

**From:** ferdi@idss.co.za  
**Sent:** Thursday, 01 August 2024 10:31 AM  
**To:** 'JP Booyens'  
**Subject:** FW: Final Resolution Land Rover Discovery 4 3.0D (2013)

JP

I told you to stop trying bully and intimidate me..

Instead of replying to my mail, you proceeded to register a criminal case in an obvious civil matter.. This is utterly disgusting and a total misuse of state resources.. Shame on you!!

Let me be very clear

I requested, and you agreed, to a loan vehicle until such time you have been cleared from poor workmanship. You opted to use an incomplete and inconclusive Dekra report and drag the process out by ignoring and withholding evidence and concerns raised by me.

- Address my previous mail in full. This is not negotiable..
- Wait for the new independent report from Dekra (It's been scheduled for tomorrow)

**Should you be found to be at fault , or the report found to be inconclusive,**

I need to know in no uncertain terms, how you will proceed to repair the vehicle and with a definite timeline. Also, how you plan to compensate me for the time I am without a vehicle.

**Should the report clear you, and put the blame without any doubt on me**

(providing I have received a comprehensive explanation of the previous stated concerns),

I will drop the loan vehicle at your branch and arrange collection of my vehicle.

I will then escalate the matter to the Ombudsman and higher..

Until such time, I am sticking to our original agreement and will not be bullied... I am not going away – I demand to be treated fairly.

Regards

Ferdi Marallich  
Cell – 074 740 4072

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**From:** ferdi@idss.co.za <ferdi@idss.co.za>  
**Sent:** Wednesday, July 31, 2024 11:35 AM  
**To:** 'JP Booyens' <jpbooyens@ccholdings.co.za>  
**Subject:** RE: Final Resolution Land Rover Discovery 4 3.0D (2013)

I do not accept your reply.

Stop threatening and trying to bully me.

Your below information is filled with untruths!

Once you have answered each one of my questions and concerns, we can cease communication and I can take it further.

***Until I get the below answered in full, the issue between us is without saying not resolved and I am keeping the loan vehicle.***

You were task to investigate and report.... Investigate properly and fairly – you might even come to different conclusion.

Should you not be capable or competent to do a comprehensive investigation, feel free to pass it to someone more capable.

**1. The white smoke was noticed by me on start up after collecting the keys.**

Without moving the vehicle it was immediately reported to your manager... He drove to the car back the workshop - he decided to drive off with the smoking car.

**2. Your time line is incorrect,**

the Engen seized up in front of me, after they had it back at the workshop for an hour, and decided to do a road test whilst the vehicle was still heavily and excessively smoking..... **What did they do to identify possible issue/problems causing the smoke? What action did they take to remedy and or safeguard the vehicle from any possible damage/further damage.**

**3. The oil was drained the following Monday.**

On my arrival the oil was already being drained, I was not present from start to finish. On my return later, a plastic bucket with oil was showed to me. It was not in a marked measurement container, so there is no way for me to know how much oil it contained.

One need to consider though - how much oil could have been burned off whilst the vehicle was being driven, and when the engine “ran away”? I was there and witnesses the mass of smoke – no doubt it was a lot of oil that would have been burned.. **So if you indeed did drain 6.5lt exactly + the burned oil???**

**4. Dekra report – I proved to you that the report was inaccurate.**

He reported that the oil was full and in good condition. **This is untrue as there was no oil n the vehicle. How can I accept this report to be accurate and fair?**

**5. What was the mandate Dekra received for the assessment on the vehicle?.**

He was obviously informed of the broken pipe and cabling as this appeared to be the bases of his investigation and conclusion. Was he informed of the smoke, what was done between first noticing it, the time it was in the shop and then the road test... If he did not get the full truth and facts, how could he have done fair and proper assessment?

**6. Your shop mentioned the oil at the time of service was thick like syrup**

I was not made aware of it (only read it in the Dekra report). At that very moment when your staff member noticed it, what steps were taken to safeguard themselves, the client and the vehicle? It was

clearly a concern to him, as he felt it necessary to provide this info to the assessor. But it was not escalated to me, and clearly not indicated on the jobcard.

**7. Why am I not getting the reports as I have requested multiple times...**

1. Jobcard, 2. diagnostic reports, 3. Proof that your staff is trained to work on diesel motors (trade certificates or the like) 4. Proof that new and acceptable parts were used..

**8. Do you find it acceptable that on the 29<sup>th</sup> I simply got a mail from Lerate stating they are not to blame, and I simply need to collect the vehicle?**

No quotation, no further advise, no further assistance – just collect your vehicle???????????????? Thanks well keep your service money you paid... I know you drove the vehicle here, but its broken now, so phone a tow truck and come fetch your car!!!!!!!!!!

**9. Service history**

How did you conclude that I missed 2 services? Please see attached the service schedule from Land Rover South Africa - on the 2013 Discovery 4. It shows 26 000km... In that case I thought I was a few km over, but it appears I was below??

All vehicle details

**DA689640**

**Main** Features Outstanding Campaigns Minor features Vehicle Software

VIN:

Model:

Model year:

Build date:

Selling Retailer:

Warranty start date:

Model view

Regards

Ferdi Marallich  
Cell – 074 740 4072

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**From:** JP Booyens <[jbooyens@ccholdings.co.za](mailto:jbooyens@ccholdings.co.za)>  
**Sent:** Wednesday, July 31, 2024 9:32 AM  
**To:** [ferdi@idss.co.za](mailto:ferdi@idss.co.za)  
**Subject:** FW: Final Resolution Land Rover Discovery 4 3.0D (2013)

Good day.

Please find below findings of complaint.

On 2024/07/20 you brought your vehicle into Car Service City George branch for the work detailed , in the attached invoice (Att1.PDF)  
Odometer reading 198200Km.

- Major Service.
- Oil 5W30 Fully synthetic, Low ash.
- Oil Filter.
- Air Filter.
- Diesel Filter.

The following was identified as work to be done and not authorised (identified but not authorised)

- Brake Pads Front & Rear 20%
- Some pipes and wires in engine compartment were chewed by mice/rats.

After the service was completed, the vehicle was collected, upon collection of the vehicle it was noted that the vehicle was pushing a mass amount of white smoke out of the exhaust pipe. Both parties reported that the vehicle's engine then started "running away" until the engine stopped.

### **Runaway Engine.**

A runaway engine occurs when the engine starts to uncontrollably burn oil or fuel, often leading to catastrophic failure. Here's how it happens and its consequences:

1. **Uncontrolled Combustion:** With oil entering the intake, the engine begins to burn this oil as fuel. Unlike regular fuel, the driver has no control over the amount of oil entering the engine, leading to uncontrolled combustion.
2. **Over-Revving:** The engine may start to over-rev, far exceeding its designed RPM limits, leading to severe stress on engine components.
3. **Lack of Shutdown Control:** Turning off the ignition may not stop the engine because it's running on oil, not fuel from the injectors.
4. **Engine Damage:** The excessive RPMs can cause major engine damage, including:
  - Piston and cylinder damage
  - Valve damage
  - Turbocharger destruction
  - Rod or crankshaft failure

The vehicle was then moved into the workshop, where the oil was drained and measured in your presence where a total of 6.5 Liters of oil was recorded.

CSC George decided to keep the vehicle for further investigation and inspection.

On 2024/07/24 an independent DEKRA Assessor assessed the vehicle at CSC George . The following was inspected and noted by the independent DEKRA Assessor. (ATT2)(CAW120440.PDF)

(Please see, Details of Failure on DEKRA Report)

- The assessor reported that the left side turbo had a crack in it and the oil seals have failed. (DEKRA Report. Picture Turbo (L/Side)

**Results:**

- If the turbo seals are damaged and allow oil to enter the engine’s intake system, it can lead a 'runaway' engine. In this situation, the engine begins to run uncontrollably, as it starts burning the oil as fuel. This can cause extremely high engine speeds and may result in severe damage or even complete engine failure.

**Vehicle Service History.**

The vehicle was last service by CSC George in 2023/03/09. (Odometer 173685Km) (ATT3.PDF)

It is hereby very clear that the vehicle has missed 2 (Two) consecutive Services , Current Odometer Reading 198200Km this shows a **(Difference of 24 515Km)** . Regular servicing is crucial as per the manufacture’s specification for the vehicle's longevity and performance, the vehicle didn’t receive the necessary maintenance when it was due.

Since the vehicle was not serviced as per manufacturer recommendation the oil in the vehicle became thick and would have blocked/sealed the crack on the turbo and would have clogged the seals. Once the vehicle was serviced and the new thinner oil started running through the engine it cleared all the old thicker oil out of the turbo and seals causing the new oil to push into the turbo and allowing the new oil to go into the intake manifold causing the “runaway” engine.

**It is hereby concluded that CSC George cannot be held liable for the “Runaway” engine as the vehicle was brought into CSC George with a pre-existing condition due to the lack of timeously maintenance done to the vehicle.**

It is hereby requested that the Land Rover Discovery (Reg: CAW 120440) be removed from CSC George’s property within 3 business days before storage fees will be charged at R200 per day Excl. VAT.

- Kindly also note that CSC George cannot and be held liable for any damages that may occur to the vehicle whilst in storage.

The loan vehicle should have been returned to CSC George on 2024/07/30 as arranged. There are penalty fees in the amount of R1000.00 should the rental be late. Kindly see attached document signed by yourself acknowledging the Rental Terms and Conditions. Therefore, you will be held liable for the penalties in the amount of R1000.00 for the late return of the rental vehicle. (ATT4.PDF)

- **The loan vehicle must be returned to CSC George before 1pm today 2024/07/31, should this not be done as agreed the penalty of R2000.00 will be payable and for your account.**

Furthermore, should you not be satisfied with our findings you are also free to escalate the complaint to MIOSA for further investigation. (<https://www.miosa.co.za/complain-online.php>)

Kind Regards.

