

From: [REDACTED]
To: [EVOO \(NHTSA\)](#)
Subject: Re: Follow up to ODI Complaint ----- 11512326-----
Date: Monday, July 31, 2023 2:19:50 PM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Re: 2008 Land Rover LR2

As a follow up to my complaint regarding the common problem with the rear differential which I had to have replaced with a new unit at a cost of \$3400.00 the following occurred a few weeks ago.

I had the vehicle (LR2) thoroughly checked before having it shipped to Kona, Hawaii where we go to every year. The vehicle was picked up at the port by our daughter with our granddaughter on board and as they were driving along the highway the vehicle began to shake, the engine light went on and lost power. She managed to bring the vehicle to the side of the road. I had the vehicle checked by Kona European Auto Repair here in Kona, Hawaii and they could not find anything wrong.

I continued to use the vehicle for a week without a problem until one day as I was driving our grandchildren home I noticed a squeaking sound coming from the rear wheel. On my way home on a busy highway the sound became louder plus a grinding sound. This was followed by a loud pop sound, the vehicle fishtailed to the center of the road, the engine light went on, it lost power and the steering wheel froze. Luckily I was able to maneuver it to the side of the road while the cars swerved around me.

Kona European Auto Repair confirmed that the rear differential was completely inoperable.

Again, the NHTSA technical bulletin sites the differential as a common problem with this model but this time it could have had tragic results.

The new rear differential unit is still under factory warranty but there seems to be a dispute on whether the new unit replacement is the responsibility of Land Rover.

I believe that this latest complaint along with all the others in the NHTSA bulletin should be enough for a recall decision from the NHTSA. It is very much a safety issue not just a defective part issue.

Thank you,

[REDACTED]

From: [REDACTED]
Sent: July 18, 2023 1:10 PM
To: EVOQ (NHTSA) <EVOQ@dot.gov>
Subject: Re: Follow up to ODI Complaint ----- 11512326-----

I've experienced another serious mechanical incident involving my LR2 which has 40K miles. I will be sending this to you within a week .

Thank you,

[REDACTED]

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: May 2, 2023 7:40 AM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ----- 11512326-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation