



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 100149

Date Received

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Repository

Reference No.  
10144016

OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City FRANKLIN LAKES State NJ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to contact the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized signature or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 12/10/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
SALMF11 [REDACTED] Make LAND ROVER Model RANGE ROVER Model Year 2003  
Date Purchased 05-APR-03 Dealer's Name and Telephone Number LAND ROVER OF PARAMUS Engine: No. Cylinders 8 Fuel Type: Gas  
Original Owner  Dealer's City PARAMUS State NJ Zip Code 07652  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain 4 WHEEL DRIVE  
Vehicle Component Code 012000 STEERING: COLUMN  
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 08-AUG-2005 Failure Mileage 20000 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/B5R15)  
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

(Covered accidents include: Rollovers, Frontal, and Side Impacts)

Crash  Yes  No Fire  Yes  No Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] 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).

DT: THE CONTACT STATED THE STEERING WHEEL CAME LOOSE AND FELL INTO THE CONTACT'S LAP WHILE DRIVING. HE WAS ABLE TO MANUALLY RAISE THE STEERING WHEEL UP INTO THE COLUMN AND DRIVE THE VEHICLE TO THE DEALER. THE DEALER DISCOVERED A PLASTIC PART ON THE STEERING COLUMN ASSEMBLY BROKE. THIS PART WAS REPLACED WITH A METAL PART. ALSO, THE TELESCOPIC STEERING ADJUSTED AUTOMATICALLY. THIS CAUSED THE POSITION OF THE STEERING WHEEL TO CHANGE RANDOMLY WHILE DRIVING. THE DEALER ATTEMPTED TO CORRECT THE PROBLEM BY REPROGRAMMING THE SOFTWARE. NO FURTHER REPAIRS HAVE BEEN MADE AT THIS TIME. \*AK

*The steering wheel sporadically adjusts by itself.  
IT has happened multiple times.*

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.