 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 AUG - 9 2010 23-JUN-2010	Repository <input type="checkbox"/> Reference No. 10339690
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City HINESVILLE	State GA	Zip Code	
<i>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).</i>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side SALME11453A		Make LAND ROVER	Model Year 2003
Date Purchased 3/07	Dealer's Name and Telephone Number Savannah Toyota		Engine: No. Cylinders
Original Owner <input type="checkbox"/>	Dealer's City Savannah Ga	State GA	Fuel Type:
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Incident Date(s) 15-OCT-2007
		Multiple Failure: 2-Drive-train 2-Engines	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION, 105300 POWER TRAIN: DRIVELINE: DRIVESHAFT		Failure Mileage 78000	Failure Speed 80
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: DOTMAL9ABC036)	<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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths
		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 2003 LAND ROVER, RANGE ROVER HS3. WHILE DRIVING APPROXIMATELY 80 MPH, THE TRANSMISSION FAILED AND THE CONTACT ATTEMPTED TO ACCELERATE BUT TO NO AVAIL. THE VEHICLE THEN DOWN SHIFTER TO A LOWER GEAR AND AS THE ACCELERATOR WAS ENGAGED, THE VEHICLE BECAME MORE RESISTANT. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC AND THEY REPLACED THE FRONT DIFFERENTIAL, PROPELLER ASSEMBLY AND THE YOKE. THE CONTACT STATED THE FAILURE HAD PREVIOUSLY OCCURRED AND THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN ID NUMBER: 08V635000 (POWER TRAIN: DRIVELINE: DRIVESHAFT). THE FAILURE MILEAGE WAS 78,000 AND THE CURRENT MILEAGE WAS 82,000.			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			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.			

25-July-10

Sir,

My Land Rover (R.R.) has Drive-train fail twice, Engine Rebuilt (after L.R. says they don't do it), Engine switched without my authorization, which is the REASON LAND ROVER forged my Signature. The forgery allowed them to get money from Extended Warranty Co, which knew that I wanted nothing else to do with L.R. They lied to me after I complained to L.R. North America.

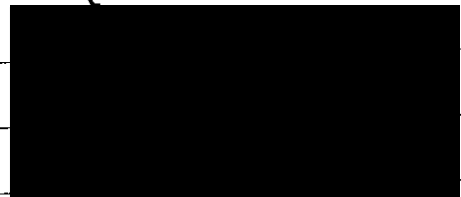
Land Rover got rid of original engine before I had chance to check engine.

I had no warranty on previously work done by L.R. Engine or Drive-train.

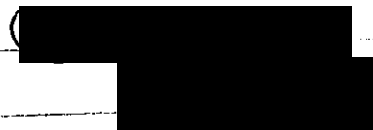
I'm having a hard time in this AREA getting an Attorney to take my case.

Thank you for your time & consideration,

Sincerely,



Hinesville, Ga



JAGUAR LAND ROVER HILTON HEAD



LRC5178588

145 DRIVERS WAY
HARDEEVILLE, SC 29927
843-208-3700 866-791-1084 Fax 843-208-3525
www.jaguarlandroverHH.com

CUSTOMER NO. 95290	ADVISOR KAITIE MCCLELLAND	TAG NO. 2310	5749	INVOICE DATE 09/09/08	INVOICE NO. LRC5178588
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 79,370	COLOR 2. SILVER/	BOOK NO.
HINESVILLE, GA	YEAR / MAKE / MODEL 03 / LAND ROVER / RRHSE / RRHSE			DELIVERY DATE 05/28/03	DELIVERY MILES
	VEHICLE I.D. NO. S A L M E 1 1 4 5 3 A			SELLING DEALER NO.	PRODUCTION DATE
	P.T. E. NO.	P.O. NO.		P.O. DATE 07/07/08	
	COMMENTS				MO: 79370

TOTALS-----

*****	TOTAL LABOR....	1718.40
* PAYMENT METHOD *	TOTAL PARTS....	959.99
* [] CASH [] CHECK# [] CHARGE *	TOTAL SUBLET...	0.00
* [] VISA [] MASTERCARD [] AMEX *	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	-150.00
	TOTAL TAX.....	76.80
	TOTAL INVOICE \$	2605.19

YOU MAY BE RECEIVING A SURVEY IN THE NEAR FUTURE FROM JAGUAR FOR ANY WARRANTY REPAIRS PERFORMED. WE ASK YOU TO PLEASE FILL IT OUT AND MAIL IT BACK AS SOON AS POSSIBLE. WE ARE GENUINELY INTERESTED IN HOW YOU RATE US AS YOUR SERVICE DEPT IF FOR ANY REASON YOU CANNOT ANSWER "OUTSTANDING" PLEASE CONTACT THE GENERAL MANAGER TOM STETZIG 843-208-3700 EXT504

[REDACTED] Trick me, NEVER WANTED rebuilt engine
Smoked, ran bad, still leaks.

I did sign this one.

The Reynolds and Reynolds Company ESTABLISHED 1928



JAGUAR LAND ROVER HILTON HEAD



LRCS199985

145 DRIVERS WAY
HARDEEVILLE, SC 29927
843-208-3700 866-791-1084 Fax 843-208-3525
www.jaguarlandroverHH.com

CUSTOMER NO. 95290	ADVISEE KATIE MCCLELLAND	2310	TAG NO. 214	INVOICE DATE 01/16/09	INVOICE NO. LRCS199985
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 80,748	COLOR 2-SILVER/	STOCK NO.
HINESVILLE, GA	YEAR / MAKE / MODEL 03/LAND ROVER/RRHSE/RRHSE			DELIVERY DATE 05/28/03	DELIVERY MILES
	VEHICLE ID NO. SALE# E11453A			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	P.O. DATE 12/05/08		
	COMMENTS				MO: 80805

JOB# 5 TOTALS	LABOR	180.00
	PARTS	639.20
JOB# 5 JOURNAL PREFIX LRCS	JOB# 5 TOTAL	819.20

COMMENTS-----
 LDANER
 EXT. WARR. APPROVAL # 90051874A
 LABOR - 990.00
 PARTS - 1785.28
 TAX - 142.82
 DEDUCT. - 0
 TOTAL AUTH # 2918.10
 FAX # 954-420-4607

TOTALS-----

***** PAYMENT METHOD *****	TOTAL LABOR....	1170.00
* [] CASH: [] CHECK# [] CHARGE *	TOTAL PARTS....	2451.12
* [] VISA [] MASTERCARD [] AMEX *	TOTAL SUBLET...	0.00
*****	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	-26.64
	TOTAL TAX.....	196.09

You may be receiving a survey in the near future from Jaguar or Land Rover for any warranty repairs performed. We ask you to please fill it out and mail it back as soon as possible. We are genuinely interested in how you rate us as your Service Dept. If for any reason you cannot answer, please call us at 843-208-3700.

TOTAL INVOICE \$ 3790.57

cust owes # 872.47

*forger
Signature*

The Reynolds and Reynolds Company ENHANTIVE CCR0008 0 (0/00)

TRICHMOND HILL TRANSMISSION

6050 US Hwy 17 S, P.O. Box 1025
 Richmond Hill, GA 31324
 912-756-7443 / info@rhtrans.com

First Failure

Invoice

DATE	INVOICE #
3/19/2008	2560
	PO#
	[REDACTED]

BILL TO	Customer Phone
[REDACTED]	[REDACTED]
Hinesville, GA	Customer Alt. Phone
[REDACTED]	

PAID

TERMS	YEAR	MAKE	MODEL	VIN	MILEAGE	TRANS	ENGINE
	2003	Land Rover	Range Rover	SALME11453A [REDACTED]	78110	BMW	4.4L
ITEM	DESCRIPTION				QTY	RATE	AMOUNT
Complaint	Customer requested tow from Savannah Toyota to RH Trans. Vehicle towed in by David's. Customer has extended warranty through Fidelity Warranty Services, 1-800-327-5172 - coverage verified by phone; Customer stated that vehicle will not move in any gear, makes grinding sound in rev and forward ranges. Warranty company requires and inspector to come out PRIOR to removal of trans, if needed.					0.00	0.00T
Labor	Diagnostic tests, remove front differential and front shaft per warranty company approval, inspect splines					75.00	75.00
Towing	Towing - Fidelity Warranty authorization 80872043A					0.00	0.00
NOTES	Splines in yoke and shaft are stripped. Chad at warranty company authorized removal of from propeller shaft assembly to inspect splines. will need to replace differential unit and shaft assembly per Range Rover-common fatigue failure-parts have been updated Part #: TBB00043E, front differential ; TVB500290K, front propeller shaft assembly with yoke Labor is 1.0 hrs for shaft R&R and 8.7 hrs for differential assembly (Chilton 5-104). Advised customer that the warranty company stated that differential is a covered part but the shaft is not. 3/25: Fidelity Warranty approved claim number 80852524AI for a total payment of \$1184.87 (\$652.50 labor, \$520.91 part, \$75.00 towing, \$36.46 tax, less \$100 deductible). Fax final repair order with parts invoice showing list price and full VIN number should be fax to 954-420-4607.						
Parts	Differential assembly- front TBB00043E				1	466.24	466.24T
Parts	Front shaft TVB500290K				1	203.04	203.04T
Labor	Remove and replace front differential				8.7	75.00	652.50
Parts	Front differential oil CA SAF-XO				3	13.555	40.67T
Parts	Grease TIA500010					14.00	14.00T
	Sales Tax					7.00%	50.68
Authorization of Repairs:					Total		\$1,502.13
2 Year Extended Warranty Option Rate: 13.5% of repair costs			3 Year Extended Warranty Option Rate: 15.0% of repair costs		Payments/Credits		\$-1,502.13
ACCEPT: _____ DECLINE: _____			ACCEPT: _____ DECLINE: _____		Balance Due		\$0.00

Customer acknowledges all warranty information and warranty exclusions on back of form. Alternative transportation and towing charges, if any, are customer's sole responsibility. A storage charge of \$15.00 per day to be added on cars left over 10 days after completion of work.

Incident 1229114

[Reply to this Response](#) [Submit New Message](#) [Close](#)

☐ **Thursday, November 20, 2008 1:49 PM**

Subject : Re: Product Suggestion <<#331509-1229114#>>

Dear [REDACTED]

Thank you for your reply.

I have forwarded your information to the Customer Relationship Center. A representative will be contacting you within two business days to discuss your situation further. In the meantime, if you have any questions or require additional information, please feel free to contact us at 1-800-637-6837, option 9, or by e-mail.

Have a great day.

Sincerely,

Maria Ciappina
Land Rover North America

☐ **Wednesday, November 19, 2008 9:21 PM**

Subject : Re: Product Suggestion

Yes you can contact me anytime between 6 am to 10 pm. Eastern Time. cell# [REDACTED] Home [REDACTED]
[REDACTED] st Hinesville G.A. [REDACTED] Mileage 080465 Thank you

☐ **Wednesday, November 19, 2008 2:16 PM**

Subject : Re: Product Suggestion <<#331509-1229114#>>

Dear [REDACTED]

Thank you for contacting the Land Rover Customer Relationship Center.

We truly apologize for your inconvenience to date. We would like the opportunity to speak with you and resee your situation. Please provide the following information and a Customer Relationship Representative will con you:

Your best day time contact information;
Your current mailing address; and
The current mileage on your vehicle.

Have a nice day.

Sincerely,

Maria Ciappina
Land Rover North America

If you have any questions or require additional information, please feel free to contact us at 1-800-637-6837, 9, or by e-mail.

☐ **Monday, November 17, 2008 9:07 PM**

Subject : Product Suggestion

Forward to Ford with Form

Last Name: [REDACTED]

First Name: [REDACTED]

Last 8 characters of VIN: salme11453a [REDACTED]

ZIP Code: [REDACTED]

Sir my rover has been a joy to own but the problems I am having makes me wonder if it is not better to s mountain top from afar.Hilton Head S C. where they have not given me the best service.Caddy wae much pluse they cleaned my car after minor services. My Rover stands out in the crowd but the burning smell re me of the shade tree days. By the time I get this fluid leak fixed in the front I would have spent a nice am money on my car.Can Land Rover tell me where I went wrong? Thank you. [REDACTED]

[Reply to this Response](#) [Submit New Message](#) [Close](#)

Reply WAS RUDE.

Dave Haberman

32 Echols Ave
 Savannah, GA 31406
 Shop Phone: (912) 233-6023

Web Address: www.nutsauto.com

Repair Order

4037
 Estimate Ref #4,054
 Date Printed: 02/10/2010
 Printed Time: 3:30 pm

Hat/Ref:

Time Promised:

[Redacted]
 Hinesville, GA [Redacted]
 Home: [Redacted]
 Cell: [Redacted]

2003 LAND ROVER RANGE ROVER V8 4.4L 4398CC FI GAS N 1 M62

VIN:
 License: Mileage In: 0 Date Written: 02/10/2010
 Unit #: Mileage Out: 0 Written By:
 DOM: Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
Job #1	CUSTOMER'S VEHICLE TOWED IN WITH COOLANT LEAK...				
Labor Labor	Work Requested - CUSTOMER'S VEHICLE TOWED IN WITH COOLANT LEAK. UPON INSPECTION FOUND AN INCORRECT HOSE ATTACHED TO THE ENGINE OUTLET FOR THE HEATER MATRIX. THE CUSTOMER STATES THE ENGINE WAS REPLACED LAST DECEMBER. THIS FAILURE WAS A DIRECT RESULT OF INFERIOR WORKMANSHIP. THE MATRIX AND HOSE SHOULD HAVE BEEN REPLACED				0.00
	THE ENDING RESULT WAS CATOSTROPHIC ENGINE FAILURE DUE TO THE COOLANT BEING LOST RAPIDLY.				
	THIS ENGINE AT LEAST NEEDS THE HEAD GASKETS REPLACED AND POSSIBLY WILL NEED AN ENGINE				
Part LVB000350	OEM - CYLINDER HEAD GASKET - Head Gasket - Right - 2.07mm		1.00	161.06	161.06
Part LVB000370	OEM - CYLINDER HEAD GASKET - Head Gasket - Left - 2.07mm		1.00	161.06	161.06
Part LR003812	OEM - Valve Cover Gasket - Right		1.00	53.97	53.97
Part LR003813	OEM - Valve Cover Gasket - Left		1.00	53.97	53.97
Part LKJ000040	OEM - INTAKE MANIFOLD GASKET - Manifold Gasket		4.00	32.31	129.24
Part LKG000100	OEM - EXHAUST MANIFOLD GASKET - Manifold Gasket - Front		2.00	11.87	23.74
Part LKG000110	OEM - EXHAUST MANIFOLD GASKET - Manifold Gasket - Rear		2.00	11.87	23.74
Labor Labor	Work Requested - CYLINDER HEAD GASKET - CYLINDER HEAD GASKET - Replace - Both Banks				1,514.73
Part MATRIX	HEATER MATRIX		1.00	669.90	669.90
Part HOSE	MOULDED HOSE ASSEMBLY		1.00	137.26	137.26
Labor Labor	Work Requested - CHANGE OIL AND FILTER				0.00
Part MISC	MISCELLANEOUS PARTS (COOLANT, FLUIDS, ETC)		1.00	250.00	250.00
Sublet	Work Requested - RESURFACE CYLINDER HEADS		1.00	275.00	275.00

Note/Title

IF THIS NEEDS A REPLACEMENT ENGINE THE COST WILL BE APPROXIMATELY \$7,800. THIS CANNOT BE DETERMINED UNTIL THE CURRENT ENGINE HAS BEEN DISASSEMBLED AND INSPECTED.

*Used Engine that L.R. Hilton Head S.C.
 Put in. Never wanted this.*

Dave Haberman

32 Echois Ave
 Savannah, GA 31406
 Shop Phone: (912) 233-6023

Web Address: www.nutsauto.com

Repair Order

4037

 Estimate Ref #4,054
 Date Printed: 02/10/2010
 Printed Time: 3:30 pm

Ha/Ref:

Time Promised:

[Redacted]
 Hinesville, GA
 Home: [Redacted]
 Cell: [Redacted]

2003 LAND ROVER RANGE ROVER V8 4.4L 4398CC FI GAS N 1 M62

VIN:

License:

Unit #:

DOM:

Mileage In: 0

Mileage Out: 0

Date Written: 02/10/2010

Written By:

Save Old Parts: No

Payment Date	Type	Method	Amount
Payment Totals:			

Parts:	\$1,663.94
Labor:	\$1,514.73
Sublet:	\$275.00
Misc:	\$0.00
Hazmat: *	\$5.50
Supplies: *	\$23.00
Tax:	\$116.48
Invoice Total:	\$3,598.65

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

Authorized By _____ Date _____ Time _____