

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received FEB 25 2013 04-DEC-2012</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10487284</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
LAKE GEORGE	NY				
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
SALTY12422A		LAND ROVER	DISCOVERY	2002	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
09/22/2002	Albany Land Rover, 347 New Karner Road		No: Cylinders	Gasoline	
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/>	Albany	NY	12205	8	
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Automatic	<input checked="" type="checkbox"/> Cruise Control	4WD		27-NOV-2012	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
Vehicle Component Codes: 020000 SUSPENSION, 020000 SUSPENSION, 162000 STRUCTURE: BODY			Failure Mileage	Failure Speed	
Entire frame rusted from inside out.			25600	N/A	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
Good Year					
DOT No. (Example: DOTM9ABC036)	<input checked="" type="checkbox"/> Original Equipment	Failure Location:			
	<input type="checkbox"/> Prior Repair				
Tire Component Code	Tire Failure Type:				
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	N	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2002 LAND ROVER DISCOVERY. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR INSPECTION WHEN THE MECHANIC STATED THAT THE FRAME AND THE SUSPENSION OF THE VEHICLE WERE RUSTED AND NEEDED TO BE REPLACED. THE VEHICLE WAS THEN TAKEN TO THE DEALER FOR INSPECTION AND THEY STATED THAT THE VEHICLE WAS A SAFETY HAZARD AND WOULD NOT LET THE VEHICLE LEAVE THE LOT. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED AND FILED A COMPLAINT. THE FAILURE MILEAGE WAS 25,600.</p>					
<p>(Please see attached letter.)</p>					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
<p>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.</p>					

[REDACTED]
Lake George, NY [REDACTED]
[REDACTED]

Mr. Andy Goss, President
Land Rover North America
555 MacArthur Boulevard
Mahwah, NJ 07430

Dear Mr. Goss:

In the Fall 2002 my family purchased our new 2002 Land Rover Discovery II SE at Automaster Land Rover in Burlington, Vermont. Since purchasing the vehicle in 2002, the Land Rover was washed weekly, waxed every three months and regular mechanical maintenance was performed by me and the Land Rover dealer using only genuine Land Rover parts.

In late October 2012 I brought my 2002 Land Rover Discovery II SE, (25,000 miles) to a local garage to have a slow leak repaired with the left rear tire. When I returned to the garage to pick up the vehicle, the Service Manager and Technician requested that I take a look at the frame of my Land Rover. They discovered that the left and right frame on my well maintained, 25,000 original miles 2002 Land Rover Discovery was prematurely rusting from the inside out. In addition, they found stress cracks in the frame where the rear suspension mounts to the frame. (The vehicle was never used off road.)

I immediately contacted Land Rover North America and Land Rover Albany to make an appointment to have my vehicle inspected. The Service Manager at Land Rover Albany informed me that the technician discovered that the frame was prematurely rusted from the inside out and there are cracks in the frame above where the suspension is mounted to the frame. I was also informed that the vehicle can't pass a New York State Inspection or be driven in its current condition. My Land Rover is currently at the dealership and is not able to be driven due to major safety issues. There is a significant risk that the suspension could separate from the frame causing an accident. Moreover, I was informed that severe frame rust issues appear to be a very common problem with Land Rover Discovery models from 1999-2004. Land Rover Albany has inspected numerous Land Rover Discovery II's with similar rusting problems. However, my vehicle did not have 150,000 miles or even 100,000 miles, but a mere 25,000 miles. The vehicle should have lasted me at least another ten years with regular maintenance!

The frame on my vehicle did not rust from the outside in, but from the inside out due to inadequate rust prevention inside the frame and the lack of drainage holes. I had no previous knowledge that the frame was rusting until the technician put his hand through the frame. The premature frame rust and cracks in the frame are major safety issues. I was informed by both

the technician at the local garage and the Service Manager at Land Rover Albany that if the suspension had separated from the frame while I was on the highway driving 65-70 MPH, my family and I could have been seriously injured or killed. Every 1999-2004 registered Land Rover Discovery II vehicle should be required to be inspected by an official Land Rover dealership to determine if the frame of the vehicle is severely rusted and/or cracking. Land Rover should take the responsibility to repair or provide fair compensation to trade in the vehicle for another Land Rover vehicle. These vehicles must be recalled. Toyota Motor Company has had the same problem with their trucks and the vehicles were recalled to repair the rusted frame or replace the vehicle. Land Rover North America should step up to the plate and support their long-time customers that have vehicles with faulty frames.

To this end, I feel that Land Rover North America should provide me with fair compensation for my vehicle towards the purchase of a new or used Land Rover vehicle at a Land Rover dealership. I did not expect to have to replace my beautiful Land Rover Discovery after only 25,000 miles, especially since the vehicle was very well maintained and driven only 2,500 miles per year. I thought that Land Rover was and still is "The Best 4X4 By Far!"

Thank you for your consideration and customer support.

Sincerely,

[Redacted Signature]

CPT

[Redacted Name]

Proud Land Rover Owner & Enthusiast

2004 Land Rover Discovery II SE (9,000 original miles)

2002 Land Rover Discovery II SE (25,000 original miles)