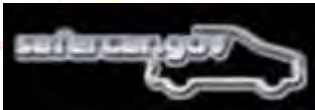


Subject: FW: NHTSA: Follow up to ODI Complaint: 10442201
Date: Thursday, February 16, 2012 3:43:44 PM

Report Vehicle Safety Defects!



www.safercar.gov

Sent: Thursday, February 16, 2012 3:12 PM

Subject: FW: NHTSA: Follow up to ODI Complaint: 10442201

Please see email below. The consumer wants to know the status of their ODI complaint #10442201.

Sent: Thursday, February 16, 2012 2:54 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: 10442201

Can U give us an update on the status of this complaint?

From: [REDACTED]
Sent: Thursday, January 26, 2012 10:55 AM
To: dataquality@dot.gov
Subject: Fw: NHTSA: Follow up to ODI Complaint: 10442201

Please see our updates to your questionnaire below:

Thanks for your assistance, & the real safety concern that we have is: after pulling into our garage; when I moved from Drive to Park it would not come out of Drive. This occurred about 3 times & is the reason we opted to go to the dealership, although their hourly rate is twice what our local mechanics are charging.

We also received a telephone call from Bentley Motors (after I finally got their telephone number & sent them the appropriate invoice), I believe a Regional manager for Bentley North America: Mr. Michael Haywood @ Tele # (800) 777-6923, that since our problem was different than the previous recall (NHTSA CAMPAIGN ID Number: 95V159000 NHTSA Action Number: N/A) we were not to be compensated, as this supposedly is a different problem. This covered 1992 thru 1996 Rolls Royce's & Bentleys.

The changes are in bold type below:

Also please do not hesitate to advise us if you need any more information & please respond that you have received this Email.

From: EVOO@dot.gov
Sent: Wednesday, January 25, 2012 5:21 AM
Subject: FW: NHTSA: Follow up to ODI Complaint: 10442201

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



TL* THE CONTACT OWNS A 1998 ROLL ROYCE (**LONG WHEEL BASE**) SILVER SPUR. THE CONTACT STATED THAT HE WAS UNABLE TO SHIFT FROM PARK (**5 INCIDENTS**) OR DRIVE (**3 INCIDENTS**). THE VEHICLE WAS TAKEN TO **2 DIFFERENT LOCAL MECHANICS WHERE FUSES, ACTUATOR RELAYS & OTHER ASSOCIATED COMPONENTS WERE REPLACED**) FOR **A TOTAL OF 8 INCIDENTS** WHO WERE UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS LATER TAKEN TO THE DEALER FOR A SECOND OPINION WHERE IT WAS DIAGNOSED THAT THE ACTUATOR RELAY + **A WIRE LOOSE IN THE TRANSMISSION WERE PIECED TOGETHER**) NEEDED TO BE REPLACED. **IT WAS MY UNDERSTANDING AFTER SPEAKING WITH THE SERVICE MANAGER (MR BILLY EDWARDS (TELE# (415) 351-5166) @ THE SAN FRANCISCO BENTLEY DEALERSHIP: THAT THE WIRES WITHIN THE TRANSMISSION TUBING WERE TOO SHORT & UNDER CONSTANT WEAR, THEREFORE THE WIRE SEPARATED.** THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE **AT THE TIME OF THESE REPAIRS, AS YOUR TELEPHONE NUMBER ON YOUR WEB SITE IS NO LONGER OPERABLE FOR ROLLS ROYCE AS BENTLEY MOTORS HANDLES ALL SERVICE & PARTS FOR PRE 2000 ROLLS ROYCES.** . THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 59,589 AND THE CURRENT MILEAGE WAS 60,500.

UPDATED 01/27/12 Owner: [REDACTED]

ACCORDING TO THE INVOICE, WHEN MOVING THE GEAR SELECTOR FROM DRIVE TO PARK, THE POSITION LETTER WOULD NOT ILLUMINATE. **ALSO FROM PARK TO DRIVE, BUT NOT ON THE INVOICE.**

UPDATED 01/27/12 Owner: [REDACTED]