



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 [ ]

07-SEP-2007

Reference No. 10202152

PM 2: 58

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City FAIRVIEW State NC Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Evening Telephone Number [Redacted]

Do you authorize [Redacted] to report to the manufacturer of your vehicle? [X] YES [ ] NO
In the absence of [Redacted] NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [Redacted] Date 10/1/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: SALME11403A [Redacted]
Make LAND ROVER Model RANGE ROVER Model Year 2003
Date Purchased [Redacted] Dealer's Name and Telephone Number LAND ROVER Engine: No: Cylinders Fuel Type: Gas
Original Owner [X] Dealer's City ASHEVILLE State NC Zip Code [Redacted]
Transmission Type AUTOMATIC [X] Antilock Brakes [X] Cruise Control Powertrain ALL WHEEL DRIVE
Vehicle Component Code 103000 POWER TRAIN:AUTOMATIC TRANSMISSION
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 05-SEP-2007 Failure Mileage 75000 Failure Speed 35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15) [Redacted]
DOT No. (Example: DOTM19ABC036) [Redacted] [ ] 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

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash [ ] Yes [X] No Fire [ ] Yes [X] 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).

2003 RANGR ROVER HSE , LOUD KNOCKING NOISE WHEN GOING FROM REVERSE TO DRIVE, 5 MINUTES LATER A GRINDING NOISE HAPPENED THAT WAS VERY LOUD. THE CAR RESPONDED WITH A LOUD GRINDING SOUND WHEN TRYING TO APPLY GAS. I WAS LUCKY THAT I WAS NOT ON A HIGHWAY AND COULD PULL THE CAR OVER

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

The Privacy Act of 1974-Public Law 93-579 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 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.

Land Rover/Greenville/SC

[REDACTED]  
Greenville, SC [REDACTED]

Wednesday, October 03, 2007

Attention Please: [REDACTED]

Dear Sir,

Recently I drove my 2003 Range Rover HSE from Asheville, NC to Provincetown, MA. Before leaving for my trip I spent [REDACTED] at Fletcher Land Rover to have my vehicle serviced: to repair a slow leak in the left rear tire, to check the "check engine" light signal, radiator leak, etc. At the time of service, I told the mechanic that I was taking a long driving trip and I wanted to make sure the vehicle was serviced and in good running-order before I left. After the service and repairs, my "check engine" light came on again. I called Land Rover Fletcher and the mechanic told me not to worry about it—that it was probably just the sensor switch. So, I left for vacation.

Several days after arriving at Provincetown on the Cape, the front differential assembly and front drive shafts on my Range Rover went out and had to be replaced. We waited two hours for a tow truck to drive up from Hyannis to get the car. When the car was ready for pick-up, we had to scramble to find a rental car on the island and then drive two hours to pick up the car. We had to cancel some of our vacation plans to do this. As we were departing the Cape at the end of our time there our left rear tire went flat. We felt like a big Range Rover joke.

Please note that in 2005 my Mother replaced the drive shaft in this 2003 Range Rover HSE. I find it incredible that in a mere two years I would have to replace the very same equipment again. Clearly, this particular model is defective. I want to know what you and Land Rover plan to do about this issue. I feel that a company of your caliber should stand behind your products and your customers.

I have gone on-line to find that many other Range Rover owners are experiencing problems with the differential and drive shaft. I have recorded my complaint officially with the NTSB. I will cooperate and participate with the NTSB should they decide to launch an investigation into the Range Rover HSE.

In the meantime, I would like to know how Land Rover plans to deal with this issue in the Range Rover. My Dad, Fred Rush, purchased the car in late 2003 for approximately [REDACTED]. When I inherited it in 2005 after my Mother's death, I purchased a [REDACTED] extended warranty for the vehicle. The drive shaft on this vehicle has been replaced twice. What the hell? There is something very wrong going on here.

I want to know what Land Rover plans to do if the drive shaft or differential on my car goes out again. Are you prepared to stand behind your vehicles and your clients? If I experience another major issue with this car I will expect to be financially compensated or put in another vehicle.

Please pull all my service and repair records for the life of my car from Fletcher Land Rover. Please send me all records for my car to me at the address below.

Please contact me about this matter. Thank you for your time and attention to my case. I look forward to hearing from you.

P.S. / The "check engine" light is back on again. I will be contacting Fletcher Land Rover ASAP.

Sincerely,

[REDACTED]  
[REDACTED]  
Fairview, NC [REDACTED]  
[REDACTED]

CC: NHTSA, Washington, DC, Better Bureau of Business, Asheville, NC

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).