

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

Date Received

Repository ☐

06-FEB-2023

APR 06 2023

Reference No.
11505759

OWNER INFORMATION (Type or Print)

Name				Daytime Telephone Number	E-mail Address
Address					
City	Hendersonville	State	NC	ZIP Code	
				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 SALAK2D40BA		MAKE LAND ROVER	Model LR4	Model Year 2011
Date Purchased June 2011	Dealer's Name and Telephone Number Land Rover Asheville 828-891-7493 888-694-0581 (Sales)		Engine: No: Cylinders 8	Fuel Type: Gas
Original Owner ☒	Dealer's City Fletcher (Arden)	STATE NC	ZIP Code 28732	
Transmission Type Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 06-MAR-2022 / December 22, 2022 / April 2022 / Sept. 2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 18Q000 VEHICLE SPEED CONTROL	Failure Mileage 36000.0 38,634	Failure Speed 2 30/30/15
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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: DOTM1 9ABC036)	☐ Original Requirement ☐ 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), Injury(ies).)

Crash ☒ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police Y
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Narrative Description of Incident(s), Crash(es), 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).

The contact owned a 2011 Land Rover LR4. The contact stated while driving at 30 MPH, the vehicle accelerated independently and the brake pedal was depressed in order to regain control. The vehicle was taken to a certified mechanic who was unable to diagnose the failure. On a separate occasion, the contact stated that while driving approximately at 2 MPH into a parking garage, the vehicle accelerated independently and the brake pedal was depressed with force however it went through the wall of the garage and into the home where it came to a stop after crashing into a generator. The vehicle was towed and deemed totaled. The air bags did deploy. There were no injuries reported. The garage was damaged. A police report was filed. The manufacturer was not made aware of the failure. The approximate failure mileage was 36,000. 38,634.

The first two incidents occurred 1 in March 2022 and 1 in April 2022. At this point the vehicle was taken to the mechanic. This vehicle is equipped with an event data recorder (EDR) but I don't believe it was checked. The third incident was in September 2022 coming down a mountain driveway. In all three of these incidents, heavy braking was able to stop the vehicle and there were no other vehicles in front to collide with. The fourth and final incident occurred at 4:30 p.m. on Dec. 22, 2022. The owner braked the vehicle out

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

of the garage about 2 feet, just enough for the exhaust to go outside. This was done to charge the battery as she had not been driving it recently. The vehicle ran for approximately 10 minutes. The vehicle was in park. When the owner put the vehicle in drive and removed her foot from the brake, as soon as her foot touched the gas pedal it exploded forward. It crashed through a double door closet along the back wall, a tall shelving unit, and the back garage wall to the outside down a 2 story drop. The front left of the vehicle caught and damaged the large generator below on the ground. The speed and force of the vehicle buried the front end $1\frac{1}{2}$ feet into the ground. The distance from the front of the vehicle (before attempting to move back into the garage) and the closet doors, which were first contact, was 6-6 $\frac{1}{2}$ feet. The vehicle accelerated at an extreme speed immediately and independently. It took a matter of 2 seconds to make first contact. The airbag deployed. The owner was very banged up and bruised but no permanent injuries. Under normal conditions, it is physically impossible for that vehicle to have gone that short distance in that amount of time with the speed and force it took to smash through 3 layers of objects and get buried that deep into the ground. There wasn't even enough time to get her foot on the brake, which she tried. The vehicle was maintained twice yearly and was in pristine condition. The owner tried to call Land Rover America to report this problem but they wouldn't even talk to her. The insurance adjuster totalled the vehicle, saying it was dangerous to drive and had considerable damage. The house also incurred a good bit of damage. Allstate (insurer) had the vehicle crushed so that it would not be resold or used for parts.

Ref. # 11505759

STATE OF NORTH CAROLINA
REGISTRATION CARD

NC LIC NUMBER [REDACTED]	PLT EXP DATE 06/30/23	INSPECTION DUE 06/30/23
VEHICLE ID # SALAK2D40B [REDACTED]		GROSS WT
MAKE/SERIES LNR	TITLE [REDACTED]	EQUIP #
SHIPPING WEIGHT	STYLE MP	YEAR 2011
	FUEL G	TOTAL FEE 134.79
CLASSIFICATION PRIVATE/PASS VEH		VEHICLE BRAND
CUSTOMER ID # OWNER 1 [REDACTED]	CUSTOMER ID # OWNER 2	COUNTY HENDE

FOLD HERE - DO NOT TEAR

A10 - ALLSTATE INSURANCE COMPANY
INSURANCE COMPANY AUTHORIZED IN NC

[REDACTED] POLICY NUMBER

[REDACTED]
HENDERSONVILLE NC [REDACTED]

[REDACTED]
SALAK2D40B [REDACTED]

North Carolina
State Highway Patrol

FIELD INTERVIEW / INCIDENT REPORT

Member: Trp.A.M.Williams				Initials: <i>AW</i>		Reg. #: 4323		Call #: G333	
Date (mm/dd/yyyy): 12/22/2022				Time (24 Hour): 6:43pm					
Location of Interview: [REDACTED] Hendersonville nc [REDACTED]									
Interviewee (L, F, MI) [REDACTED]				Alias / Nicknames:					
Sex: [REDACTED]	Race: [REDACTED]	Height: 5'8	Weight: 115 135	Hair: Blonde Red	Eyes: Brown	Skin Tone: Light			
Scars / Marks / Tattoos: None Visable				Describe Clothing: Sweater and dress pants					
Interviewee's Physical Address: Uses a cane. Does have a limp form surgery.									
Noticeable Injuries: None from the Incident									
Occupation: N/A				DOB: [REDACTED]			Age: [REDACTED]		
Home Phone: [REDACTED]				Work Phone:					
DL: [REDACTED]				State: NC					
Vehicle: SUV		Make: Land Rover		Model: 2011		Color: Grey			
Tag #: [REDACTED]		State: NC		VIN: 778402190 [REDACTED]					
Vehicle Damage: ☒ Yes ☐ No									
Describe: Front Distributed Damage to the vehicle. Vehicle caused a large hole in the back of the garage.									
Narrative									
Driver of vehicle one [REDACTED] stated to me that she had backed her car out of the garage but when she pressed the gas it exceled at a high rate of speed and she drove through the garage and crashed through the back of the garage. after impact vehicle one came to rest partially in the garage and partially on the back lawn. Note: Driver stated to me that there are possibly some mechanical issues with the vehicle.									



Valley Hill Fire Rescue

Station: 3

Shifts Or Platoon: A Shift

Location: HENDERSONVILLE NC CHATTOOGA RUN	Incident Type: 324 - Motor vehicle accident with no injuries.
Lat/Long: N 35° 17' 19.27" W 82° 31' 48.31"	EMSID: FDID: Incident #: Exposure ID: Incident Date: 12/22/2022 Dispatch Run:
Zone: C - VHFR Station 3 District Location Type: 1 - Street address Cross Street, Directions or National Grid: CHATTOOGA RUN	

Report Completed by:	Sigmon , Calvin B	ID: 1263	Date: 12/22/2022
Report Reviewed by:	McDowell , Chris D	ID: 1245	Date: 12/23/2022
Report Printed by:	McDowell, Chris D	ID: 1245	Date: 3/24/2023 Time: 12:54

Aid Given or Received:	None	Primary action taken:	86 - Investigate
Additional actions:	83 - Provide information to public or media , 55 - Establish safe area		
Total # of apparatus on call:	1	Total # of personnel on call:	2

Special Studies	
COVID 19 was a factor in this incident.	No, COVID 19 was not a factor.

Narrative from dispatch:

FIRE ADV VEH IS A LANDROVER SUV DRIVEN THROUGH THE BACK OF THE GARAGE AND DOWN A 10 FT STRAIGHT DROP AND IS NOW AT THE BASE OF THE GARAGE WALL - ONLY ACCESSIBLE THROUGH THE GARAGE - BACK BUMPER ON FOUNDATION 10 FT IN THE AIR, AND FRONT BUMPER ON THE GROUND AND AGAINST A GENERATOR

REQ RELAY TO SHP

SHP ADV REF WRECKER SPECIALIST - ADV THEIR TROOPER IS STILL ENR

NARRATIVE (2)

Narrative Title: C. Delaney

Narrative Author: Sigmon, Calvin

Narrative Date: 12/22/2022 21:54:28

Narrative Apparatus ID: S12-3

Narrative:

Valley Hill Fire & Rescue was dispatched to the address listed previously for a motor vehicle accident (Vehicle vs building) with no injuries. Service 12-3 responded to the scene and made contact with Champion Hills Security in the driveway outside of the garage. The right garage door was open and there was a large hole through the back wall, directly in front of the right garage door, where the tail end of an SUV could be seen. Security advised the owner/occupant was not seriously injured and was inside the residence. FF Delaney & FF Gibbs made contact with the female owner/occupant at the front door of the residence where she denied any serious injuries as well as any treatment/evaluation by Valley Hill crew or EMS.

FF Delaney & FF Gibbs made their way around the right side of the garage to the back of the house to begin evaluating hazards/damages. The front bumper of the vehicle was sitting on the ground, while the middle of the car was resting on the standby generator (which was clearly bent & damaged), and the rear bumper was resting on the top of the foundation block wall. Contents from within the garage, the insulation, siding, and a large amount of debris was found in the back yard. No obvious structural damages (cracks, missing pieces, etc.) could be found in the foundation wall. Interior lighting of the vehicle was on along with the hazard lights, the car was in park, no spills or leaks were found. FF Delaney shut off the gas feeding the standby generator, after which removed the battery terminals from the vehicle battery.

Service 12-3 crew then made entry into the basement to assess for any unseen damages from the exterior (nothing found). The interior of the garage was evaluated thoroughly for structural/electrical damages and/or hazards. Approximately (6) 2x6 studs were missing from the exterior wall, along with siding, sheet rock, & insulation. There were (2) wall outlets that were involved in the incident, and damages to them appeared to be minor, however prior to clearing the scene FF Delaney turned off the breaker located in the garage for the lights & receptacles in that area.

FF Gibbs made contact with the owner/occupant once again inside the residence to offer medical services/treatment, where once again she refused & signed a refusal. FF Delaney advised the owner & daughter of the need for inspections by the gas company, generator service company, electrician, as well as building inspector to ensure everything is in proper order and all damages were fixed properly. At this time crew members placed scene/caution/fire line tape around the vehicle & in the garage across the hole in the wall. All Valley Hill units then cleared the scene back in service.

APPARATUS

Unit	S12-3
Type:	BLS unit
Use:	EMS
Response Mode:	Lights and Sirens
# of People	2
Alarm	12/22/2022 18:41:34
Dispatched	12/22/2022 18:42:37
Enroute	12/22/2022 18:48:32
Arrived	12/22/2022 18:48:43
Cancelled	--/--/-- --:--:--
Cleared Scene	12/22/2022 20:21:01
In Quarters	--/--/-- --:--:--
In Service	12/22/2022 20:21:01

Number Of People not on apparatus: 0

PEOPLE -- PERSON 1

Is Owner	True	Business Name	
Telephone Number		Involvement	Home/Vehicle Owner - Vehicle Driver
Name		Date of Birth	
Address		Hendersonville, NC	

PEOPLE -- PERSON 1

Is Owner	True	Business Name	
Telephone Number		Involvement	Home/Vehicle Owner - Vehicle Driver
Name		Date of Birth	
Address	Hendersonville, NC		

CUSTOM FIELDS FORM

911 used	Yes
Inside LP Limits	No

PERSONNEL ON CALL

Name	Personnel Rank	Role(s)	Apparatus
Delaney, Christopher Ryan			S12-3
Gibbs, Matthew Charles			S12-3

Member Making Report (Lieutenant Calvin B Sigmon): _____

Incident Reviewer (Captain Chris D McDowell): _____



Allstate

You're in good hands.

P.O. BOX 660636
DALLAS TX 75266

Ref.# 11505759



HENDERSONVILLE NC

Information as of January 10, 2023

Claim Number: [REDACTED]
Insured: [REDACTED]
Date of Loss: December 22, 2022
Dedicated Claims Team: Your Claim Team
Customer service: 866-851-8500
For 24/7 info, visit: MyClaim.com

To [REDACTED]

Transfer of Ownership – Cause of Loss

Hello,

I am writing to confirm that, as a result of a loss on or about December 22, 2022, the Allstate Property and Casualty Insurance Company has determined the vehicle listed below is a total loss. We have or are currently in the process of transferring the ownership of this vehicle to the Allstate Property and Casualty Insurance Company.

Provided below is the vehicle and loss information:

Vehicle Info :	LAND ROVER/LR4/2011
VIN# :	SALAK2D40BA [REDACTED]
Mileage :	38634
Net Settlement Amount :	\$19,081.58
Coverage Type :	Collision
Loss Type :	Contact with other vehicle property other party
Detailed Loss Type :	Insured hit a fixed object
Police Report :	No

If you need additional assistance, give us a call. We're here to help.

State-Specific Communications:

The state requires/requests us to share this important information regarding your claim.

The state requires the documents to be signed by the owner(s) of the vehicle to process your title out of your name, and into Allstate Property and Casualty Insurance Company name. Until you return the requested documents, you will continue to be held legally and financially responsible for your car.



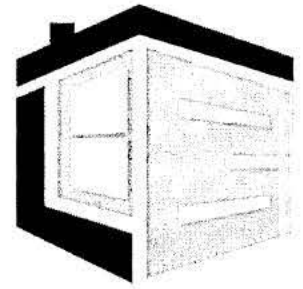
* Damage Repair to House

Ref. # 1158575.9

LEVEL BEST CONSTRUCTION
LLC

284 Gap Creek Rd
Fletcher, NC 28732
levelbco@gmail.com

Estimate



ADDRESS

Will Hayes
Morgan Keefe Builders
6 Legend Dr Ln
Arden, NC 28704

DATE
01/04/2023

TOTAL
\$21,385.26

DATE	ACTIVITY	QTY	RATE	AMOUNT
	Materials 2x6x10	15	10.53	157.95
	Materials 4x8 fom board	4	31.54	126.16
	Materials framing nails	1	28.00	28.00
	Materials cap nails	1	9.97	9.97
	Materials forcefield seam tape	1	25.98	25.98
	services re-frame up exterior wall	1	800.00	800.00
	services install foam board and taped seams	1	650.00	650.00
	Materials install wood blacking as nailers for siding	1	250.00	250.00
	Materials 2x4s	8	4.75	38.00
	services re-frame interior wall	1	450.00	450.00
	Materials R-15 batt insulation for a 2x6 frame 108sqf	2	50.48	100.96
	services install batt insulation	108	1.50	162.00
	Materials 1/2 inch drywall	8	16.98	135.84
	Materials drywall screws, mud and tape	1	130.00	130.00
	services hang new drywall	1	600.00	600.00

DATE	ACTIVITY	QTY	RATE	AMOUNT
	services taped and mud seams	1	650.00	650.00
	services sand smooth ready to paint	1	250.00	250.00
	Materials 7.5 inch baseboards	5	31.98	159.90
	Materials install baseboards	1	120.00	120.00
	Materials acrylic caulking and painters putty	1	35.00	35.00
	Materials drywall primer	2	23.98	47.96
	Materials ceiling paint	4	43.98	175.92
	Materials wall paint	3	65.98	197.94
	Materials trim paint	2	53.98	107.96
	services apply primer to new drywall	1	768.00	768.00
	services paint ceilings two coats	1	2,160.00	2,160.00
	services paint walls two coats	1	1,200.00	1,200.00
	services baseboards and door casing	1	264.00	264.00
	services paint closed doors both sides two coats	1	350.00	350.00
	services install pre-hung double closed door	1	180.00	180.00
	services remove damage siding	8	45.00	360.00
	Materials pressure treaded 2x4	6	22.98	137.88
	Materials masonry screws	1	33.98	33.98
	services install new siding nailers on masonry wall	6	45.00	270.00
	Materials 1x8 cedar siding	31	92.62	2,871.22
	Materials 1x6 cedar siding	27	69.58	1,878.66
	Materials siding nails	1	81.98	81.98
	services install cedar siding	1	2,500.00	2,500.00
	Materials siding stain	4	75.00	300.00

DATE	ACTIVITY	QTY	RATE	AMOUNT
	services	1	2,300.00	2,300.00
	stain new cedar siding two coats			
	services	4	80.00	320.00
	material delivery			

TOTAL	\$21,385.26
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THANK YOU.

*+ Double doors
- following page*

Accepted By

Accepted Date

Ref. # 11505759



REPRINT

DATE	SO NUMBER
02-16-23	

SALES ORDER

SPECIAL ORDER Page 1

S 144878
O MORGAN KEEFE BUILDERS
L
D PO BOX 1528

T
O ARDEN, NC 28704-0000

S 856296
H MORGAN KEEFE - TRACEY
I
P

T
O HENDERSONVILLE
NC

JOB NO	CUSTOMER PO.	COST CODE	EST SHIP DATE	CLERK #	SHIPPED FROM
			02-28-23	tmm1	SHVNYD SP

QTY	ITEM NO.	DESCRIPTION	U/M	UNIT PRICE	EXTENDED PRICE
1	35929035.10	5068 LHS 6- PNL STEEL 4 9/16. BM,W/ W-STRIP & BRONZE T-HOLD ORB HINGE & SINGLE BORE	EA	742.54	742.54
		<i>> Closet double doors</i>			

NC045 HENDERSON COUNTY, NC 6.75%

SUBTOTAL	TAX	TOTAL
742.54	50.12	792.66

SALESPERSON: HVN6956

BUYER:

KANUGA RD T/R WILLOW T/R INDIAN CAVE T/L CHATTOOGA RUN
T/L SHADY LAUREL...TO # 201

Unless otherwise specified herein, all prices shown shall only be valid for materials delivered for or received by the Purchaser within 14 days from the date of this order.

12/26/22, 11:50 AM

Invoice [REDACTED] from Hendersonville Crane Service

Ref. # 11505759

Subject: Invoice [REDACTED] from Hendersonville Crane Service

Date: 12/23/2022 2:52:15 PM Eastern Standard Time

From: quickbooks@notification.intuit.com

Reply To: chs28792@yahoo.com

To: [REDACTED]

INVOICE [REDACTED] DETAILS



Hendersonville Crane Service

DUE 12/23/2022

\$3,700.00

Print or scan

Powered by QuickBooks

Here's your invoice! We appreciate your prompt payment.

Thanks for your business!

Hendersonville Crane Service

Bill to



Terms

Due on receipt

70 ton AT

\$3,200.00

1 X \$3,200.00

Support Truck

\$500.00

1 X \$500.00

Balance due \$3,700.00

[Print or save](#)

Hendersonville Crane Service
P.O.Box 633 Naples, NC 28760 US
ehs28792@yahoo.com

If you receive an email that seems fraudulent, please check with the business owner before paying.



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Ref # 11505759



**CAROLINA
ENERGY
SYSTEMS**

125 Lester Lane
Penrose, NC 28766
828-698-4355

Invoice

Date	Invoice #
1/4/2023	

Bill To		Ship To	
[REDACTED] Hendersonville, NC		[REDACTED] Hendersonville, NC	
P.O. No.	Terms	Project	
	UPON RECEIPT	Gary Dillon	
Description			
Service Call with Contract (12/23/22 - Overtime) Additional Labor for Repair (1/2/23) Generator Enclosure Fuel Surcharge 12/23/22 - Symptoms: Customer had an accident and hit the generator. Needs to make sure its all working. Diagnosis and Repair: Technician found the generator working. Generator will need a new enclosure and exhaust worked on. 1/2/23 -Technicians came out and installed new roof, back panel and muffler. Ran generator for 20 minutes. Everything was fine. Sales Tax			
Payments/Credits		\$0.00	
Please remit to: Carolina Energy Systems 125 Lester Lane Penrose, NC 28766		Balance Due	\$1,467.81

We wish you a Merry Christmas and a Happy New Year!
WE ACCEPT ALL MAJOR CREDIT CARDS. 3% FEE CHARGED FOR AMOUNTS OVER \$1500.

Hendersonville, N.C.

Greenville P&DC 296
WED 29 MAR 2023 AM



U.S. Dept. of Transportation *Natl. Highway Traffic Safety Admin.*
Office of Defects Investigation
1200 New Jersey Ave. S.E. West Building
Washington, D.C. 20590

Ref # 11505759