

U.S. Department of Transportation National Highway Traffic Safety Administration		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	
OWNER INFORMATION (Type or Print)		Date Received 26-AUG-2020		Repository ☐ Reference No. 11351310	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City HOOVER	State AL	Zip Code [REDACTED]			
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 5MCTL194X4A [REDACTED]		Make LAND ROVER		Model DISCOVERY	
Model Year 2003		Date Purchased 6-05		Dealer's Name and Telephone Number [REDACTED]	
Original Owner ☐		Dealer's City Durham		Engine: No: Cylinders 8	
State NC		Zip Code 27601		Fuel Type: GAS	
Transmission Type AUTO		☒ Antilock Brakes ☒ Cruise Control		Powertrain 4 wheel Drive Times ALL	
Multiple Failure:		Incident Date(s) 02-DEC-2019			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 020000 SUSPENSION, 190000 TIRES, 200000 WHEELS				Failure Mileage 109000	
Failure Speed 80MPH					
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make FEDERAL		Tire Model (Name or Number) SUPER STEEL		Tire Size (Example P215/65R15) 255/45R20	
DOT No. (Example: DOTM19ABC036) DOT UX1W 4310		☐ Original Equipment ☐ Prior Repair		Failure Location: LF, LR, RF, RR	
Tire Component Code 190000 TIRES		Tire Failure Type: Out of Round			
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 0	
		Number of Deaths 0		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 N/A. THE CONTACT STATED THAT HE BOUGHT FOUR TIRES THAT TURNED OUT TO BE MANUFACTURER DEFECTS. THE TIRES WERE FEDERAL TIRES, TIRE SIZE 255/45R20, AND NO DOT GIVEN. THE TIRES WERE PROVIDING SUCH A ROUGH AND BOUNCY RIDE THAT TWO SHOCK ABSORBERS WERE BUSTED IN THE FRONT AND BACK OF THE VEHICLE. THE CONTACT REMOVED THE TIRES AND TOOK THEM TO AN UNKNOWN TIRE DEALER. THE DEALER ATTEMPTED TO REBALANCE THE TIRES THEN INFORMED THE CONTACT THAT TWO OF THE FOUR TIRES WERE OUT OF ROUND. THE DEALER SAID THE CONTACT WOULD HAVE TO SPEAK TO THE TIRE MANUFACTURER TO GET THE TIRES REPLACED. THE MANUFACTURER HAD NOT RETURNED A CALL TO THE CONTACT IN OVER EIGHT MONTHS. THE CONTACT NO LONGER OWNS THE VEHICLE. THE FAILURE MILEAGE ON THE VEHICLE WAS 109,000. THE VIN WAS NOT AVAILABLE.					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

NFD, PEP BOYS, AND WALMART SAY
THEY CANNOT BALANCE A OUT OF ROAD
TIME.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

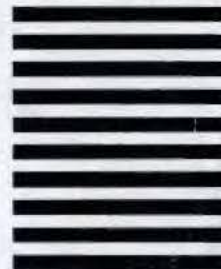
Official Business
Penalty for Private Use \$300

BIRMINGHAM AL 352

5 OCT 2010 PM



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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safecar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration