



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)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100247

Date Received

15-MAR-2005

Repository

Reference No:
10115183

OWNER INFORMATION (Type or Print)

Name _____ Daytime Telephone Number _____ E-mail Address _____
Address _____
City NORTHPORT State NY Zip Code _____ Evening 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 authorized agent, NHTSA will only provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 4/2/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
FALME114138 Make LAND ROVER Model RANGE ROVER Model Year 2003
Date Purchased August 2003 Dealer's Name and Telephone Number LONG ISLAND AUTOMOTIVE Engine: V-8 Fuel Type: Premium
Original Owner Dealer's City Smithtown State NY Zip Code 11780 No. Cylinders
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 106800 POWER TRAIN:DRIVELINE:DRIVESHAFT
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 13-FEB-2005 Failure Mileage Failure Speed 65

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: DOTM4SABC036) 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 0 Number of Deaths 0 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 APPROXIMATELY 65 MPH VEHICLE INADVERTENTLY LOST POWER. CONSUMER PULLED TO THE SHOULDER OF INTERSTATE, AVOIDING ACCIDENTS. WHEN TAKEN TO GET SERVICED IT WAS DETERMINED THAT DRIVESHAFT SPLIT. *AK

Please see attached letter to Matthew Costello, BBB Auto Line, dated March 26, 2005 and attached copies of relevant service records.

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

The Privacy Act of 1974-Public Law 93-502 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.

New York, New York

Northport, New York

March 26, 2005

Re: 2003 Range Rover
SALME11413A
Case Number: LRV0566559

Mathew Costello
BBB AUTO LINE
4200 Wilson Boulevard
Suite 800
Arlington, Virginia 22203-1838

Telephone: 800.955.5100
Fax: 703.247.9700

Dear Mr. Costello:

Attached are the completed Customer Claim Forms you forwarded to me, along with copies of the relevant service records, a copy of the Retail Certificate of Sale, and a copy of my initial correspondence with Land Rover Roadside Assistance Claims, dated 3/5/05. This letter describes the incident of 2/13/05, during which my 2003 Range Rover completely lost power while driving in heavy, 65 mph traffic on Interstate 91 in Massachusetts. My son, his best friend and I were traveling home from Vermont. We were lucky to have escaped serious harm under the circumstances. As I reported during my initial contact with your office, and as documented in the materials submitted herein, I believe that the failure of the front driveshaft and front differential which occurred on 2/13/05, were related to the history of this vehicle having a disturbing front end rattle and transmission malfunctions that were present from the time I first purchased the vehicle and that are documented in all of the service records from Land Rover Glen Cove.

A problem with the front differential and the front sway bar is noted in the service record of 12/9/03. On 2/19/04 the transmission malfunctioned, downshifting by itself and then failing to come out of third gear for the remainder of the day. I called Land Rover Glen Cove the following day to report the problem, and to note that the transmission seemed to be functioning normally. They told me, as long as it was working properly, "not to worry."

BBB AUTO LINE

March 26, 2005

Exactly one week later the car had to be towed to Land Rover Glen Cove because it was parked and the transmission would not come out of "Park." Land Rover Glen Cove kept the car for five days and returned it, telling me they could find nothing wrong. When I specifically asked, "What if this same problem recurs while I am actually driving the car as opposed to its being parked," the Service Representative assured me, "We would never give you back your car if it was unsafe." This service record also notes the continuing problem of the unresolved front-end rattle. The car was serviced again on 11/24/04, during which time the steering rack and pinion were replaced in yet another failed attempt to eliminate the front end rattle. Four repairs were conducted on different components of the front suspension and steering, but the rattle never went away, and twice the transmission failed to function properly. Several days before I left on my trip with my son and his friend to Vermont, I stopped by Land Rover Glen Cove to purchase new windshield wiper blades. At that time I requested to speak with a Service Technician. I explained to that I did not believe all the prior repairs had eliminated this noise. He told me that, after all the repairs that had been made to the front suspension and steering, there could not possibly be a serious problem related to this noise.

Evidently the Range Rover had not been properly serviced. As a result, my son, his friend and myself were placed in serious jeopardy. The Service Advisor, Ms. Laurie Bianchi, at Land Rover Farmington Valley, where the driveshaft and differential repairs were performed following the highway breakdown of 2/13/05, explained to me that the problem that caused the breakdown was most likely a result of the driveshaft being, "improperly installed at the factory," at the time of the car's initial assembly. This suggests that the rattle and transmission malfunctions were caused by this problem, and not the other components that were repaired or replaced. This also suggests that other essential parts of the transmission and/or drive train may have sustained significant damage as a result of the vehicle being operated for over 35,000 miles with the source of the problems never properly repaired in spite of their being in evidence since the time I purchased the vehicle.

As a result of the history of repeated unreliability, I have no faith in either the vehicle or the Land Rover Service organization to maintain the vehicle to the basic standards required for the safety of myself and my family and other drivers and their passengers. This lack of a feeling of basic safety does not even take into account the fact that the Land Rover is an extremely expensive SUV, the expense of which is allegedly justified by an expectation of exceptional quality, reliability and safety of the vehicle.

Thank you for your time and consideration. Please let me know if any further information is required. I am faxing these 19 pages to your office now and a hard copy will follow in the mail.

Sincerely,

New York State Department of Motor Vehicles
RETAIL CERTIFICATE OF SALE

No. **19894474**

TYPE OF SALE
 WHOLESALE ONLY RETAIL
 New Used Demo Salvage

VEHICLE INFORMATION:

Year	Make	Model	Body Type	Color	Weight (Lbs.)	Fuel Type	Options	Adm. Seating Capacity
2003	LAND ROVER	RANGE ROVER	SUV	LT/GR	5565	G		5
Vehicle Identification Number			License	Inspection Certificate Number	Date of Inspection	Inspection Station Number		
S A L N E 1 1 4 1 3 A			11	10719409	07/28/2003	7000020		
Manufacturer's Name		Number of Dealer Plate Loans	<input type="checkbox"/> Lease Buyout (req. Not Returned)		Selling Price			
		N/A			\$ 68845.00			

DEALER INFORMATION (Print Name and Address)

LONG ISLAND AUTOMOTIVE GROUP, INC. BNA LA/RO SHELTON NY 877 MIDDLE COUNTRY RD ST. JAMES NY 1178

PURCHASER INFORMATION (Print Name and Address)

NORTHPORT NY

LAND ROVER NORTH AMERICA, INC. IRVINE CA 92610

Date of Sale: **07/31/2003**
 Date of Purchase: **03/28/2003**

ODOMETER DISCLOSURE STATEMENT

Federal and state laws require that you state the mileage of the vehicle described on this certificate, when transferring ownership. Failure to do so, or not telling the truth about the mileage may result in fines and/or imprisonment.

The odometer on the vehicle described above has: 5 digits 6 digits, not including tenths

I certify that, to the best of my knowledge, this odometer reading reflects the "ACTUAL MILEAGE" of the vehicle described above.

I certify that, to the best of my knowledge, this odometer reading "EXCEEDS MECHANICAL LIMITS."

I certify that, to the best of my knowledge, this odometer reading is "NOT THE ACTUAL MILEAGE. WARNING: ODOMETER DISCREPANCY."

ODOMETER READING

(see limits)

DEALER CERTIFICATION:

I certify: The vehicle described above was sold to the purchaser on the date indicated. At the time of delivery the purchaser was notified to register the vehicle. This vehicle complied with equipment requirements of the Commissioner's Regulations. At the time of delivery, such equipment was in condition and repair to render satisfactory and adequate service on the public highway under normal use. Equipment certification does not apply to a vehicle sold as new, wholesale, or salvage. All New York State and local taxes due as a result of this sale have been collected from the purchaser. Title and license fees have been collected as a Class A motor vehicle pursuant to Section 218-b(1) of the Penal Law.

PRINT full name of dealer or authorized rep. LONG ISLAND AUTOMOTIVE GROUP, INC. BNA LA/RO SHELTON NY	Date 07/31/2003	Dealer Facility No. 7000020
PRINT full name of purchaser	Date 07/31/2003	Selling Dealer NY State Tax No. 31-335974405

STOCK # 1268813 - CUSTOMER COPY
 DEAL # 7936

ANY CHANGE OR ALTERATION VOIDS THIS CERTIFICATE

**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).**