

U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>		<b>Vehicle Owner's Questionnaire</b> 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	
Name: [REDACTED]		Date Received: 03-FEB-2021 <b>MAR 3 1 2021</b>		Repository <input type="checkbox"/> Reference No. 11394436	
Address: [REDACTED]		Daytime Telephone Number: [REDACTED]		E-mail Address: [REDACTED]	
City: CANTON State: GA Zip Code: [REDACTED]		Evening Telephone Number: [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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side SALGS2EF2DA [REDACTED]		Make: LAND ROVER	Model: RANGE ROVER	Model Year: 2013	
Date Purchased: 11/23/2018	Dealer's Name and Telephone Number: Auto Nation Toyota Weston (954) 644-4867		Engine: No: Cylinders: 8	Fuel Type: Gas	
Original Owner: <input type="checkbox"/>	Dealer's City: Davie	State: FL Zip Code: 33331	Multiple Failure:	Incident Date(s): 02-JAN-2021	
Transmission Type: Automatic	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain: V8 Supercharged	<input checked="" type="checkbox"/> Cruise Control		
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS			Failure Mileage: 78000	Failure Speed: 10	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make:	Tire Model (Name or Number):		Tire Size (Example P215/65R15):		
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:			
Tire Component Code:			Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
<b>APPLICABLE INCIDENT INFORMATION</b>					
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured: None	Number of Deaths: 0	Reported to Police: N	
<b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> 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 2013 LAND ROVER RANGE ROVER. THE CONTACT STATED WHILE DRIVING 10 MPH, THE AIR BAG WARNING LIGHT WAS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER LAND ROVER NORTH ATLANTA (1505 MANSELL RD, ALPHARETTA, GA 30009, (770) 587-2000) WHERE IT WAS DIAGNOSED WITH NEEDING THE WIRING HARNESS FOR THE FRONT PASSENGER'S SIDE AIR BAGS TO BE REPLACED. THE VEHICLE HAD BEEN REPAIRED. UPON INVESTIGATION, THE CONTACT ASSOCIATED THE FAILURE WITH NHTSA CAMPAIGN NUMBER: 13V607000 (AIR BAGS) HOWEVER, THE DEALER STATED THE RECALL REPAIR WAS ALREADY COMPLETED. THE MANUFACTURER HAD BEEN INFORMED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 78,000. The dealer charged \$1000 fee and replaced the wiring harness that was faulty. This is the same wiring harness that was a part of the recall, however since the dealer found no currently open campaigns on the vehicle they charged \$1000 to replace a \$13 part.					
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.					



# HENNESSY

## JAGUAR LAND ROVER

### NORTH ATLANTA

1505 MANSELL ROAD  
ALPHARETTA, GEORGIA 30009  
(770) 587-2000

**SERVICE INVOICE**

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	SERVICE REPRESENTATIVE <b>MARLEE ATWELL</b>	ASM # <b>1474</b>	HAT NO. <b>808</b>	DATE OF INVOICE <b>02/02/21</b>	INVOICE # [REDACTED]
[REDACTED]	LABOR RATE	PLATE NO.	CURRENT MILEAGE <b>79,662</b>	COLOR OF VEHICLE <b>/</b>	STK. NO.
CANTON, GA [REDACTED]	YEAR / MAKE / MODEL OF VEHICLE <b>13/LAND ROVER/RANGE ROVER/4DR 4WD SC</b>			DATE DELIVERED	MILES AT DELIVERY
[REDACTED]	SERIAL NO. <b>S A L G S 2 E F 2 D A [REDACTED]</b>			DLR MFG. NO.	DATE OF PRODUCTION
[REDACTED]	FED TAX EXEMPT NO.	PUR	WORK ORDER DATE <b>01/29/21</b>	MILEAGE OUT	
HOME PHONE	OFFICE PHONE	CHASSIS/ENGINE NUMBER/NOTES			

MO: 79674

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
D18	PARTS 10% DISCOUNT ROVER		-135.00
D17	LABOR 10% DISCOUNT ROVER		-90.00
TOTAL - MISC			-225.00
JOB# 4 TOTALS-----			
	LABOR		1548.99
	PARTS		637.48
	MISC		-225.00
JOB# 4 JOURNAL PREFIX L2CS JOB# 4 TOTAL			1961.47
JOB# 5 CHARGES-----			
LABOR-----			
J# 5+16LRZZWARN4	AIRBAG LIGHT	TECH(S):364	939.99
Passenger seat side airbag harness is open causing the warning lamp to illuminate. Install wiring harness overlay. Scanned using SDD and retrieved fault code B0028-13-Right Side Air Bag Deployment Control - Open circuit. Found internal fault in side air bag wiring harness. Installed overlay harness. Test drove vehicle and verified air bag light is no longer present. Confirmed flx.			
PARTS-----QTY--FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	
1	LR110740	WIRING - REPAIR 13.35 13.35	13.35
TOTAL - PARTS			13.35
MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
D18	PARTS 10% DISCOUNT ROVER		-1.34
D17	LABOR 10% DISCOUNT ROVER		-90.00
TOTAL - MISC			-91.34
JOB# 5 TOTALS-----			
	LABOR		939.99
	PARTS		13.35
	MISC		-91.34
JOB# 5 JOURNAL PREFIX L2CS JOB# 5 TOTAL			862.00
MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	C01 SHOP SUPPLIES		72.06
TOTAL - MISC			72.06

**DISCLAIMER OF WARRANTIES**  
Any warranties on the products sold hereby are those made by the manufacturer, not the seller. HENNESSY hereby expressly disclaims all warranties, either express or implied warranty of merchantability or fitness for a particular purpose, and HENNESSY neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.  
ALL LABOR IS WARRANTED FOR 90 DAYS OR 4000 MILES, WHICHEVER OCCURS FIRST. ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNUSON-MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF THESE WARRANTIES ARE AVAILABLE FOR YOUR INSPECTION.

CUSTOMER SIGNATURE X \_\_\_\_\_

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$179.00 (+TAX)  
APPROVED ADDITIONAL COST OF \$2338.82 FOR TOTAL ESTIMATE OF \$2517.82 (+TAX) ON 01/29/21 AT 05:41P  
BY [REDACTED] COMMENTS  
APPROVED ADDITIONAL COST OF \$1050.63 FOR TOTAL ESTIMATE OF \$3568.45 (+TAX) ON 02/01/21 AT 08:38A  
BY [REDACTED] COMMENTS  
COMMENTS  
X0ZXDPNG75: CUSTOMER REQUESTED A LOANER created 2021-01-26 04:35:00p  
w taken by Katherine Smith

The Reynolds and Reynolds Company CC740057 Q (07/18)