



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-DAHS-2-STOP
(1-888-327-4336)
INTERNET: www.nhtsa-dot.gov/hotline

FOR AGENCY USE ONLY 100145

DATE RECEIVED

Repository ☐

27 JUN 2002 7:29
15 JUN 2002

Reference No.
10152440

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City REDLANDS State CA Zip Code [REDACTED]
Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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 6/1/02

VEHICLE INFORMATION

IF 498 Vehicle Identification Number located at base of windshield on driver's side
SA1P16431A [REDACTED] Make LAND ROVER Model RANGE ROVER Model Year 2002
Land Rover Riverside
Date Purchased 1/25/2002 Dealer's Name and Telephone Number *Desert Motors in Rancho Mirage* Engine *Gas* Fuel Type Gas
Original Owner ☒ Dealer's City RANCHO MIRAGE *Riverside* State CA Zip Code 92504
Transmission Type ☒ Automatic ☐ Antilock Brakes ☐ Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 271100 LATCHES/LOCKS/LINKAGES/DOORS/LATCH
Multiple failures: 7

FAILURE COMPONENT(S) / PART(S) INFORMATION

Incident Date(s) 11-SEP-2002 - 5/13/2007
Failure Mileage 100
Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

The Date _____ The Model (Name or Number) _____ The Size (Example P215/60R15)
DOT No. (Example DOT14AB2345678) ☐ Original Equipment ☐ Failure Location(s) _____
The Component Code _____ The 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: _____

APPLICATION OF INFORMATION

(Please describe in detail the incident, including location, conditions, and relevant facts.)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No
Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

We request Description of Incident(s), Cause(s), and Injury(s).
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 (as if old part is available).

THE CONTACT OWNS A 2002 LAND ROVER RANGE ROVER. THE CONTACT STATED THAT THE DOOR LOCKS WAM AND THE VEHICLE DOORS ARE UNABLE TO BE OPENED. THERE WERE NO WARNING INDICATORS AND THE FAILURE OCCURRED INTERMITTENTLY. THE DEALER DIAGNOSED THE CAUSE OF FAILURE AS THE DRIVER'S DOOR CAMBIE. THE DEALER REPLACED THE PART, HOWEVER, THE FAILURE CONTINUES TO OCCUR INTERMITTENTLY. THE PURCHASE DATE, ENGINE SIZE, AND CURRENT MILEAGE WERE UNKNOWN. THE FAILURE MILEAGE WAS 100.

Land Rover of Riverside has gone out Business

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (5 U.S.C. 552) and the Freedom of Information Act (5 U.S.C. 552) apply to this information. If you are a consumer, you are entitled to know the following: (1) the purpose for which the information is being collected; (2) the uses to which the information will be put; (3) the information will be shared with other agencies; (4) the information will be made available to the public; (5) the information will be used for law enforcement purposes; (6) the information will be used for research purposes; (7) the information will be used for statistical purposes; (8) the information will be used for other purposes. If you are a consumer, you are entitled to know the following: (1) the purpose for which the information is being collected; (2) the uses to which the information will be put; (3) the information will be shared with other agencies; (4) the information will be made available to the public; (5) the information will be used for law enforcement purposes; (6) the information will be used for research purposes; (7) the information will be used for statistical purposes; (8) the information will be used for other purposes.

*it now go to Desert Motors in Rancho Mirage
Please call main headquarters of N. America
Dennis
1-800-4637*

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

*Letter on coversheet with repair information
and time line*

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. 78173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NAT'L HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NHTSA-210
400 7th Street, SW
Washington, DC 20590



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit

www.safercar.gov

or call:

Vehicle Safety Hotline

888-327-4236



NHTSA
U.S. Department of Transportation
National Highway Traffic Safety Administration



To Whom It May Concern:

Imagine being told by your Range Rover Dealership, that they can't guarantee against the possibility that you might get locked in your car, imagine leaving a friends house late at night on a dark street and not being able to open your car with a key or the remote, imagine getting a call from your daughter (2hrs. away) that driver side of the car locked and she had to get out of the side door. Imagine not being able to lock the car and you have expensive medication in your car or the car locks down and your expensive medication is locked inside and your key and remote will not open your car. All of these things have happened to me concerning my 2001 Range Rover.

MAY 05, 2006-----Locked out of car (can not be opened with a key or Remote

Call Range Rover Road side assistance

Told they can't help car is off warranty, told by Roadside service to call AAA

AAA comes out twice cannot open the doors said they tried but cannot help.

Range Rover Roadside Assistance is finally sent out to help

They Flatbed the car to Desert European Motors LTD
760-346 7683

May 25, 2006

Car is returned semi-fixed because the remote did not work and the door would not open. Sometimes it will open with a key other times it stays locked down. When I called and complained they first said it was the battery, it was not and then they told me it was remote it was neither.

May 23, 2007

Totally locked out of car unable to open the doors, AAA flatbeds the Range Rover to Desert European Motor Cars. They return the car almost month later (6/18/07). Questionably fixed!

I feel that Range Rover of North America should be responsible for the computer mechanism that cause this car to lock down. They will not guarantee that I and my family will not be locked in my car. I feel this is dangerous and frightening.

Land Rover of North America 1 800 637 6837
1 877 507 2264

Desert European Motorcars LTD (Steve Moorehouse)
760 346 7683



• Range Rover 2001

8/1/02 Land Rover Riverside (6818 mi.)

- Radio speakers fuzzy
- Driver door difficulty opening

9/11/02 Land Rover Riverside (7075-7079 mi.) (iv 502297)

- Drivers door handle cam kit broken (removed and replaced)
- Replace driver side handle, panel with cam kit
- Radio replaced

9/11/02 Land Rover of Riverside (iv 502193)

- Radio speakers broken
- Problem with opening door
- Battery disconnects ?
-

9/12/02 Land Rover Riverside (502321) (7075/ 7079)

- Check up

8/05/03 Pioneer Centres Land Rover San Diego (iv 109784) (22270-22275 mi)

- Check-up
- Pump failure

Missing 2004

1/07/05 Land Rover Evoque (iv LRC8227580) (40,317 mi)

Air suspension goes out on the way home from Mammoth Ski Area (Bishop)

- C/S electric air suspension unit inoperative
- Valve-Block Failure
- Depressured system, block and driver
- Drive box air
- Call Auto Doc Mammoth 1/3/05
- Call Pathfinder Dealership 1/3/05
- Call tow truck 1/3/05
- Call rental car in Bishop 1/3/05
- Car delivered by Seymes Land Rover 1/10/05

LETTER OF APOLOGY with a check 100.00 check that no dealership would cash.

2/14/05 Seymes Land Rover of Pasadena (iv rocs388026) (41,214 mi)

- Front and left airbags leaking
- Heater core O rings leaking
- Leaking coolant and failed radiator
- Throttle body leaking, leaking coolant

- Water pump leaking
- Failed jockey pulley
- Valve covered exhaust leaking
- Drive belt worn, replaced
- 37,500 mile service

1/10/2006

Inland Rover (951 354 5400) Invoice # 0055.85 miles (53682)

Oil Filter

Oil

Door latch front

Air Springs-sent to Desert European Motors for correction on warranty

2/07/06 Inland Rover Inc Invoice (2120)

vehicle right rear springs suspension leak. Sent back to Desert European Motors for correction.

2/13/2006 Desert European Motor Cars (760 346 7683) in (22653) miles (51249-51254)

replace both air suspensions

check front brakes

replace air springs

5/19/2006-5/25/2006 Desert European Motor Cars In (23942) Miles (51333-51336)

Locked out of Car at 10:00 on Cyprus in Reilands)

AAA comes twice to open the door

Locksmith comes once to open door

Land Rover inc. sends out a tow truck to break window and tow to Desert Motorscars

Replace window and lock

Frozen lock

05/25/2007

Sent Letter to Customer Service (555 34c Arthur Blvd, Mahwah, N.J.) Dennis ?

05/19/2006

AAA of Southern California reimburses for extra costs of Land Rover towing

Talked Dennis at Land Rover Headquarters (1-800-637-6837)

08/02/2006

Inland Rovers Inc In (2776) Miles (59140-59145)

Door again won't open and is sticking

08/23/2006 in (268386) miles (60,032)

Takes to Foreign Auto Tech

1/13/2007 in (27337) miles (64716)
Desert European Motor Cars LTD
Remote will not open car
Left front door outer handle sticks won't open

5/17/2007
Foreign Auto Tech
Problem with mirror remote

05/23/2007 - 5/26/2007 (Called from the dealership Desert Motorcars to come and get our car that the door is required. Drove an hour to get our car but the door would not open. Mechanic was unable to open the car either. (Very embarrassed said they needed to keep the car longer. (Refused to give me a rental and kept the car for almost a month.)

BUT ISSUES STILL NOT CORRECTED) CAR STAYED AT DESERT EUROPEAN MOTOR CARS TILL 06/18/2007 Desert European Cars in (29495) miles (70248-70251)
Locked out of Car in Wal-Mart Parking lot
AAA comes and takes car on Flat bet to Desert European Motor Cars
Attempt to move vehicle would not start
Check starting system from battery to be shorted out
Replaced battery
Check and adjusted vehicle driver latched leakage
Locking and unlocking fixed
Electrical problem with remote and alarm system
Cannot program remote or utilize keyless entry due to computer going bad

06/01/2007
Dennis From Land Rover North America writes letter refusing to take car back or take responsibility for all the dangerous issues concerning the car lockouts. The car is as capable of locking you in the car as locking out. Their solution is to disengage the doors so they don't lock at all, unless you manually go to each door.

Direct Dealer Warranty - Vehicle Details**Vehicle
Details**

VIN:	LPAMJ41A	Reg Number:	
NA VIN:	PM16431A	Distance At Last Claim:	51340 Miles
Description:	RANGEROVER 4.6PET P38A 2001 Model Year		
Dispatched Date:	11-Aug-2000	CSO Number:	446554
Sold Date:	20-Jan-2002	Sold By:	R0275 - Land Rover Riverside
Seller ID:	*****7701		
Type of Sale:	New Vehicle Sale		
Paint:	Epsom Green	Trim Color:	Walnut Leather

Warranty Coverage

Policy:	Expires:	Odometer:	Deductible:
Corrosion Warranty	19-Jan-2008	999999	
Federal Emission Warranty	19-Jan-2010	80000	
Green States Emission Warranty	19-Jan-2009	70000	
Paint Warranty	19-Jan-2006	50000	
Standard Factory Warranty	19-Jan-2006	50000	

Open Field Service Actions

Cads FSA

Message

B233 G/BOX BREATHER /CONDENSATE CONTAMINATION LT +R/R V

Claimed Field Service Actions

Code Actioned By

B166B 13-Feb-2006 Land Rover Rancho Mirage
 B269 20-Aug-2002 Land Rover Riverside
 L700 03-May-2001 Land Rover Riverside
 B242 13-Mar-2001 Pacific Vehicle Processors/New Car
 5X2R 28-Feb-2001 Pacific Vehicle Processors/New Car
 L525 17-Nov-2000 Pacific Vehicle Processors/New Car
 2C7A 26-Oct-2000 Pacific Vehicle Processors/New Car
 5X4Q 26-Oct-2000 Pacific Vehicle Processors/New Car
 67411 26-Oct-2000 Pacific Vehicle Processors/New Car

7R6A 26-Oct-2000 Pacific Vehicle Processors/New Car

Owner/Driver Details

	Owner	Driver
Name:	[REDACTED]	[REDACTED]
Address:	[REDACTED]	[REDACTED]
	Redlands	Redlands
	CA	CA
	[REDACTED]	[REDACTED]
Telephone:	[REDACTED]	[REDACTED]

Warranty Referrals**Features****Equipment:** KRYPTON SIX SPOKE ALLOY WHEELS**Trim Details****Trim:** Walnut Leather**Paint:** Epsom Green**Serial Numbers:**

Description:	Replacement Date:
CATS Radio Number	Not authorized
Door Key Code	Not authorized
Engine number	96D04639A
Front Axle	95L36990A
Gearbox number	0650295923
Ignition Key Code	Not authorized
Lock Set Bar Code	Not authorized
Radio Serial Number	MRA71Q00225290
Rear Axle	55S17854A
Transfer Box	003133035

*Problem before purchase of car***Aftermarket Fits - (Vehicle)**

Land Rover North America, Inc.

October 15, 2002

Redlands, CA

Dear Sir or Madam:

I am writing to inform you that Land Rover Riverside in Riverside, California, is no longer a franchised Land Rover retailer. Land Rover North America plans to appoint another franchised retailer in the Riverside area in the near future; we will notify you when the new retailer is operational.

We care very much about your ownership experience and want to make servicing your Land Rover as carefree as possible. We have several other authorized Land Rover retailers within a reasonable distance of Riverside and have provided their contact information below. These retailers have been advised of Land Rover Riverside's closure and you can contact any one of them to schedule service for your Land Rover:

Land Rover Anaheim Hills
5425 East LaPalma
Anaheim, CA 92807
714-683-4646

Land Rover Rancho Mirage
71-377 Highway 111
Rancho Mirage, CA 92270
760-346-7583

Symes Automotive Group
3475 East Colorado Blvd.
Pasadena, CA 91107
626-795-3381

If you have any questions regarding this, please contact our Customer Relationship Center at 1-800-637-6837 or e-mail us at customerrelations@landroverna.com.

Sincerely,



Gary L. Temple
Vice President, Customer Service

Land Rover North America, Inc.
533 MacArthur Boulevard
Mahwah, New Jersey 07430
Telephone: (201) 818-8500
Fax: (201) 818-9770



Land Rover North America



February 17, 2005

Redlands, CA

Dear

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 advise us 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 1-800-437-6837, option 9, ext. 2945 should there be any future issues with which I may assist you.

Sincerely,

Christal Garcia
Customer Relationship Center

*No Redemptible will
be sent this*

#005547

Reference # 4132091

GIFT CERTIFICATE

Name

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

Not redeemable for cash.

Issue Date:

February 17, 2005





30115 Outer Hwy.
Redlands, CA 92373
809-794-1888

*Company Head
formerly moved
in to
Dress
Motors*

TYPE OF CALL A.U. P.O.	DATE IN	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	P.O. NAME & #	OFFICER NAME & #
NAME					PHONE #		
ADDRESS							
CITY					STATE	ZIP	
YEAR	MAKE/MODEL		COLOR		DOMESTIC	IMPORT	
MOTORIST PLATE #		STATE	VIN #		REGISTERED OWNER		
LOCKDOWN OF VEHICLE							
ROUTED TO							
INSURED BY INSURANCE CO.			APPROXIMATE HOUR		DATE	PHONE #	
TELEPHONE #			DATE	PHONE #			
REASON FOR CALL ☐ ACCIDENT ☐ BREAKDOWN ☐ ABANDONED ☐ UNIDENTIFIED ☐ NO START ☐ OUT OF GAS ☐ FLAT TIRE ☐ FINE LINE ☐ LOCK KEY ☐ NO TRESPASS ☐ TOW JUMP ☐ AND GET ☐ STOLEN ☐ SHUT DOWN ☐ REMOTE TOWING			TYPE OF TOW ☐ FLAT DISCHARGE ☐ TIRE LEFT ☐ BIRD DUTY ☐ HEAVY DUTY TOWED FOR DRIVER BY: ☐ STATE POLICE ☐ LOCAL POLICE ☐ DRIVER OF CAR ☐ OTHER		PERSONAL'S VALUE BY DATE PHONE # VEHICLE STORAGE FEE FROM TO DOLLARS & CENTS VEHICLE DAMAGE (NUMBER) ON VEHICLE  KEYS LEFT Y N RADIO Y N		
SPECIAL EQUIPMENT ☐ WINCH ☐ FLARES ☐ DOLLS ☐ BOWTIE BLOCKS ☐ WALKER ☐ _____ ☐ SEARCH BLOCKS ☐ _____			OTHER INTERESTS ☐ DRIVER ☐ TUNING & PUBLIC ☐ SAVING MONEY ☐ FIRST AID		TO VEHICLE FINISH _____ START _____ TOTAL _____ LAUNCH DATE FINISH _____ START _____ TOTAL _____ EXTRA PERSONS FINISH _____ START _____ TOTAL _____		
REASON OF INCIDENT ☐ OWNER ☐ CHECK ☐ DRIVER'S LOG ☐ LOG ☐ _____ ☐ _____ ☐ _____ ☐ _____ COMMIT CHARGE # _____			ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED DATE _____ BY _____ DATE _____ DATE _____ DATE _____				
REASON OF INCIDENT ☐ OWNER ☐ CHECK ☐ DRIVER'S LOG ☐ LOG ☐ _____ ☐ _____ ☐ _____ ☐ _____ COMMIT CHARGE # _____			ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED DATE _____ BY _____ DATE _____ DATE _____ DATE _____				

Inspection Report



"Safety checks" and visual inspections performed by our factory-trained staff will keep your Lend Lease vehicle working in peak condition at an optimum level, so you can drive on the road. And best of all, your Service Advisor will be happy to speak with you about service options.

64716

2001 RR LP

Year/Make/Model

Engine Size

VIN

01-12

Date

May Require Future Attention*

FULL

- Engine Oil
- Windshield Washer
- Power Steering
- Transmission (if equipped w/ Opticak)
- Brake Reservoir
- Headlamp Washer
- Coolant Reservoir Reservoir

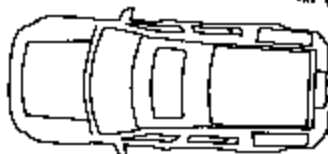
- Good
- Concern

Reservoir

Bad

RF

RR



LF

LR

2001 RR LP (2001 RR LP) (2001 RR LP) (2001 RR LP)

3 to 5mm or 1/8" (2mm) to 3/8" or 2 to 3mm or 1/8" to 4/32" (Drive)

Less than 3mm or 1/32" (Drive) or Less than 2mm or 1/32" (Drive)

Check these measurements at the time this service visit.

Comments:

LF

TREAD DEPTH

- 1/32" or Greater
- 4/32" to 8/32"
- 2/32" or Less
- 1/32" or Greater
- 4/32" to 8/32"
- 2/32" or Less



1/32" or Greater

1/32" or Greater

LR

LF

LR

Wear Pattern / Damage

Time Wear Indicator

Alignment Check Recommended

Wheel Balance Recommended

Comments:

Tire Pressure Set to

- Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps
- Visually inspect front-end alignment
- Windshield washer spray wiper operation and wiper blades
- Windshield cracks and/or chips
- Heating, ventilation and air conditioning check
- Engine air cleaner filter
- Oil and/or fluid leaks
- Constant velocity (CV) drive axle boots (if equipped)
- Exhaust system (leaks, damage, loose parts)
- Steering and steering knuckles
- Shock/struts, air suspension and other suspension components for leaks and/or damage
- Brake system (including lines, hoses and parking brake)
- Engine cooling system, hoses and clamps
- Radiator, heater and air conditioning hoses for leaks / damage
- Accessory drive belt(s)
- Clutch operation (if equipped)
- Slide inspection due (if applicable)
- Your next completed maintenance
- Your next factory scheduled maintenance to due at

North / Day / Year

Month / Year / Year

Month / Year / Year

Comments:

LF Door - Reconnect - info -

Use factory recommended oil and filter. (See Owner's Manual for details.)

Service Advisor:

792

Technician:

Customer Signature:

AUTOMOBILE CLUB OF SOUTHERN CALIFORNIA

TOW

May 19, 2006

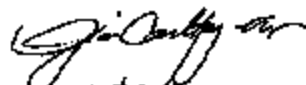
Membership: 27920826-6

Dear [REDACTED]:

Enclosed is the refund application you requested. Please complete this form and attach the original receipt and return both items in the envelope provided. (Don't forget to keep a copy for your records.)

If you have any other questions or concerns, please don't hesitate to call me at 800-400-4222.

Sincerely,



Guacarlo Rajardo
Automobile Club of Southern California
Roadside Assistance Division

1-888-222-94

Domise



AUTOMOBILE CLUB OF SOUTHERN CALIFORNIA REIMBURSEMENT APPLICATION

Please be aware of these eligibility requirements:

- Include the ORIGINAL receipt. Your reimbursement requests cannot be processed with a photocopy or facsimile.
- The receipt must be made out to a valid Automobile Club of Southern California member.
- The application with your receipts must be presented or received within sixty (60) days of the service date.

Please follow these instructions: The receipt date for applicable member reimbursement provisions. Complete this application form fully. Please type or print legibly to expedite processing. Keep copies of this Reimbursement Application and your receipt for your records. Attach the ORIGINAL receipt to this Reimbursement Application and mail to the Automobile Club of Southern California at the following address:

AAA Club Services, LLC, Attn: R&B A-374, PO Box 28801, Irvine, CA 92629-5801

Member's Name: [Redacted] Day Phone: [Redacted] E-Mail (optional): [Redacted]

Mailing Address: [Redacted] City/State: Redlands Zip Code: [Redacted]

Club Code: [Redacted] Membership Number: [Redacted] Expiration Date: 7/18/06

Date of Service: 5/19/06 Time of Service: 10:30 AM

Vehicle Year: 2001 Make: Range Rover Color: Green License: [Redacted] State: CA

Location of Service: 24 W. Palm City/State: CA

Problem with Vehicle: locked doors unable to open doors

Service provided: (Check) Flat Tire, Battery, Fuel, Start, Vehicle Lockout, Towing, Collision, Wash, Vehicle Locksmith, Home Lockout Service

If in need, to what destination: Bancho Mirage 760-346-7483 City/State: CA How many miles: 58

Did you call AAA for service? \$ 77.00 Yes ☒ No ☐ 77.00 + 58 miles

Was service provided by a AAA service provider? 158.00 Yes ☐ No ☒ 8.00 a

Was your presence when service arrived? 857.20 Yes ☒ No ☐ 58

Was a valid AAA card & matching photo ID presented at the time of service? Yes ☒ No ☐ 35

If AAA was not present for service, please explain: Not able to fix the problem

If AAA was called earlier and why were you changed? " " " " "

Comments: The driver told me I needed to contact the

Amount charged for service: 8.00 + 35 miles free + 8.00 OVER - 58n (For applicants about the service requested)

Amount to be reimbursed: Range Rover dealer ship

Dear Member: Thank you for your Reimbursement Application. Please be advised that your request will be processed as quickly as possible. You should receive a written response within six (6) working days after your request has been received. If not, please feel free to call R&B Administration toll free at 1-888-212-0441.

For office use only: Date Received: ERS/CSR / Field Office

Allow Reimbursement Yes ☐ No ☐ If Yes, amount: 157

Reimbursement type: total mileage 58 - - 35 = 23 x 8.00 Amount / Center:

- (RF 1) Classic towing, which, tire, battery or lockout reimbursement to a Classic, AAA Plus, or AAA Premier member - 0220 / 252
- (RF 2) Classic lockout reimbursement to a Classic, AAA Plus, or AAA Premier member - 0228 / 252
- (RF 3) RV/Motorcycle towing or RV fire damage reimbursement to a Classic or AAA Plus-RV/Motorcycle member - 0230 / 252
- (RF 4) AAA Plus towing, fuel, or lockout reimbursement to an individual AAA Plus or AAA Premier member - 0254 / 252
- (RF 5) AAA Plus towing, fuel, or lockout reimbursement to a family AAA Plus or AAA Premier member - 0265 / 252
- (RF 6) AAA Premier towing reimbursement to an individual AAA Premier member - 0777 / 252
- (RF 7) AAA Premier towing reimbursement to a family AAA Premier member - 0779 / 252
- (RF 8) AAA Premier RV/Motorcycle towing or RV fire damage reimbursement to a AAA Premier-RV/Motorcycle member - 0787 / 252
- (RF 9) Home Lockout Service reimbursement to an individual AAA Premier member - 0785 / 711
- (RF 10) Home Lockout Service reimbursement to a family AAA Premier member - 0786 / 711

Other reimbursement type: [Redacted]

REIMBURSEMENT CALCULATION:

\$ Fee Code \$ Fee Club Reimbursement Receipt Amt Covered Amt \$/Mile Deduct Amount Reimbursed

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**