



Ministry  
of Defence

██████████ LLB(Hons)

Defence Equipment and Support  
Secretariat  
#2043 Maple 0a  
Ministry of Defence  
Abbey Wood  
Bristol BS34 8JH



Email: DES SEC-PolSec LE-JSC-WPNS@mod.uk

██████████

email: ██████████

Our Reference:  
FOI2021/02812  
Date:  
23 March 2021

Dear ██████████,

I am writing about your email of 12 March 2021, requesting the following information:

*I would like to make a Freedom of Information Request to discover if the Ministry of Defence may have an records of service and or maintenance for my Land Rover Defender 110, which before I purchased it in 2017 had originally had a Vehicle Registration Number "34 AY 49". Any information that you could share would be gratefully received.*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence (MOD), and I can confirm that information in scope of your request is held. This is attached, as follows:

Annex A - Fault History (redacted)  
Annex B – Inspection History  
Annex C - Service History

It has proved necessary to withhold information related to your request. This is commercially sensitive information in the Fault History (Annex A), relating to contractor repair times, and has been withheld under qualified exemption Section 43(2) (Commercial Interests).

Section 43 concerns information which if disclosed would or would likely prejudice the commercial interests of any person (including defence contractors and the public authority holding it).

As the exemption is qualified, it was necessary to undertake a Public Interest Test to determine whether the balance for withholding the information outweighs that for disclosure. General arguments in favour of release were that full disclosure would demonstrate the MOD's commitment to openness and transparency; and make the UK Government more accountable to the electorate. The FOI Act also contains a presumption for release. However, reporting the time taken by MOD contractors to rectify fault reports could be used, along with already published contractor information, to reveal market sensitive information, such as hourly labour rates, that would likely allow the company's competitors to exploit when bidding for similar work.

Defence Equipment & Support

Given the arguments described above, on balance, it was determined that the information should be withheld under Section 43(2) (Commercial Interests). The level of prejudice against release of this exempted information has been set at the higher level of “would” rather than “would be likely to”.

However, the information about your vehicle history has previously been published and Section 21(1) of the FOI Act provides that information is exempt if it is reasonably available by other means. The Merlin archive was released as part of a previous FOI request and can be accessed at the Government publications website, at the following:

**<https://www.gov.uk/government/publications/foi-responses-published-by-mod-week-commencing-09-july-2018>**

Under Section 16 (Advice and Assistance) of the FOI Act, I can advise you that the Merlin database in the above link is split into seven spreadsheets. The first has a list of vehicles, while sheets two through seven include the service histories. To search for a vehicle, you must press Ctrl + F on your computer keyboard, then select 'Options' and then select 'Workbook' from the 'Within' drop down list. Information relevant to your request can be found by typing the vehicle registration number and pressing 'enter'.

You may wish to note that when the Merlin database was archived into its current format some data may have been lost or corrupted. You should, therefore, be cautious that some of the data may be inaccurate.

If you have any queries regarding the content of this letter, please contact this office in the first instance. If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.gov.uk). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely,

[REDACTED]

[REDACTED]

DE&S Policy Secretariat Asst Hd

Work Objects

Serial Number: 34AY49  
 NSN: 2320998939323

Criteria:  
 Repair Level: ALL  
 Work Object Status: Closed  
 Mission Impact: ALL  
 Fault State: ALL  
 Escalate Work: ALL  
 Work Request ID:  
 Assigned Work Status: ALL  
 Working Organisation:  
 Repair Section:

| Fault ID        | Work Request ID | Fault Description | Work Status | Fault State | Escalate Work | Repair Level | Batch Fault Group ID Number | Fault Occurrence Date | Mission Impact | Reason For Work | Level 3 Description      | Working Organisation | Repair Section | Estimated Repair Time |
|-----------------|-----------------|-------------------|-------------|-------------|---------------|--------------|-----------------------------|-----------------------|----------------|-----------------|--------------------------|----------------------|----------------|-----------------------|
| 000000-006CFF5B |                 | Annual Maint      | Closed      | Fully Fit   | No            | Level 2      |                             | 03 Oct 2011           | N/A            | Servicing       | TUL HELISTART WINTERISED |                      |                |                       |

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 Fault State: ALL  
 Escalate Work: ALL  
 Work Request ID:  
 Assigned Work Status: ALL  
 Working Organisation:  
 Repair Section:

| Maintenance Event ID | Work Request ID | Escalate Work | Maintenance Event Name | Next Due Date | Repair Level | Fault State | Work Status | Estimated Repair Time | Working Organisation | Repair Section |
|----------------------|-----------------|---------------|------------------------|---------------|--------------|-------------|-------------|-----------------------|----------------------|----------------|
| 000000-001BCCBA      |                 | No            | MEI (2)                | 04 Nov 2013   | Level 2      |             | WiP         | 000:00                |                      |                |
| 000000-00228E4E      |                 | No            | 6 Monthly 6534 Insp    | 06 May 2013   | Level 1      |             | WiP         | 000:00                |                      |                |
| 000000-00228E3C      |                 | No            | MEI (2)                | 04 Nov 2013   | Level 2      |             | WiP         | 000:00                |                      |                |
| 000000-0018717C      |                 | No            | 6 Monthly 6534 Insp    | 06 May 2013   | Level 1      |             |             | 000:00                |                      |                |
| 000000-001BD1B9      |                 | No            | 6 Monthly 6534 Insp    | 06 May 2013   | Level 1      |             | WiP         | 000:00                |                      |                |
| 000000-00187168      |                 | No            | MEI (2)                | 04 Nov 2013   | Level 2      |             |             | 000:00                |                      |                |

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