



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 100148

Date Received

Repository ☐

14-JUN-2006

Reference No.
10159842

OWNER INFORMATION (Type or Print)

Name

Address

City

NORMALVILLE

State

PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES
In the absence of an owner's signature, DOT provides your name or address to the vehicle manufacturer.
Signature of Owner *[Signature]* Date *6/19/06*

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

SALHC1343PA

Make

LAND ROVER

Model

CLASSIC

Model Year

1993

Date Purchased
01-MAY-01

Dealer's Name and Telephone Number
SCOTT C'S AUTO SALES

Engine:
No. Cylinders 8

Fuel Type:
Gas

Original Owner
☐

Dealer's City
CONNELLSVILLE

State

PA

Zip Code

15425

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

071100 FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
14-JUN-2006

Failure Mileage
151000

Failure Speed

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: DOTN15ABC036)

☐ 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

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).

DT*: THE CONTACT STATED A RECALL LETTER WAS RECEIVED IN EARLY 2006; THE VEHICLE WAS NOT TAKEN IN FOR REPAIR. THEN A SECOND LETTER WAS RECEIVED AND THE VEHICLE DID HAVE A FUEL LEAK, THE DEALERSHIP WAS ALERTED AND AN APPOINTMENT WAS MADE. THE DEALERSHIP BEGAN TO PERFORM THE RECALL WORK. THE CONTACT WAS ALERTED THAT THE FUEL PUMP WAS DAMAGED WHEN THE TANK ASSEMBLY WAS TAKEN OFF THE VEHICLE AND NEEDED TO BE ORDERED, BUT WOULD BE REPLACED UNDER THE RECALL ALSO. THE DEALERSHIP THEN CALLED THE CONTACT BACK AND STATED THE VIN FOR THE VEHICLE WAS NOT INCLUDED AND NEITHER COMPONENT WOULD BE INCLUDED. THE CONTACT ACQUIRED THE VIN FROM THE DEALERSHIP AND CONTACTED THE MANUFACTURER THAT DETERMINED THIS WAS NOT AN ACCURATE VIN AND THERE WAS NO RECORD OF THIS RECALL. THERE IS NOT AN NHTSA RECALL NUMBER, BUT THE NUMBER ON THE LETTER IS B156.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-578) 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)

I have enclosed a copy of the recall letter, stating clearly in black & white that my 1993 Range Rover Classic's gas tank is covered under that recall action B156. They are refusing to acknowledge and fix the problem because of the VIN # of my vehicle. I am very frustrated, I have the Make, Model & Year that is stated in the letter and I have the problem of leaking gas, and they are refusing to fix it.

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 79179 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-210
400 7th Street, SW
Washington, DC 20590



Think your vehicle
has a safety defect?



Land Rover North America

May, 2006

RE: Safety Recall Action B156 - Fuel tank cracking - Follow-up Mailing
Vehicles Affected: Discovery Series I and Range Rover Classic
Model Years: 1993 - 1997

ATTN
ATT notes

Dear Land Rover Owner

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that a defect, relating to motor vehicle safety, exists in certain 1994 - 1997 model year Discovery Series I and 1993 - 1995 model year Range Rover Classic vehicles. These vehicles may exhibit cracking in their plastic fuel tanks. Your vehicle is included in this recall action. This letter is the second contact notification to you as the owner of one of the affected vehicles. Land Rover's records indicate that your vehicle has yet to have this Recall action performed.

What is the concern?

Cracks can develop at certain plastic "weld" joints on the top portion of the fuel tank, which can cause a noticeable odor of fuel. The cracking can result in signs of liquid fuel on the underside of the vehicle, particularly when filling the tank. Liquid fuel, in the presence of an ignition source, could result in a fire.

What will Land Rover and your Land Rover Retailer do?

An authorized Land Rover Retailer will replace your fuel tank with an improved design free of charge.

What should you do?

Please contact your authorized Land Rover Retailer at your earliest convenience to schedule an appointment to have Safety Recall Action B156 completed on your vehicle.

How long will it take?

Expected repair time is estimated to be approximately two hours to install a new fuel tank. However, due to service scheduling requirements at the Retailer, your vehicle may be needed for a longer period of time.

What you should do if you have already paid to have this repair completed?

If you meet all the following requirements, you are eligible to receive reimbursement:

1. You own or have owned a 93-95 MY Range Rover Classic or 94-97 MY Discovery Series I.
2. You have paid to replace the fuel tank due to the defect outlined previously in this letter.
3. The repair was performed before May 12, 2006
4. You have an original or legible copy of the paid repair order or invoice showing:
 - A description of the concern reported
 - Itemized parts and labor charges
 - The vehicle model and year and the vehicle identification number
 - The repair date
 - Repair mileage
 - Name and address of the authorized Land Rover Retailer or licensed repair shop
 - Your name and address at the time of the repair

If you have all of the above information, present it to the Service Manager at your authorized Land Rover Retailer and they will arrange reimbursement of your claim. Please ensure that you retain copies of all of the paperwork supporting this claim.

Attention Leasing Agencies:

Federal regulations require that you forward this recall notification

Moved or no longer own a Land Rover?

If you are no longer the owner of the vehicle, Land Rover would like the address of the new owner, using the enclosed return postage-paid card.

Should you have the need to contact Land Rover by mail, please use the following address:

Land Rover North America
ATTN: Customer Relationship Center
555 MacArthur Boulevard
Mahwah, NJ 07430-2327

What should you do if you have further questions?

Should you have any questions regarding this Recall Action or need an authorized Land Rover Retailer please contact the Land Rover Customer Relationship Center at 1-800-637-6637 Option 9. You can also contact Land Rover by email at customer@landroverusa.com and send an email from the "Contact Us" link on the www.landroverusa.com website.

If an authorized Land Rover Retailer fails or is unable to satisfactorily resolve your complaint, without charge within 60 days, you may submit a complaint to the National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590. You may also call the Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) to submit a complaint electronically.

We appreciate your confidence in our product and wish to do everything we can to ensure your satisfaction. Land Rover in cooperation with our authorized Retailer will strive to resolve any issues caused by this campaign.

Sincerely,



Benjamin I. Weiner
Customer Satisfaction Manager