.

My level of concern for my safety and that of my passengers continues to run high. Consequently we limit our driving that vehicle and NEVER pull into traffic without fear of failure. Since my work as a consultant requires me to travel frequently, I am using my other car.

I would like Land Rover to settle this matter by either:

- A. Replacing the vehicle with a comparable new vehicle at no additional cost to me
OR
- B. Taking this vehicle back, returning the dollars that I have currently invested in my down payment and monthly payments and letting me walk away

I've tried talking with the dealership in Naperville and they are unable or unwilling to work on either of these approaches. The best they can do is to sell me a new vehicle and give me credit for the greatly reduced USED vehicle that I own. This is not a satisfactory resolution in my opinion.

I've contacted the DOT Auto Safety Hotline and note that you have one other identical failure reported there. When I asked about similar problems with other vehicles, both the Grand Rapids, MI and Naperville, IL dealerships report they have had other identical incidents with 2004 Freelander.

Finally, I don't want your \$100 dollars; I want a reliable safe vehicle! To suggest that my time, safety, lost income and extra miles traveling back and forth getting my Freelander serviced is worth that amount isn't appreciated. I look forward to hearing from you.

Sincerely,



Bloomington, IL [REDACTED]



Land Rover North America



August 10, 2004

[Redacted]
Bloomington, IL [Redacted]

Dear [Redacted],

I regret to hear of the difficulties you have encountered and want to assure you that your concerns have been noted. We appreciate you taking the time to make us aware of your experience. The satisfaction of Land Rover customers is our top priority. Customer feedback like yours affords us the opportunity to continually improve our customer service. We apologize for any lapse in quality service that you may have encountered.

Please accept the attached gift certificate, which is redeemable toward the purchase of a Land Rover vehicle kit, Land Rover Gear or maintenance service at any authorized Land Rover Center. We hope the certificate provides you with reassurance that Land Rover is dedicated to improving each customer's ownership experience.

Thank you again for bringing these concerns to our attention. Please do not hesitate to contact us at 1-800-637-6837, option 9 should there be any future issues with which I may assist you.

Sincerely,

Stefanie Pisello
Stefanie Pisello
Customer Relationship Center

LR 1537 Reference # 6487529

GIFT CERTIFICATE

Name [Redacted]

This Certificate is redeemable for Land Rover gear, vehicle kit or routine maintenance performed at a Land Rover Authorized Retailer.

Not redeemable for cash

\$100

August 10, 2005

Expiration Date



*Attn: Land Rover Retailer. For reimbursement, please return this certificate along with a copy of the sales receipt or repair order to:
Land Rover North America Customer Relationship Center, 355 MacArthur Blvd, Mahwah, NJ 07430*

**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).**