



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 ☐

11-SEP-2007
2007 DEC 12 AM

Reference No.

101010539

OWNER INFORMATION (Type or Print)

Name

Address

City

LENOIR CITY

State TN

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 ☐ NO
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 9/24/07

VEHICLE INFORMATION

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

Make

LAND ROVER

Model

FREELANDER

Model Year

2002

Date Purchased
01-JUL-07

Dealer's Name and Telephone Number

Land Rover Knoxville (865) 777-3000

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☐

Dealer's City

Knoxville

State

TN

Zip Code

37922

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

ALL WHEEL DRIVE

Vehicle Component Code

013000 STEERING:GEAR BOX (OTHER THAN RACK AND PINION)

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
10-SEP-2007

Failure Mileage
82558

Failure Speed
10

Rack was Replaced under Warranty, Last April 2006
at LR Knoxville with LRO Equipment

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Kuhmo

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Rockford TN

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).

TL*THE CONTACT OWNS A 2002 LAND ROVER FREELANDER. WHILE SLOWING DOWN AND TURNING AT 10 MPH, THE STEERING RACK MADE A LOUD CRUNCHING SOUND AND THE CONTACT LOST TOTAL STEERING CONTROL. THE DEALER STATED THAT THE RACK AND PINION FAILED. THE RACK HAD BEEN REPLACED THE PREVIOUS YEAR. THE VEHICLE WAS REPAIRED. THE VIN WAS UNAVAILABLE. THE CURRENT AND FAILURE MILEAGES WERE 82,558.

In addition I returned the Land Rover to the dealer in Knoxville who changed the Rack and Pinion last year only to be told my car had been in an accident which I knew was not true. So I contacted a body shop to investigate and they confirmed that it had not been in an accident also. The dealer's body shop manager confirmed it had not been in an accident and caused the component to fail. I filed a claim with Land Rover USA and they were waiting on a call from LR Knoxville to go ahead with a claim but LR Knoxville Service Dept. lied and told them it had been in an accident. So LR USA cancelled my claim. 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 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)

So I contacted Mr. Priddy the General Manager and he put me in contact with Pat Simpson which manages LR Chattanooga LR Knoxville and Knoxville Motor Corp. and he talked to the Service group at LR Knoxville and instructed them to call back L Rover USA and inform them that this was not a result of any accident that the Rack failed on its own. Why LR Knoxville lied about my vehicle is unclear but someone needs to investigate why these bolts in my Rack and Pinion sheered off at the same time and caused a complete failure of the Rack.

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

MEMPHIS TEL 379

01 OCT 2007 PM 2 T

**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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

2025010000

Year	1980	1981	1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100
1980	1981	1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	

**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

nhitsa
www.nhitsa.dot.gov
people saving people

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