

U.S. Department
of TransportationNational 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)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

Oid_or _____

Rt_dft _____

od_rt _____

up_itr _____

2005 FEB 18 AM 11

Reference No.

11
10113727

OWNER INFORMATION (Type or Print)

Name _____

Apt. No. _____

City ANAHEIMState CA

Daytime Telephone Number _____

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 _____

Date 2/1/05

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (Located at bottom of windshield on driver's side)

SAL T 9 T S 4 4 2 A

Make

LAND ROVER

Model

DISCOVERY II

Year

2002

Purchased Date

1/02

Dealer's Name

LAND ROVER JAGUAR ANAHEIM HILLS

Engine Size (CID/GC/L)

4.6
 Turbo
 Diesel
 Gas
 Fuel Injection
 New Used

Dealer's City

ANAHEIM

State

CA

Zip Code

92807

No. Cylinders

8

Manufacture Date (on driver's door or pillar)

11/27/01

Transmission Type

 Manual Automatic

Restraint System

 Driverside Air Bag Motorbet Passengerside Air Bag 2-Point Belt 3-Point Belt

Cruise Control

 Yes No

Drivetrain

 Front Rear 4-Wheel

Vehicle Type

 Car Van Minivan Other Sport Utility Truck Motorcycle

Body Style

 2-Door Stationwagon Pick Up Truck Other 4-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

GEAR SHIFT MECHANISM

Location

 Left Front Right Rear

Failed Part(s)

 Original Replacement

Handicap Adaptive Equip

 Yes No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

 Yes No

NHTSA Previously

Contacted?

 Yes No

APPLICABLE INCIDENT INFORMATION

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

Crash

 Yes No

Fire

 Yes No

Number of Persons Injured

0

Number of Fatalities

0

Reported to Manufacturer

 Yes No

Narrative Description of incident(s), failure(s), crash(es), and injury(ies).

IN THE DESERT, JOHN WAS APPROACHING A STEEP HILL AND DECIDED TO USE LAND ROVER'S STEEP HILL FEATURE "HILL DESCENT". THIS FEATURE CONTROLS THE SPEED OF THE CAR AT 5 MPH WITH NO BRAKE OR GAS (ACCELERATION) NEEDED TO USE HILL DESCENT, YOU PUSH THE BUTTON AND PUT THE VEHICLE IN 1ST GEAR. WHEN JOHN PULLED THE GEAR SHIFT KNOB, ~~HE~~ TO PUT IT INTO 1ST GEAR, THE GEAR SHIFT MECHANISM CAME OFF COMPLETELY. THE ^{GEAR SHIFT} WENT INTO NEUTRAL AND THE VEHICLE WENT DOWN THE HILL OUT OF CONTROL.

Continue on back

THERE WERE SEVERAL THOUSAND DOLLARS OF DAMAGE TO THE VEHICLE. →

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-366-7882

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

LANDOWNER WOULD NOT TAKE RESPONSIBILITY FOR THE ACCIDENT, WHICH WAS CAUSED BY THE GEAR SHIFT MECHANISM COMING OFF.

THE SHOP THAT ^{REPLACED} FIXED THE GEAR SHIFT MECHANISM (NOT LANDOWNER) SAID THERE ARE NO SCREWS TO HOLD THE MECHANISM IN PLACE. THERE ARE TWO SNAPS (SLOTS) FOR IT TO SNAP INTO PLACE AND IT TAKES A LOT OF TORQUE TO GET IT TO SNAP INTO THE 2ND SLOT. IT MIGHT NOT HAVE EVEN BEEN INSTALLED CORRECTLY IN THE FIRST PLACE.

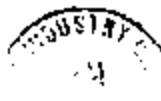
AFTER THE VEHICLE TUMBLED DOWN THE HILL, JAMES AND HIS FRIEND WERE IN A DITCH. THEY JAMMED THE GEAR SHIFT MECHANISM BACK INTO ITS PLACE AND HAD TO PUT A LOT OF FORCE ON THE ^{GEAR} SHIFTER TO GET THE CAR INTO GEAR TO DRIVE HOME. AT THIS POINT, THE GEAR SHIFT MECHANISM BROKE. LANDOWNER'S WARRANTY DOESN'T COVER "BROKEN PARTS". THEY WOULD NOT ACKNOWLEDGE THE FAULTY PART CAUSED THE ACCIDENT. 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, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use

VEHICLE OWNER'S QUESTIONNAIRE (VOQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

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(DASH) 2 DOT



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