



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 17-SEP-2008	Repository <input type="checkbox"/>
	Reference No. 10242700

OWNER INFORMATION (Type or Print)

Name				Daytime Telephone Number	E-mail Address
Address					
City IRVINE	State CA	Zip Code		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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side SALAE25485A	Make LAND ROVER	Model LR3	Model Year 2005
Date Purchased 12/2007	Dealer's Name and Telephone Number JAGUAR-Land Rover Newport Beach (949) 270-9800	Engine: No: Cylinders 8	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City NEWPORT BEACH	State CA	Zip Code 92660
Transmission Type automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 010000 STEERING
Multiple Failure:			

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 10-JAN-2008	Failure Mileage 26000	Failure Speed 60	Vehicle pulls to right. Requires multiple 4 wheel alignment. Uneven tire wear.
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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: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 2005 LAND ROVER LR3. WHILE DRIVING LESS THAN 60 MPH, THE VEHICLE VEERED TO THE RIGHT. THE DEALER MADE THE NECESSARY REPAIRS, BUT THE FAILURE OCCURRED THREE ADDITIONAL TIMES. THE VEHICLE WAS RETURNED TO THE DEALER AND A FOUR WHEEL ALIGNMENT WAS PERFORMED. AFTER THE FOURTH FAILURE, THE CONTACT BECAME SUSPICIOUS THAT THE REPAIRS WOULD ONLY PROVIDE A TEMPORARY REMEDY INDEFINITELY. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 26,000 AND CURRENT MILEAGE WAS 44,000.

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.

UNIT# 5939

5939

1 1 2 5 7 4

**JAGUAR · LAND ROVER
NEWPORT BEACH**

2101 Dove Street
NEWPORT BEACH, CA 92660 - 1905
Phone (949) 270-9800
Fax (949) 270-9801



www.jaguarnewportbeach.com
www.landrovernewportbeach.com



INVOICE

PAGE 1

IRVINE, CA
HOME:

BUS:

SERVICE ADVISOR: 75 GLENN WEITZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BONATTI GR	05	LAND ROVER LR3 SE V8	SALAE25485A		34983/34990		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23APR05 IS		08SEP2009	18:00 28APR08		135.00	CASH	29APR08
R.O. OPENED	READY	OPTIONS: STK:5939 ENG:4.4 Liter					
10:05 28APR08	10:47 29APR08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER REPORTS THAT THE VEHICLE STEERING IS PULLING TO THE RIGHT,
CHECK AND ADVISE

ALIGN PERFORM FOUR WHEEL ALIGNMENT (FRONT AND REAR)

PARTS: 1010 ISP (N/C)
0.00 LABOR: 0.00 OTHER: * * * 0.00 * * * TOTAL LINE A: 0.00

34990 ALIGNMENT ANGLE ROAD TESTED VEHICLE, CONFIRMED SLIGHT RIGHT PULL,
PERFORMED FOUR WHEEL ALIGNMENT, ROAD TESTED VEHICLE, CONFIRMED NO
FURTHER ABNORMAL PULL CONDITION

B CUSTOMER REQUESTS THAT WE MATCH ALL FOUR WHEEL VALVE STEM CAPS WITH
CHROME MISSING AFTER LAST VISIT
S110 RENEW VALVE STEM CAPS

PARTS: 699 SP (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

34983 REPLACE THE WHEEL VALVE STEM CAPS WITH NEW CHROME CAPS

C** STANDARD RENTAL/LOANER IS PROVIDED BY ENTERPRISE RENT-A-CAR.
CUSTOMER IS RESPONSIBLE FOR GAS/FUEL CHARGES AND ANY INSURANCE
VEHICLE UPGRADE IF REQUESTED IS AT CUSTOMERS EXPENSE.

CAUSE:

RENTAL STANDARD RENTAL/LOANER IS PROVIDED BY
ENTERPRISE RENT-A-CAR. CUSTOMER IS
RESPONSIBLE FOR GAS/FUEL CHARGES AND ANY
INSURANCE. VEHICLE UPGRADE IF REQUESTED IS
AT CUSTOMERS EXPENSE.

699 WR (N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

*For Your Convenience
Service Dept. Hours:
Monday thru Friday
7:00 a.m. to 6:00 p.m.*

*The Best Place To Buy
Or Lease.*



ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INS/ ADJ	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

I acknowledge notice and oral approval of an increase in the original estimated price.

X CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

X

BAR # AB 226193

EPA # CAL 000266702

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
CUSTOMER COPY

2

5939

108916

LAND ROVER NEWPORT BEACH

1540 Jamboree Road
NEWPORT BEACH, CA 92660
Phone (949) 640-6445
Fax (949) 759-3528

INVOICE

PAGE 1



SERVICE ADVISOR: 930 LANAYA WRIGHT

UNIT# 5939

IRVINE, CA

HOME:

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BONATTI GR	05	LAND ROVER LR3 SE V8	SALAE25485A		26615/26625	

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
23APR05	IS	08SEP2009	17:06	18DEC07		CASH	18DEC07

R.O. OPENED: READY: OPTIONS: STK:5939 ENG:4.4 Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUSTOMER REPORTS THAT THE VEHICLE IS PULLING TO THE RIGHT, CHECK AND ADVISE

PERFORMED ALIGNMENT
994 ISP
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

26625 ALIGNMENT VERIFIED CUSTOMER CONCERN, PERFORMED 4 WHEEL ALIGNMENT TO CORRECT PULL ISSUE. PERFORMED ROAD TEST FOR REPAIR VALIDATION, FOUND NO FURTHER CONCERNS.

B** ADD RUNNING BOARDS

\$110 INSTALLED RUNNING BOARDS

77 CL 390.00 390.00
1 VTK500010 STEP - BODY SIDE 719.98 719.98 719.98
PARTS: 719.98 LABOR: 390.00 OTHER: 0.00 TOTAL LINE B: 1109.98

26625 INSTALL RUNNING BOARD

Newport Beach would like to thank you.

E-mail address for our

will be shared with America for service reminder only.

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Service Dept. Hours:
Monday thru Friday
7:00 a.m. to 6:00 p.m.

The Best Place To Buy
Or Lease.



ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	390.00
		PARTS AMOUNT	719.98
		GAS, OIL, LUBE	0.00
I acknowledge notice and oral approval of an increase in the original estimated price.		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
X	CUSTOMER SIGNATURE	TOTAL CHARGES	1109.98
	CUSTOMER SIGNATURE	LESS INS/ ADJ	0.00
X		SALES TAX	55.80
	BAR # AB 226193 EPA # CAL 000265702	PLEASE PAY THIS AMOUNT	1165.78

CUSTOMER COPY

UNIT# 5939

106785

LAND ROVER NEWPORT BEACH

INVOICE

1540 Jamboree Road
NEWPORT BEACH, CA 92660
Phone (949) 640-6445
Fax (949) 759-3528

PAGE 2



HOME: BUS:

SERVICE ADVISOR: 1171 MATT THAYER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BONATTI GR	05	LAND ROVER LR3 SE V8	SALAE25485A		25361/25615	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
23APR05 IS		08SEP2009	18:00	29OCT07		CASH	16OCT07

RO OPENED: READY OPTIONS: STK:5939 ENG:4.4 Liter
 14:19 05OCT07 07:48 16OCT07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

D** REPLACE 2 WORN OUT TIRES
 TIRES REPLACE TIRES AS NEEDED
 994 IUCL (N/C)
 2 255-60-18GYV V-TYRE (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

25615 REPLACED TWO FRONT TIRES DUE TO REPLACED BOTH FRONT TIRES DUE TO PREMATURE WEAR ON INSIDE EDGE

E** PERFORM FOUR WHEEL ALIGNMENT (FRONT AND REAR)
 ALIGN PERFORM FOUR WHEEL ALIGNMENT (FRONT AND REAR)
 994 IUCL (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

25615 4 WHEEL ALIGNMENT PERFORMED 4 WHEEL ALIGNMENT
 F** BRAKE FLUSH
 BRKFL BRAKE FLUSH
 994 IUCL (N/C)
 1 84032 DOT 4 BRAKE FLUID (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

25615 PERFORMED BRAKE FLUSH SVC PERFORMED BG BRAKE FLUSH SVC
 G** 30,000 MILE SERVICE IN ACCORDANCE WITH THE MANUFACTURER'S SCHEDULE
 CAUSE: 30K SERVICE
 30K 30,000 MILE SERVICE IN ACCORDANCE WITH THE MANUFACTURER'S SCHEDULE
 994 W97 (N/C)
 1 LR007160 FILTER ASSY - OI (N/C)
 1 1013938 PLUG - OIL DRAIN (N/C)
 9 5W30 5W30 OIL (N/C)
 1 JKR500020 FILTER ASSY (N/C)

<i>For Your Convenience</i> <i>Service Dept. Hours:</i> <i>Monday thru Friday</i> <i>7:00 a.m. to 6:00 p.m.</i>	ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
	\$	\$	LABOR AMOUNT	
<i>The Best Place To Buy</i> <i>Or Lease.</i> 	I acknowledge notice and oral approval of an increase in the original estimated price.		PARTS AMOUNT	
	X	CUSTOMER SIGNATURE	GAS, OIL, LUBE	
	X	CUSTOMER SIGNATURE	SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INS/ ADJ	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	
	BAR # AB 226193	EPA # CAL 000265702		

CUSTOMER COPY



LAND ROVER Class Action

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Land Rover Class Action

Welcome to the Shepherd, Finkelman, Miller & Shah, LLC ("SFMS") website for its investigation regarding certain **Land Rover LR3** and **Range Rover Sport** models.



SFMS is currently investigating allegations that certain Land Rover LR3 and Range Rover Sport model tires are subject to uneven and premature wear, which results in owners and lessees of these vehicles being required to replace the tires after a very short life-span. In October 2006, Land Rover issued **TSB LA204-005** in the United States, which covers Land Rover LR3 **VIN Nos. 5A000360 to 6A403382**. TSB LA204-005 states that LR3 customers may experience premature tire wear as a result of bushing settlement that affects the steering alignment geometry settings of the vehicles and results in the LR3s' geometry settings being placed "outside of normal tolerance, which may in turn increase tire wear." In October, 2006,


Land Rover also issued **TSB LS204-008** in the United States, which covers Range Rover Sport (LS) **VIN Nos. 6A900129 to 6A970174**. TSB LS204-008 likewise attributes premature tire wear in these vehicles to the steering alignment geometry of the affected vehicles experiencing "bushing settlement." Each of the TSBs identified above first indicated to dealers that the premature tire wear could be alleviated by adjustments to the vehicles' alignment. Upon information and belief, however, Land Rover subsequently was forced to recognize that such an alignment adjustment was not effective and, in certain circumstances and for certain customers, Land Rover began offering to replace tires (or to pay for part of the cost of replacement tires) pursuant to a warranty adjustment program (commonly referred to as a secret warranty program) based upon a formula that assumes a 30,000 mile useful life for tires placed on these vehicles.

SFMS has been retained to investigate allegations that Land Rover's conduct violates the consumer protection laws of certain states and has filed class actions on behalf of LR3 consumers in California, Florida, Michigan and Ohio as of this date. SFMS also has been retained to pursue claims on behalf of consumers in a number of other states and expects to file complaints on behalf of consumers in most, if not all, states in the United States. If you would like to review a copy of one of the complaints that SFMS has filed on behalf of its clients, please email lrubinow@sfmslaw.com and request a copy of the Land Rover complaint that SFMS has filed for a particular state.

If you own or lease a Land Rover LR3 or a Range Rover Sport and are experiencing uneven and premature wearing of the tires and would like to be added to our contact list, please **contact us through this link**.

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	<h1>TECHNICAL BULLETIN</h1>					No: LTB00116
						Issue: 1
						Date: 26 FEB 2008
CIRCULATE TO:	Service Mgr.	Warranty	Workshop	Body Shop	Parts	
	X	X	X	X		

THIS BULLETIN REPLACES LA204-005, ISSUE 3.
CHANGES ARE HIGHLIGHTED WITH GREY BACKGROUND

SECTION: 204-00

Uneven Tire Wear - Repair Procedure

AFFECTED VEHICLE RANGE:

LR3 (LA)

VIN: 5A000360 - 6A403382

Model Year: 2005 - 2006

CONDITION SUMMARY:

UNEVEN TIRE WEAR

Situation: A customer may report a concern of uneven tire wear. The steering alignment geometry of certain vehicles may experience some bushing settlement during early vehicle life. Following initial production geometry setting, this settling may alter the geometry settings outside of normal tolerance, which may in turn increase tire wear.

Revised geometry settings introduced after 6A403382 compensate for this situation.

⚠ NOTE: This situation is not experienced on all vehicles. Toe sensitivity may be attributed to other factors.

⚠ CAUTION: Retailers who sublet alignment to outside shops must provide the information in this bulletin to the alignment facility to ensure proper settings when uneven tire wear symptoms are being addressed. Additionally, all vehicles equipped with EAS sent for sublet alignment **MUST** have been placed in the "tight tolerance" geometry setting mode prior to delivery using IDS. For additional information regarding the 'tight tolerance' geometry setting mode, refer to Technical Bulletin LA204-007.

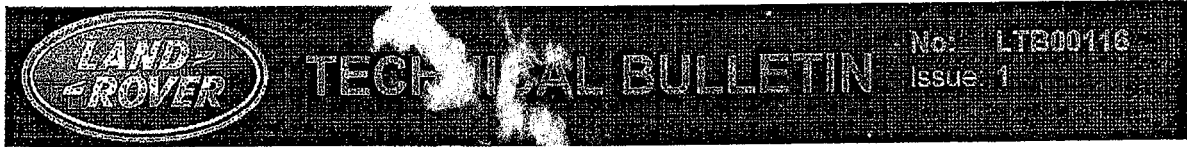
Action: Should a customer express a specific concern of uneven tire wear, refer to the Repair Procedure detailed in this bulletin to adjust the vehicle geometry to the "target" settings noted below.

⚠ NOTE: In other situations requiring geometry adjustment, where a specific concern of uneven tire wear is not expressed or diagnosed, the geometry dimensions in the workshop manual should be used. A specific set of "target" geometry data is provided in this bulletin for use in vehicles where the geometry needs to be adjusted to correct an uneven tire wear concern.

PARTS:

No parts required

NOTE: The information in Technical Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers." If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether the bulletin applies to a specific vehicle.



WARRANTY:

△ **NOTE:** Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time.

△ **NOTE:** For additional information regarding the 'tight tolerance' geometry setting mode, refer to Technical Bulletin LA204-007.

DDW requires the use of causal part numbers.
Labor only claims must show the causal part number with a quantity of zero.

Description	SRO	Time (Hours)	Condition Code	Causal Part
Place vehicle in "tight tolerance" mode using IDS and align suspension geometry	57.65.04	1.80	W6	ALGN4W

Normal warranty policy and procedures apply.

REPAIR PROCEDURE

ALIGN SUSPENSION GEOMETRY

1. If the vehicle has Electronic Air Suspension (EAS), refer to Technical Bulletin LA204-007, connect IDS to the vehicle and place the Electronic Air Suspension (EAS), into "tight tolerance" geometry setting mode.

△ **NOTE:** A small number of coil sprung vehicles were imported into North America at the very start of LR3 importation. Step 2 is included in the event that such a vehicle requires suspension alignment.

2. If the vehicle has coil spring suspension, perform the following steps to ensure that the equivalent of a full tank of gasoline weight is present in the vehicle when the alignment process is performed:

△ **NOTE:** LR3 fuel tank capacity is 22.7 US gallons (86.3 liters). A full LR3 fuel tank weighs approximately 152 lbs (69 kg).

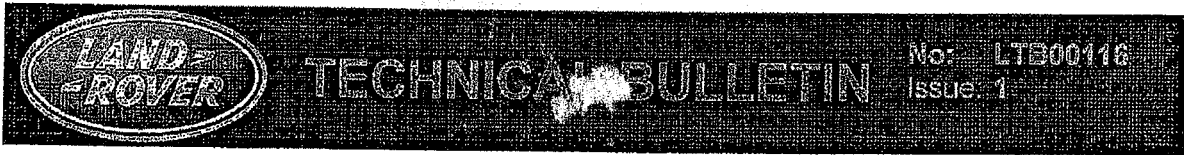
- Accurately determine the volume of fuel in the tank.
- If the tank is not full, calculate the weight of the fuel in the tank using one of the following formulas:
 - Multiply the number of US gallons of fuel by 6.7 to equal total pounds of fuel.
 - Multiply the number of liters of fuel by 0.8 to equal total kg of fuel.

△ **NOTE:** Any weight equivalent placed into the load space area must be evenly distributed at the front and the right hand side of the load space.

- Calculate the weight equivalent that must be added to the load space area by subtracting the total amount of fuel currently in the tank from the LR3 fuel tank capacity of 152 lbs. (69 kg).

△ **NOTE:** Vehicles that have any of the front or rear, upper or lower control arm bushings changed must complete a ten mile road test before having the geometry checked and adjusted if necessary. The road test will allow the suspension to settle.

△ **NOTE:** GTR lookup sequence is as follows:
GTR Home > NAS > Service Information/ LA – LR3 > Workshop Manuals > Bookmark



"Chassis/Suspension/204-00: Suspension System – General Information" Link "Four-Wheel Alignment (57.65.04)"

- ⚠ CAUTION:** GTR identifies an alignment specification range. The exact "TARGET SPECIFICATIONS" in the table below should be used on vehicles that have experienced uneven tire wear. When setting suspension geometry after front or rear/upper or lower control arm bushing replacement, the rear toe should be set to the TARGET SPECIFICATION in the table.
3. Refer to GTR section 204-00 Four-Wheel Alignment operation 57.65.04 and adjust the front and rear wheel alignment to the "TARGET" specification figures noted in the table below:

TOE ADJUSTMENT	TARGET SPECIFICATIONS (decimal degrees)
Front total toe	+0.14 to +0.18
Left-hand rear toe	+ 0.18 (Target)
Right-hand rear toe	+ 0.18 (Target)
Rear total toe	+ 0.34 to + 0.38