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2005 MAR 30 AM 5:50

[REDACTED]
Locust Valley, New York [REDACTED]

Day: [REDACTED]

Night: [REDACTED]

March 23, 2005

U. S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01, 400 7th Street SW,
Washington, DC 20590

Dear Sir/Madam:

Enclosed please find a filled in print out of your "Complaint Form" from your Web site. I am also including copies of the letters I sent to Land Rover with all my problems listed. I do not feel safe driving my Freelander. It has never been reliable. I have never had any satisfaction from Land Rover. I hope that this information helps other consumers that might consider purchasing a Freelander or any other Land Rover vehicle. I have written to all the officers and managers of Ford, Land Rover and Consumers Reports.

Thank you

Sincerely,

[REDACTED]

Encl.

*Margaret
2/4/05*



Office of Defects Investigation

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Contact

1-888-DASH-2-DOT
(1-888-327-4236)

TTY

- 1-800-424-9153 or
- 1-202-484-5238

Consumer » Complaint » Vehicle » Previous

VOQ Information

Completed	Optional
☒ Edit consumer	☐ Add tires
☒ Edit complaint	☐ Add equipment
☒ Edit vehicle	☐ Add childrestraint

NOTE: Please review your Complaint Information and click on "Submit Complaint" button at bottom of this page to Submit your complaint to NHTSA.

Consumer Information

Name: [REDACTED]
 Org. Name: [REDACTED]
 Address: [REDACTED]
 City, State, Zip: Locust Valley, NY 11114
 Daytime Phone: [REDACTED]
 Evening Phone: [REDACTED]
 Email: [REDACTED]

Complaint Information

Description: Many problem see complaint letters to Land Rover Attorneys
 Incident Date: 12/24/2004
 Fire: No
 Num. Failures: 7+
 Property Damage: No
 Num. Deaths: N/A
 Crash: No
 Num. Injured: N/A
 Police Report: No
 Referral Source: N/A

Vehicle Information

VIN: **2A382625**
VIN: ~~1111111111111111~~
Purchase Date: **2/28/2002**
Manufacturer: **LAND ROVER**
Year, Make and Model: **2002/LAND ROVER/FREELANDER**
Original Owner: **No Yes**
Trans. Type: **Automatic**
of Cylinders: **6**
Engine Size: **?**
Vehicle Details Usage:
Cruise Control: **No Yes**
AntiLock Brakes: **No Yes**
Current Mileage: **32,000**
Speed:
Future Mileage:
Powertrain:
Body Style:
Fuel System:
Fuel Type: **Regular**
Vehicle Type: **MULTIPURPOSE**

Vehicle Component InformationComponent 1: **ENGINE AND ENGINE COOLING**OEM: **NA****Vehicle Dealer Information**# Dealer: **1**Name: **Glen cone Land Rover** Dealer Type: **SERVICE DEALER**Address: **70 Cedar Swamp Rd
Glen Head NY 11545**Dealer Phone: **516 674-8500**Dealer Fax: Email: **516 674 4272**[Start Over](#)[Back](#)[Submit](#)[NHTSA Home](#) | [ODI Home](#) | [Complaints](#) | [Defect Investigations](#) | [Recalls](#) | [Service Bulletins 2.2.7\(2\)](#)

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Contact

1-888-DASH-2-DOT

Consumer

Complaint

Preview

Help

Select Complaint Type

Details

Complaint Type

Select one or more of the following checkboxes to specify the type of complaint.

☒ Vehicle Report defective equipment that was included with the vehicle at time of purchase.	☐ Tires Report defective tires. Selecting this option requires adding information about a vehicle to your complaint.
☒ Equipment Report defective equipment that was installed after the vehicle was purchased. <i>Sunroof</i>	☐ Child Restraint Report a defective child safety seat. Selecting this option requires make, model name/number, and date of manufacture found on the seat. It may also require vehicle information. Click here for help locating this information on your seat.

Start Over

Back

Proceed

Exit

[REDACTED]
[REDACTED]
Locust Valley, New York [REDACTED]
[REDACTED]

March 18, 2005

Michael Driscoll, President & CEO
Land Rover North America
555 MacArthur Boulevard
Mahwah, New Jersey 07430

REF NUMBER: 6496495
VIN NUMBER: 2A382625

Dear Mr. Driscoll:

In July 2004 I wrote to Land Rover about my mechanical problems I was having with my 2002 Freelander. Enclosed is a copy of my previous letter. The latest problems I am experiencing are the following:

-12/6/2004 Engine light went on and later the car would not start. It was also sluggish when going from 30 to 40 miles per hour. Result: New transmission (I complained two times prior about this problem but was told that nothing was wrong.), and replaced battery. It took a week to fix and was not given a loaner initially despite what I was promised when I purchased the vehicle. Service invoice enclosed.

-12/24/2004 (Christmas Eve.) Engine light went on again. Result: Replaced "tranny variable intake manifold actuator, faulty cam sensor. Service invoice enclosed.

I did not have use of my Freelander for two weeks in December. The problems keep repeating themselves.

-I spoke to a man in the Customer Relations Center who was looking into my latest problems but he never got back to me. I called him and left a message twice but he never called me back.

I do not feel safe driving my Freelander. It has not been reliable at all. What else can go wrong?! I seem to have a very poorly made vehicle since the problems never end. I have not received any satisfaction since witting you about my original problems. Service suggested that I purchase an extended warranty for about \$2,500. I think that Land Rover should either replace my Freelander or pay for my extended warranty.

Sincerely yours,

[REDACTED]

encl.

CC:

William Clay Ford, Jr., CEO & Chairman of the Board Ford Motor Co.
Ford Motor Co.
1 American Road
Dearborn, Michigan 48126

Joe Greenwell, Chairman and CEO Jaguar Land Rover
Ford Motor Co.
1 American Road
Dearborn, Michigan 48126

Jose Bracero, Executive Liaison
Customer Relationship Center
Land Rover North America
555 MacArthur Boulevard
Mahwah, N.J. 07430

Adam Soto,
Land Rover Customer Relationship Center
555 MacArthur Boulevard
Mahwah, N.J. 07430

U.S Department of Transportation,
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01, 400 7th Street SW
Washington, DC 20590

Consumer Reports
101 Truman Avenue
Yonkers, NY 10703-1057

[REDACTED]
[REDACTED]
Locust Valley, New York [REDACTED]
[REDACTED]

July 13, 2004

Howard Mosher, President
Land Rover North America, Inc.
P.O. Box 1503
Lanham Seabrook, Maryland 20706

Dear Mr. Mosher:

This latest mechanical problem with my 2002 Freelander has pushed me to write you. Before I tell you my chronology of problems I would like to let you know how much I have enjoyed driving my Freelander. It is a joy to operate on a sunny or snowy day. I am dismayed by the amount of strange mechanical problems which have occurred since I purchased it. My latest problem is that the sunroof will not open. This just occurred on Friday, July 10, 2004. Back in October 7, 2002 my sunroof assembly was replaced because it would not close. It had jammed when I tried to close it when it began to rain heavily. Fortunately, I was close to home and have a garage so neither my SUV nor I did get totally drenched with rain. At the same time my sunroof was replaced I had another window problem fixed. The driver's side window would not close or open easily so the regulator for this window had to be replaced. You can imagine my anger now that my sunroof will not open! I know that the assembly will again have to be replaced. This will probably take several days (like the first time), since Land Rover Service does not carry this part. I could not get an appointment until July 23. I have to wait two weeks since I needed a loaner and was told that it is not an emergency. I purchased this SUV with a sunroof because it is fun and important to use during warm weather. For the next two weeks I have to use the air conditioning.

I have also had the following problems with this 2002 Freelander since it was purchased:

- On December 9, 2002 it started to overheat. The gauge was on the red. Luckily, I was close to the dealer where it was purchased and I brought it right to the Service Department. I never received the letter explaining the recall which was issued in November 2002 regarding the "diagnostic connection ground." I would have been in serious trouble had I been on the highway driving at a higher speed. I am still not clear whether or not this recall had anything to do with this problem.
- In October of 2003 I had the scariest problem. I was leaving a friend's home which is about 60 mile from where I live when it abruptly stopped and would not start. It was a Sunday evening at about 5:00 PM and I was just about to enter the highway. If I had been driving 55 to 65 miles per hour on the highway I know I would have been involved in a serious accident when the Freelander suddenly stopped. It had to be towed to the closest Land Rover Service Department which was about 120 miles from my home. Roadside Assistance could not find a local tow service to come this Sunday evening at

5:30 PM. Thank goodness I belong to AAA who came immediately. I had to take car service home, etc. It was one of the worst experiences of my life. I finally got my Freelander returned to me. I was told that they had to install an updated throttle body which was a problem Land Rover noted in an "internal bulletin." It has taken months for me to feel secure driving my SUV since this awful incident.

--No sooner did I get it back when the following month (November) I had to bring it in yet again because of the awful noise it made when I drove over the slightest irregularity in the road. It had to have a new strut and top bearing.

--I have included copies of all of all the Service Invoices.

What else can go wrong!? Now I have a problem which is a repeat on a vehicle which is only about 2 years old. What can you do to make me feel more secure and safe? I previously owned a Lexus which was a joy to own. I never had terrible mechanical experiences with it. In a little less than two years my warranty will expire. This is troubling since I know I will continue to endure more problems. I don't know when or if I will ever feel secure and safe driving my Freelander. It is going to cost a fortune to repair these problems when the warranty expires. Am I they only Freelander owner experiencing these many problems? I hope that informing you of these problems helps other Freelander owners. I also hope that there is something that you can do for me. I am not in a financial situation to sell my Freelander. Can you either extent the warranty or replace my Freelander? Thank you.

Very truly yours,



(encl.)

[REDACTED]
Locust Valley, New York [REDACTED]
[REDACTED]

March 18, 2005

Consumer Reports
101 Truman Avenue
Yonkers, NY 10703-1057

Dear Sir/Madam:

I am writing to inform you of the constant mechanical problems I have had with my 2002 Land Rover Freelander. It has had too many problems (some repeats) so it is not safe to drive. It is not a reliable SUV. I have no other choice except to continue driving it since it is still under warranty and I cannot afford to purchase another vehicle. Here is a brief chronology of the major problems:

- 10/2002: Sunroof would not work and got stuck open during a rain storm. It was replaced.
- 12/2002: SUV over heated and was repaired as an emergency
- 10/2003: Stopped suddenly while I was driving 50 mph on a main road 60 miles from my home. New throttle body installed. Very scary and I am glad to have physically survived.
- 11/2003: New strut and top bearing installed.
- 7/2004: Sunroof would not work again. Driver's side windows would not work. Repaired
- 12/2004: Engine light went on and would not shift gears and then would not start. Transmission was replaced and the battery. I was complaining about the shifting problems since purchased.
- 12/2004: Engine light went on again and lots more repairs were done.

I have not had use of my Freelander for about a total of 6 weeks since it was purchased due to mechanical problems. I hope that this information helps other consumers that might think about purchasing a Freelander or any other Land Rover vehicle.

I have written to all the officers and managers of Ford, Land Rover and the NHTSA.

Thank you

Very truly yours,

[REDACTED]