

JAN 23 2012

Missouri and Illinois

St. Louis, Missouri

January 17, 2012

CL-10445372-8772

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
Washington, DC 20590

Re: 2001 Land Rover Discovery II
VIN: SALTW12411A
DOI: December 30, 2011
Possible Sudden Acceleration

Dear Sir or Madam:

Along with this letter we are sending copies of correspondence we sent to Land Rover starting with our letter of January 5, 2012. On Friday, December 30, 2011, when I took our Land Rover to a car wash. We have been taking the Land Rover to that car wash as long as we have owned the vehicle, more than 10 years. As the vehicle was exiting the automatic car wash tunnel a young man got behind the wheel, started the engine and, according to him, it suddenly accelerated and collided with the rear of another customer's car. The car wash manager provided a printout that day suggesting that Land Rover had issued a recall of such vehicles because the accelerator cable can become kinked leading to a failure and a sudden, unanticipated acceleration.

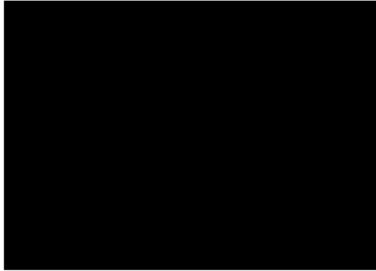
I went on line and saw a reference to NHTSA Campaign No. 03V02800. I have been informed, however, by the local Land Rover dealer where my wife and I purchased the vehicle and Land Rover customer relations that there has been no recall, service advisory or service bulletin issued with respect to this particular vehicle. We are reassured by these statements from Land Rover and the Dealership, and by the fact that our family has been driving the car for more than 10 years and we have never experienced this type of problem.



U.S. Department of Transportation
National Highway Traffic Safety Administration
January 17, 2012
Page 2

I was reminded, however, that something similar happened in 2007 with this vehicle at the same car wash. For that reason, I believe the incident should be brought to your attention.

Please note that my earlier letters said this incident occurred Saturday morning December 31, 2011. I now believe it was the previous morning, December 30, 2011.



Enclosures

Missouri and Illinois

St. Louis, Missouri

January 5, 2012

Jaguar Land Rover North America, LLC
Attention: Customer Relations
555 MacArthur Blvd.
Mahwah, NJ 07430

Re: 2001 Land Rover Discovery II
VIN SALTW12411A

COPY

Dear Sir:

We purchased the above-referenced Land Rover Discovery as a new vehicle from Plaza Motors in St. Louis more than 10 years ago. It has about 106,000 miles. On Saturday, December 31, 2011, I took the car to a car wash. As it exited the car wash tunnel, an employee got behind the wheel and started the truck, which then drove into the back of another customer's BMW. There was considerable damage to the right front part of our vehicle including the bumper, headlight, fog light, hood and fender. Our understanding is that it will be a very expensive repair.

The car wash employee said that there was a sudden, unanticipated acceleration. According to my understanding, the truck was in neutral as it was pulled through the car wash tunnel. Upon its exit, the attendant started the engine while in neutral, put the transmission into drive and the vehicle took off. The manager of the car wash told me that this had happened at least once before at the car wash with a Land Rover Discovery. He showed me a vehicle alert from a car wash trade group about recalls of model year 2002 Land Rover Discovery II models because of sudden unintended acceleration. Today he called to say the car wash would refuse to wash that vehicle again.

I spent a little time on the internet and saw a reference to NHTSA Campaign number 03V028000 applicable to Land Rover Discovery II model years 1999-2001. That described how the accelerator cable can become kinked during vehicle assembly resulting in chafing of the cable; continued chafing can lead to breakage of interior cable strands resulting in the


Jaguar Land Rover North America, LLC

January 5, 2012

Page 2

unintended acceleration. This apparently resulted in a recall issued by Land Rover North America, Inc. March 6, 2002. I suspect this is the recall the manager of the car wash brought to my attention.

Neither my wife nor I remember receiving any notice of a recall. Still, March 2002 was a long time ago. We have had the truck in the shop at Plaza Motors from time to time since then. We would like to know: (1) whether our vehicle was subject to such a recall; (2) whether notice of the recall was sent to us according to your records; (3) whether the problem was corrected; and (4) if it has not been corrected, will Land Rover inspect the accelerator cable to see if there has been chafing or a breakage of the interior cable strands and make any repairs that are necessary?

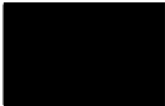
I should say that neither my wife nor I have ever noticed any sudden, unexpected acceleration. And the vehicle probably has been through that car wash 40 times a year or more during the last 10 years with no similar mishap. Still, if we are going to continue to drive the vehicle after repairs are made, we want to be sure that there is no ongoing problem.

Right now plans are under way to have the vehicle repaired at a body shop. Things are in the early stages. It is possible that the car wash or its insurer will want to have the accelerator cable inspected; although there is no indication thus far that this might happen.

Please reply as soon as possible.

Very truly yours,

I called Plaza
1/5/12 and a Land Rover Service Advisor said no recalls or service advisory on our truck.

 
cc: Plaza Land Rover
11834-D Olive Blvd.
Creve Coeur, MO 63141

Missouri and Illinois

St. Louis, Missouri

Facsimile

January 13, 2012

VIA FACSIMILE ONLY (201) 818-9781

Jaguar Land Rover North America, LLC
555 MacArthur Blvd.
Mahwah, NJ 07430

Attention: Danielle

COPY

**Re: 2001 Land Rover Discovery II
VIN SALTW12411A
Your Ref: #7653463**

Dear Danielle:

This is to follow up on our telephone conversation yesterday morning. You called in response to our letter of January 5, 2012. You confirmed that there have been no recalls, service bulletins or service advisories relative to the vehicle mentioned above. I would appreciate it if you would send me something in writing to that effect. The people at the car wash where this Land Rover was damaged insist that there has been a recall.

I would also appreciate an explanation of the NHTSA Campaign No. 03V028000 applicable to Land Rover Discovery II model years 1999-2001. One can find references to other campaigns or recalls on line. Can you explain why there were no recalls applicable to the Land Rover identified above? How is it different? I expect we will ask NHTSA to look into the matter.

During our telephone conversation I mentioned that there was another incident in 2007 at the same car wash where our Land Rover was driven into the rear of another customer's car by a car wash employee. I had forgotten about that when I wrote the January 5, 2012 letter. I do not recall any suggestion that there was a sudden, unanticipated acceleration. Still, the fact that this happened twice increases our concern to a certain degree,



Jaguar Land Rover North America, LLC

Attention: Danielle

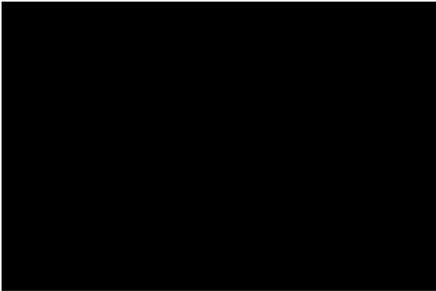
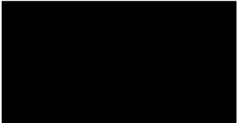
January 13, 2012

Page 2

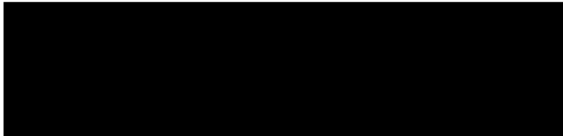
even though no one in our family has ever run into the problem and I have not been able to duplicate or cause a sudden, unanticipated acceleration myself.

We discussed my request to have Land Rover inspect the accelerator cable to see whether it has been damaged, or was one of those that was "kinked" during the vehicle assembly so that there might be a similar problem or potential problem with sudden, unanticipated acceleration. You said that any such inspection would need to be done at the dealership where I purchased the vehicle at our expense. We are reluctant to spend the money at this time since both you and the Plaza Motors dealership have told me that this vehicle is not one of those subject to any recalls, service bulletins or service advisories.

In any event, thank you for your telephone call. Please let me know the results of your investigation as soon as possible.




Missouri and Illinois


St. Louis, Missouri



January 17, 2012

VIA FACSIMILE ONLY (201) 818-9781

Jaguar Land Rover North America, LLC
555 MacArthur Blvd.
Mahwah, NJ 07430

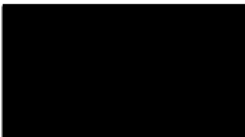
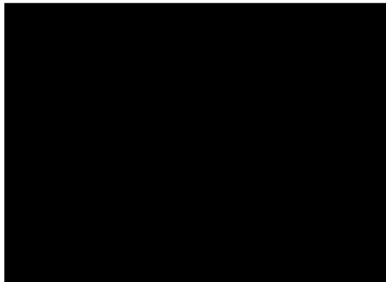
COPY

Attention: Danielle

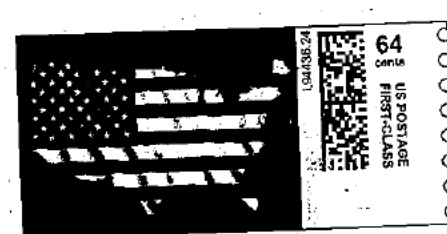
Re: 2001 Land Rover Discovery II
VIN SALTW12411A 
Your Ref: #7653463

Dear Danielle:

This is to follow up on our brief conversation this morning when you explained that if we wanted to have the Land Rover inspected to see if the type of defect described in my letters exists, we should do it at an authorized Land Rover dealer at our expense. You are closing your file.



[REDACTED]
St. Louis, Missouri [REDACTED]



U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
Washington, DC 20590

