



DEC 7 2009

DOT Auto Safety Hotline

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration**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

06-OCT-2009

Repository ☐Reference No.
10286530**OWNER INFORMATION (Type or Print)**

Name

Address

City

ALEMEDA

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

SALPV1441WA

Make

LAND ROVER

Model

RANGE ROVER

Model Year

1998

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

8

Reg

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

22-SEP-2009

☒ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

115000

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: DOTM19ABC036)

☐ 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

0

Number of Deaths

0

Reported to Police

☒

YES (911)

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 1998 RANGE ROVER. WHILE DRIVING 65 MPH HE NOTICED THAT STEAM SUDDENLY STARTED TO ENTER THE VEHICLE THROUGH THE VENTS WHICH DISTORTED THE DRIVERS VISION. A LOCAL MECHANIC STATED THAT THE O RING FAILED AND NEEDED TO BE REPLACED. THERE WERE NO PRIOR WARNINGS. THE CURRENT AND FAILURE MILEAGES WERE 115000.

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.

• SAN FRANCISCO, CA

PHONE: • FAX: • EMAIL:

National Highway Traffic Safety Administration

Safety Issue:

An rubber O ring in the cabin can fail allowing Steam to enter and blinding the driver's vision.

Driver Vision is COMPLETELY LOST when STEAM enters the Cabin of the Vehicle.

Steam enters the Cabin when the O ring that attached to the heating core fails, allowing steam to escape into the cabin. O rings are rubber and are known to dry and decay over time.

Steam is distributed in the cabin through all vents. It takes less 5 seconds to completely fill the cabin with steam. Steam is white and obscures vision to just a few inches.

EVENT:

On September 22, 2009 I was travelling on Hwy 24 in the SF Bay Area, mid day.

I was travelling about 65 MPH when I noticed over the dash white steam rising along the windshield.

The steam was INSIDE the vehicle. It was NOT smoke but STEAM. I looked in my rear view mirror and could not see anything (STEAM on Glass) , in 3-4 seconds the Vehicle was filled. NOTHING was visible. I slammed on brakes and braced for collision with wall or cars. I could not see, I was a blind man in a large car, moving at 65 MPH on the Freeway. I thought the worst fate.

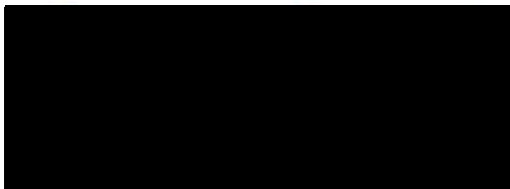
My car stopped motion without collision. I opened doors and steam poured out.
I called and others called 911.

Car was taken to Mechanic who said it was an rubber plastic O Ring at the Heater Core. I called the Manufacturer - Land Rover - and made a report.

I have vehicle heater bypassed now. This can be verified and confirmed.

I reported to Jaguar/Land Rover
Tele 1-800-637-6837 Opt 9 ext 2875
Case 7315503

Sincerely,



WWW.ENGINE-WORKS.COM
1923 MINTURN ST.
ALAMEDA, CA 94501-
(510) 523-6779

ENGINE WORKS
1923 MINTURN STREET
ALAMEDA CA 94501-7005
510-523-6779

Term ID: 72499690 Ref #: 0010

Sale

VISA Entry Method: Swiped
Total: \$ 210.14
09/25/09 15:07:42
Inv #: 000010 Appr Code: 025100
Batch#: 000734
Zip Code:

Customer Copy
THANK YOU!

ACCOUNT NO.		H-PHONE	REFERENCE NO.
P.O. NO.		W-PHONE	DATE/TIME
RESALE NO.		VIN NO.	WO - ES NO.
LICENSE NO.		TAG NO.	BAR NO.
PROMISED DATE/TIME		MILEAGE	WRITTEN BY
.6 HSE 4.6L		118549	0000000008
W UNLESS SPECIFIED			

EMPLOYEE	PHONE	CUSTOMER
53	0000000008	
1		
03		

increase in the original estimate price.

DISCLAIMER OF WARRANTIES: ANY WARRANTIES ON THE PRODUCTS SOLD ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGE FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

EMISSION WAIVER - I understand that I have the right to have emission service and/or adjustment done elsewhere. I hereby waive this right at this time.

PARTS & OTHERS

QTY.	PART NO.	DESCRIPTION	EACH	EXTENSION
1.00	HEATER HOSE	HEATER HOSE	0.00	22.83
1.00	COOLANT	COOLANT	26.50	26.50
1.00	SHOP	Shop Supplies	0.00	0.00

LABOR

QTY.	DESCRIPTION	EXTENSION
1.50	DIAGNOSES LABOR	156.00
	DIAGNOSE WHITE STEAM FILL	
	CAB. ENGINE STALLED. VEHICLE WAS DRIVEN ON FREEWAY WHEN WHITE SMOKE FILLED CABIN. CALL AND ADVISE	

	**	
	NOTE	
	COOLANT LEAK FROM HEATER	
	CORE AREA & HOSE FROM OVERFLOW BOTTLE TO TOP OF RADIATOR.	
	BY PASSED HEATER CORE CIRCUIT.	

I hereby accept the initial estimate and agree to the terms and conditions herein set forth and hereby authorize the service and repair and/or installation work to be done along with the necessary materials and hereby grant you and/or your employees and/or designees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing or inspection. I hereby authorize storage of the vehicle at the rate of _____ per day beginning on the _____ day after repairs are completed. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of towing, storage and/or repairs. You will not be held responsible for loss or damage to vehicle or accessories or articles left in vehicle in case of fire, theft, vandalism, accident, or any other cause beyond your control. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court cost.

OWNER'S MANUAL RECOMMENDATIONS

TOTALS

PARTS	49.33
LABOR	156.00
OTHER	0.00
SUBLET	0.00
SUBTOTAL	205.33
TAX	4.81
TOTAL	210.14

AUTHORIZED BY X