



Ministry  
of Defence



DE&S Secretariat



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Defence Equipment & Support  
Maple 0a, #2043  
MOD Abbey Wood  
Bristol BS34 8JH



14 January 2022  
Our Reference: FOI2022/00005

Dear 

I am writing about your email of 3 January 2022, requesting the following information:

“Please can you supply me with the service and maintenance history of Land Rover Defender 110 mil registration JM16AA. I purchased this vehicle from Witham Specialist Vehicles.”

Your request has been handled in accordance with the Freedom of Information (FOI) Act 2000.

A search of Ministry of Defence (MOD) records has concluded that some information is held about your vehicle and copies of the following documents are attached:

Annex A – Fault History (Redacted)  
Annex B – Inspection History  
Annex C – Service History

Some of the Fault History (Annex A), relating to commercially sensitive information, has been withheld in accordance with Section 43(2) (Commercial Interests) which 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 Section 43 is a qualified exemption, 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, releasing some of the Fault History would provide details of the time taken by MOD contractors to rectify fault reports. This data, along with previously published information, could be used to make reasonable assumptions about hourly labour rates. As market sensitive information, this could then be exploited by commercial competitors to undercut the contractor when bidding for similar work.

Given the arguments described above, on balance, it was determined that the information should be withheld. 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”.

Further information, concerning your vehicle ownership history whilst in-service with the MOD, is available on the Merlin database. Section 21(1) of the FOI Act provides an exemption if the information 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 link:

<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 is split into seven spreadsheets. The first has a list of vehicles, while sheets two through seven include details of where the vehicle was allocated. To search for a vehicle, you will need to 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](mailto: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 Secretariat

Work Objects

Serial Number: JM16AA  
 NSN: 2320998939689

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
000000-007A5E82	000000-002E90F8	2 6 MONTHLY SERVICINGS	Closed	Non-Taskworthy	No	Level 2		24 Jul 2013	N/A	Closed No Action	TUM HARD TOP			
000000-005C550F		G/BOX OIL DUE 140132MLS OR 23/11/15	Closed	Fully Fit	No	Level 2		24 Nov 2010	N/A	Failure	TUM HARD TOP			
000000-0076A863	000000-002E1BF0	WONT START AND ACCELERATOR PEDAL STICKING	Closed	Fully Fit	No	Level 2		19 Feb 2013	N/A	Failure	TUM HARD TOP			
000000-0076687A	000000-002E1389	FLAT BATTERY AND ACCELERATOR PEDAL STICKS	Closed	Non-Taskworthy	No	Level 2		07 Feb 2013	N/A	Failure	TUM HARD TOP			
000000-0059110A		Initial Maintenance	Closed	Fully Fit	No	Level 1		21 Sep 2010			TUM HARD TOP			
000000-005910CF		Initial Usage	Closed	Fully Fit	No	Level 1		21 Sep 2010			TUM HARD TOP			

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 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
000000-001AD696		No	6 Monthly 6534 Insp	23 Jul 2013	Level 1			000:00		
000000-002413B8		No	6 Monthly 6534 Insp	23 Jul 2013	Level 1		WiP	000:00		
000000-00181CB4		No	MEI (2)	22 Jan 2014	Level 2			000:00		
000000-00070F9B		No	6 Monthly 6534 Insp	23 Jul 2013	Level 1		CL	000:00		
000000-0010A524		No	First Parade Insp (AR)(1)		Level 1		CL	000:00		
000000-0010A525		No	MEI (2)	22 Jan 2014	Level 2		CL	000:00		
000000-00181CB5		No	6 Monthly 6534 Insp	23 Jul 2013	Level 1			000:00		
000000-0024138D		No	MEI (2)	22 Jan 2014	Level 2		WiP	000:00		

Work Objects

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 NSN: 2320998939689

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
000000-002414D7		No	6 Monthly/10000 Kms	23 Jul 2013	Level 1		WiP	000:00		
000000-00181CB0		No	Yearly/20000 Kms	22 Jan 2014	Level 1			000:00		
000000-0024136C		No	2 Yearly/40000 Kms	22 Jan 2015	Level 1		WiP	000:00		
000000-001AD691		No	6 Monthly/10000 Kms	23 Jul 2013	Level 1			000:00		
000000-002414D6		No	OOPS 2 Yearly/20000 Kms (1)	22 Jan 2015	Level 1		WiP	000:00		
000000-00181CB1		No	6 Monthly/10000 Kms	23 Jul 2013	Level 1			000:00		
000000-002414D8		No	Yearly/20000 Kms	22 Jan 2014	Level 1		WiP	000:00		
000000-00071E39		No	6 Monthly/10000 Kms	23 Jul 2013	Level 1		CL	000:00		
000000-00071E3A		No	OOPS 5 Yearly/80000 Kms (2)	22 Nov 2015	Level 2		CL	000:00		
000000-00071E3B		No	OOPS 5 Yearly Coolant Change (1)	22 Nov 2015	Level 1		CL	000:00		
000000-0010A526		No	2 Yearly/40000 Kms	22 Jan 2015	Level 1		CL	000:00		
000000-0010A527		No	Weekly (AR)(1)		Level 1		CL	000:00		
000000-0010A528		No	OOPS 2 Yearly/20000 Kms (1)	22 Jan 2015	Level 1		CL	000:00		
000000-0010A529		No	6 Monthly/10000 Kms	23 Jul 2013	Level 1		CL	000:00		
000000-0010A52A		No	OOPS 5 Yearly Coolant Change (1)	22 Nov 2015	Level 1		CL	000:00		
000000-0010A52B		No	Yearly/20000 Kms	22 Jan 2014	Level 1		CL	000:00		