

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10442201
Date: Thursday, January 26, 2012 3:01:55 PM
Attachments: [EVOQ EMAIL RESPONSE.doc](#)
[10442201.pdf](#)

EQ-10442201-5577



Report Vehicle Safety Defects!

www.safercar.gov

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Thursday, January 26, 2012 2:55 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10442201

From: [REDACTED]
Sent: Thursday, January 26, 2012 1:56 PM
To: DataQuality, DataQuality (NHTSA)
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.

Again Thanks, [REDACTED]

From: EVOQ@dot.gov
Sent: Wednesday, January 25, 2012 5:21 AM

To: [REDACTED]

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.

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]



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

03-JAN-2012

Repository

Reference No.
10442201

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City SAN FRANCISCO

State CA

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

k [REDACTED]

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

SCAZN19C1WC [REDACTED]

Make
ROLLS-ROYCE

Model
SILVER SPUR

Model Year
1998

Date Purchased

Dealer's Name and Telephone Number
BENTLY SAN FRANCISCO 415-776-7700

Engine:
No: Cylinders 8

Fuel Type:
Gas

Original Owner

Dealer's City
SAN FRANCISCO

State
CA

Zip Code
94109

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

REAR WHEEL DRIVE

Multiple Failure:

1

Incident Date(s)

01-FEB-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 103300 POWER TRAIN: AUTOMATIC TRANSMISSION: GEAR POSITION INDICATION (PRNDL)

Failure Mileage
59589

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

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 1998 ROLL ROYCE SILVER SPUR. THE CONTACT STATED THAT HE WAS UNABLE TO SHIFT FROM PARK. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC WHO WAS 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 NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 59,589 AND THE CURRENT MILEAGE WAS 60,500. UPDATED 01/04/12 *BF
ACCORDING TO THE INVOICE, WHEN MOVING THE GEAR SELECTOR FROM DRIVE TO PARK, THE POSITION LETTER WOULD NOT ILLUMINATE. UPDATED 01/12/12

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.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

