



Ministry  
of Defence

Defence Equipment and Support  
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[REDACTED]  
email: [REDACTED]  
[REDACTED]

Our Reference:  
FOI2021/04875  
Date:  
14 May 2021

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Dear [REDACTED],

I am writing about your email of 9 May 2021, requesting the following information:

*I now own Land Rover Wolf LL92AA, currently registered as HIG21*

*Could I please have any info re it's service history under FOI as there is very little on Merlin.*

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.

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".

Defence Equipment & Support

However, as you are aware, 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 (LL92AA) 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,

DE&S Policy Secretariat Asst Hd

Work Objects

Serial Number: LL92AA  
 NSN: 2320998939741

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
000000-00707FAB	000000-002D9142	DRIVERS SEATBELT TWISTED	Closed	Fully Fit	No	Level 2		03 Apr 2012	N/A	Inspection	TUL HS GS SOFT TOP			
000000-00707FA7	000000-002D9142	UNABLE TO SECURE BONNET IN CLOSED POSITION	Closed	Non-Taskworthy	No	Level 2		03 Apr 2012	N/A	Inspection	TUL HS GS SOFT TOP			
000000-00707FA4	000000-002D9142	REAR TAILGATE DAMAGED	Closed	Non-Taskworthy	No	Level 2		03 Apr 2012	N/A	Inspection	TUL HS GS SOFT TOP			
000000-00707FB2	000000-002D9142	RENEW DRIVERS BOTTOM DOOR HINGE	Closed	Fully Fit	No	Level 2		03 Apr 2012	N/A	Inspection	TUL HS GS SOFT TOP			
000000-006E61FB	000000-002D9142	PASSENGER SIDE DASHBOARD HANDLE BROKEN	Closed	Fully Fit	No	Level 2		12 Dec 2011	N/A	Failure	TUL HS GS SOFT TOP			000:00
000000-0071147C		Manifold gasket leaking	Closed	Non-Taskworthy	No	Level 2		08 May 2012	N/A	Closed No Action	TUL HS GS SOFT TOP			
000000-0070806B	000000-002D9142	RENEW REAR TOW EYE BOTTOM SAFETY PIN	Closed	Limited Role	No	Level 2		03 Apr 2012	N/A	Inspection	TUL HS GS SOFT TOP			
000000-00709C05		CARRY OUT 2 YEARLY SERVICE	Closed	Non-Taskworthy	No	Level 1		30 Mar 2012	N/A	Servicing	TUL HS GS SOFT TOP			
000000-00709C04		Carry out 24M VM tasks	Closed	Non-Taskworthy	No	Level 2		30 Mar 2012	N/A	Servicing	TUL HS GS SOFT TOP			
000000-006F01F2		TURBO INOP	Closed	Non-Taskworthy	No	Level 2		27 Jan 2012	N/A	Damage	TUL HS GS SOFT TOP			
000000-006EEAA4		PLEASE RECTIFY LOSS OF POWER( FAULT WITH ECR VALVE DISCONNECTED)	Closed	Non-Taskworthy	No	Level 2		24 Jan 2012	N/A	Failure	TUL HS GS SOFT TOP			000:00
000000-006F76F7		Fit MOD No 37,Glow Plug Timer Interface.	Closed	Fully Fit	No	Level 2		16 Feb 2012	N/A	Modification	TUL HS GS SOFT TOP			
000000-006C55AB	000000-002D550D	PLEASE CLASSIFY AND RECTIFY BATTERY AS NECESSARY	Closed	Non-Taskworthy	No	Level 2		31 Aug 2011	N/A	Inspection	TUL HS GS SOFT TOP			000:00
000000-006C55CD	000000-002D550D	TABLE 5,(6 YERALY) OOPM, CAMSHAFT ,IAW 2320-D-128-601,EDN 5, AMDT 0	Closed	Non-Taskworthy	No	Level 2		31 Aug 2011	N/A	Servicing	TUL HS GS SOFT TOP			000:00
000000-006C14AF	000000-002D550D	INSUFFICIENT BRAKE PERFORMANCE	Closed	Non-Taskworthy	No	Level 2		11 Aug 2011	N/A	Failure	TUL HS GS SOFT TOP			
000000-006C09D5	000000-002D550D	CARRY OUT MEI IAW 2300-A-050-013	Closed	Non-Taskworthy	No	Level 2		09 Aug 2011	N/A	Inspection	TUL HS GS SOFT TOP			
000000-006C40A9	000000-002D550D	1 YEARLY SERVICE VM TASK, IAW AESP 2320-D-122-601, TABLE 7, COLUMN B	Closed	Non-Taskworthy	No	Level 2		24 Aug 2011	N/A	Servicing	TUL HS GS SOFT TOP			000:00
000000-006C40A4	000000-002D550D	1 YEARLY SERVICE, IAW AESP 2320-D-122-601, TABLE 7, COLUMN B	Closed	Non-Taskworthy	No	Level 1		24 Aug 2011	N/A	Servicing	TUL HS GS SOFT TOP			000:00
000000-006B0E91	000000-002D4D5A	STEERING BOX LEAKING OIL	Closed	Non-Taskworthy	No	Level 2		15 Jun 2011	N/A	Inspection	TUL HS GS SOFT TOP			
000000-005DEAC8	000000-002D4D2B	STEER COLUMN OUTER COVER AND IGNITION OUTER COVER(WHOLE CAB) IS VERY LOOSE.	Closed	Fully Fit	No	Level 2		17 Feb 2011	N/A	Servicing	TUL HS GS SOFT TOP			
000000-005E0432	000000-002D4D2B	WIPER IN OP	Closed	Non-Taskworthy	No	Level 2		23 Feb 2011	N/A	Failure	TUL HS GS SOFT TOP			000:00
000000-005E993F	000000-002D4D2B	PLEASE RECTIFY FOG LIGHT IN OP	Closed	Non-Taskworthy	No	Level 2		21 Mar 2011	N/A	Failure	TUL HS GS SOFT TOP			000:00
000000-006C09C6		CARRY OUT 1 YEARLY SERVICE IAW 2320-D-128-601	Closed	Non-Taskworthy	No	Level 1		09 Aug 2011	N/A	Servicing	TUL HS GS SOFT TOP			
000000-006C09CA		CARRY OUT 1 YEARLY VM TASKS IAW 2320-D-128-601	Closed	Non-Taskworthy	No	Level 2		09 Aug 2011	N/A	Servicing	TUL HS GS SOFT TOP			
000000-006B058D	000000-002D4D62	Insp Steering Drop Arm Tab Washer	Closed	Non-Taskworthy	No	Level 2	000000-00000310	22 Jun 2011	N/A	Inspection	TUL HS GS SOFT TOP			
000000-005DEAB5		SPEEDOMETER AND ODOMETER IN OP	Closed	Non-Taskworthy	No	Level 2		17 Feb 2011	N/A	Failure	TUL HS GS SOFT TOP			000:00
000000-005DEAD2		ALL INDICATOR IN OP(BUT HAZARD WARNING LIGHT IN OP	Closed	Non-Taskworthy	No	Level 2		17 Feb 2011	N/A	Failure	TUL HS GS SOFT TOP			000:00
000000-005DEAF1		BRAKE LIGHT IN OP	Closed	Non-Taskworthy	No	Level 2		17 Feb 2011	N/A	Failure	TUL HS GS SOFT TOP			000:00
000000-005DEB08		REVERSE LIGHT IN OP	Closed	Non-Taskworthy	No	Level 2		17 Feb 2011	N/A	Failure	TUL HS GS SOFT TOP			000:00
000000-005DEB2A		CONVOY LIGHT IN OP	Closed	Limited Role	No	Level 2		17 Feb 2011	N/A	Failure	TUL HS GS SOFT TOP			000:00
000000-005DEB18		FOG LIGHT IN OP	Closed	Non-Taskworthy	No	Level 2		17 Feb 2011	N/A	Failure	TUL HS GS SOFT TOP			000:00
000000-005DB314		ALL 4 TYRE ARE BLR	Closed	Non-Taskworthy	No	Level 1		09 Feb 2011	N/A	Failure	TUL HS GS SOFT TOP			000:00
000000-005DCCF4		RENEW IGNITION SWITCH	Closed	Non-Taskworthy	No	Level 2		14 Feb 2011	N/A	Failure	TUL HS GS SOFT TOP			000:00
000000-005DB329		WASHER PUMP UNSERVICEABLE	Closed	Non-Taskworthy	No	Level 2		09 Feb 2011	N/A	Failure	TUL HS GS SOFT TOP			000:00
000000-00533670	000000-002BBBA2	FUEL KEY SNAPPED IN THE FUEL CAP.	Closed	Fully Fit	No	Level 2		12 Jul 2010			TUL HS GS SOFT TOP			
000000-0008D401	000000-00272C79	FUEL CAP DOES NOT LOCK	Closed	Fully Fit	No	Level 2		26 Sep 2007			TUL HS GS SOFT TOP			
		WIPER NOT WORKING ,REAR VIEW MIRROR BROKEN, HAZARD LIGHT NOT WORKING,BACK CANOPY												
000000-004AEAA	000000-002A1FDD	HOLDING LOOP MISSING. SERVICING O/D,	Closed	Non-Taskworthy	No	Level 2		23 Nov 2009			TUL HS GS SOFT TOP			
000000-001063D0	000000-00278AB6	Cetralise steering wheel and secure bottom steering pipe/hose	Closed	Non-Taskworthy	No	Level 2		13 Mar 2008			TUL HS GS SOFT TOP			
000000-001063F7	000000-00278ABC	Tighten passenger and driver door and secure window lock	Closed	Non-Taskworthy	No	Level 2		13 Mar 2008			TUL HS GS SOFT TOP			
000000-00106434	000000-00278AC2	Fit steering box washers and tab lock bolts	Closed	Non-Taskworthy	No	Level 2		13 Mar 2008			TUL HS GS SOFT TOP			
000000-0010647C	000000-00278AC6	L/H/R shock absorber top bush worn	Closed	Non-Taskworthy	No	Level 2		13 Mar 2008			TUL HS GS SOFT TOP			
000000-00106420	000000-00278ABF	L/H/R shock absorber top bush worn	Closed	Non-Taskworthy	No	Level 2		13 Mar 2008			TUL HS GS SOFT TOP			
000000-0008C6C3	000000-00272AA8	ENGINE OIL LEAKING	Closed	Non-Taskworthy	No	Level 2		24 Sep 2007			TUL HS GS SOFT TOP			
000000-0003A0B3	000000-002700D6	TURBO	Closed	Non-Taskworthy	No	Level 2		23 Oct 2006			TUL HS GS SOFT TOP			
000000-00004B29		Initial Usage	Closed	Fully Fit	No	Level 1		08 Dec 2005			TUL HS GS SOFT TOP			
000000-00004B43		Initial Maintenance	Closed	Fully Fit	No	Level 1		08 Dec 2005			TUL HS GS SOFT TOP			

Work Objects

Serial Number: LL92AA  
 NSN: 2320998939741

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:

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
000000-0017F1F0		No	MEI (2)	09 Aug 2012	Level 2			000:00		
000000-001CE7BA		No	6 Monthly 6534 Insp	03 Oct 2012	Level 1			000:00		
000000-0017F1F1		No	6 Monthly 6534 Insp	03 Oct 2012	Level 1			000:00		
000000-00078D79		No	MEI (2)	09 Aug 2012	Level 2		CL	000:00		
000000-000CCEE3		No	MEI (2)	09 Aug 2012	Level 2		CL	000:00		
000000-000A1B41		No	MEI (2)	09 Aug 2012	Level 2		CL	000:00		
000000-000A1B42		No	First Parade Insp (AR)(1)		Level 1		CL	000:00		
000000-000314A8		No	MEI (2)	09 Aug 2012	Level 2		CL	000:00		
000000-00061984		No	MEI (2)	09 Aug 2012	Level 2		CL	000:00		
000000-0017F1EC		No	MEI (2)	09 Aug 2012	Level 2			000:00		

Work Objects

Serial Number: LL92AA  
 NSN: 2320998939741

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:

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
000000-0017865C		No	Yearly/20000 Kms	30 Mar 2013	Level 1			000:00		
000000-00180629		No	6 Yearly/120000 Kms (2)		Level 2			000:00		
000000-0017865D		No	6 Monthly/10000 Kms	29 Sep 2012	Level 1			000:00		
000000-001CE199		No	6 Monthly/10000 Kms	29 Sep 2012	Level 1			000:00		
000000-001AAA8A		No	Weekly (AR)(1)		Level 1			000:00		
000000-001CE198		No	Weekly (AR)(1)		Level 1			000:00		
000000-001CE196		No	2 Yearly/40000 Kms	30 Mar 2014	Level 1			000:00		
000000-00140DAB		No	Weekly (AR)(1)		Level 1			000:00		
000000-0014043E		No	6 Monthly/10000 Kms	29 Sep 2012	Level 1			000:00		
000000-000DD494		No	2 Yearly/40000 Kms	30 Mar 2014	Level 1		CL	000:00		
000000-000D318A		No	2 Yearly/40000 Kms	30 Mar 2014	Level 1		CL	000:00		
000000-000734C4		No	Yearly/20000 Kms	30 Mar 2013	Level 1		CL	000:00		
000000-000734C5		No	6 Monthly/10000 Kms	29 Sep 2012	Level 1		CL	000:00		
000000-000FE1A2		No	6 Monthly/10000 Kms	29 Sep 2012	Level 1		CL	000:00		
000000-00082821		No	Yearly/20000 Kms	30 Mar 2013	Level 1		CL	000:00		

000000-00082AE7	No	6 Monthly/10000 Kms	29 Sep 2012	Level 1	CL	000:00
000000-000B46D8	No	Weekly (AR)(1)		Level 1	CL	000:00
000000-00091E4B	No	Weekly (AR)(1)		Level 1	CL	000:00
000000-0009310C	No	Weekly (AR)(1)		Level 1	CL	000:00
000000-000938FB	No	Weekly (AR)(1)		Level 1	CL	000:00
000000-00095980	No	Weekly (AR)(1)		Level 1	CL	000:00
000000-000C4D6D	No	Weekly (AR)(1)		Level 1	CL	000:00
000000-000E5BCD	No	Weekly (AR)(1)		Level 1	CL	000:00
000000-00097523	No	Weekly (AR)(1)		Level 1	CL	000:00
000000-00096769	No	Weekly (AR)(1)		Level 1	CL	000:00
000000-0009BEC2	No	Weekly (AR)(1)		Level 1	CL	000:00
000000-000B8102	No	Weekly (AR)(1)		Level 1	CL	000:00
000000-000E62D2	No	Weekly (AR)(1)		Level 1	CL	000:00
000000-000E64A8	No	2 Yearly/40000 Kms	30 Mar 2014	Level 1	CL	000:00
000000-000A1AB2	No	6 Monthly/10000 Kms	29 Sep 2012	Level 1	CL	000:00
000000-000A1B00	No	Yearly/20000 Kms	30 Mar 2013	Level 1	CL	000:00
000000-000A191C	No	6 Monthly/10000 Kms	29 Sep 2012	Level 1	CL	000:00
000000-000F02E1	No	6 Monthly/10000 Kms	29 Sep 2012	Level 1	CL	000:00
000000-000AA384	No	Yearly/20000 Kms	30 Mar 2013	Level 1	CL	000:00
000000-00032D30	No	6 Monthly/10000 Kms	29 Sep 2012	Level 1	CL	000:00
000000-00043E94	No	2 Yearly/40000 Kms	30 Mar 2014	Level 1	CL	000:00
000000-001028A9	No	6 Monthly/10000 Kms	29 Sep 2012	Level 1	CL	000:00
000000-00043E95	No	Yearly/20000 Kms	30 Mar 2013	Level 1	CL	000:00
000000-00042381	No	6 Yearly/120000 Kms (2)		Level 2	CL	000:00
000000-000DAD2E	No	5 Yearly/100000 Kms (1)		Level 1	CL	000:00
000000-00057C24	No	Weekly (AR)(1)		Level 1	CL	000:00
000000-001CE197	No	Yearly/20000 Kms	30 Mar 2013	Level 1		000:00