

CL-10198017-7193

2007 JUL 24 June 24, 2007

Land Rover North America
Attn: Customer Relationship Center
555 McArthur Blvd.
Mahwah, NJ 07430

To Whom It May Concern:

I bought a brand new Land Rover LR3 2005, VIN# SAIAC24435 [REDACTED], on September 1st, 2005 at the dealer Gomez Hermanos Kennedy, Inc. / Land Rover de San Juan. I bought this kind of vehicle based on its reputation, features, security, safety, class, quality, space, comfort, and advantages. Never thought it was going to be a nightmare, a hassle, a headache, a problem like it has been. I'm totally disappointed with the vehicle, its reputation, the service, the company it self, and I'll tell you why.

The vehicle was bought on September 1st 2005, 24 days later the wiper blades broke. Something I found strange on such an expensive brand new vehicle.

Nineteen (19) days after the wiper blades broke, the vehicle had 3,441 miles; the plastic molding from the driver's door fell and broke too.

Thirteen days after that, with 4,400 miles, the car presented a sound on the motor and needed to be towed. I was told there was a problem with the rear suspension/differential, this was happening with not even two months of use.

When the vehicle had 7,541 miles, heard a noise while in reverse, and when turning wheels to the left side.

The key wasn't opening.

At the 15,000 miles maintenance schedule I was told the compressor of the rear suspension was damage too, they kept it on the dealer for couple of days. Let me make clear that it was not the first time this vehicle needed to stay at the dealer for repairs and that they never offer or provide me with a vehicle. I've been incurring on expenses all the time on my own, for things that are not my fault, that have been out of my control, for problems on a defective brand new unit.

The very same day I finally received my car back from the dealer, a light turned on regarding problems with the suspension again. I called the dealer and had to tow the car back to them, again. At this time, and totally upset for the waste of my time, for the inconveniences of taking it and picking it up from the dealer, for the problems with a brand new expensive car like this, and for the expenses on renting a car every time my new Land Rover was on the dealer, they provide me a with a Suzuki Aerio for a couple of days, a car that doesn't compare to the one I bought from them, very uncomfortable, unsafe and small car for me and my family.

After that, in August 2006 (11 months after I bought it), the tires were totally damage and wear off with the treads and wires visible, at this time the car had 19,408 miles. I had to buy new tires, paid them and the dealer said they'll find out if there was a recall or problem with them to let me know, but of course they never did. I have found that Land Rover issued a technical service bulletin LA204-008 in the UK in January 2005 regarding the tire problem. They stated that uneven tire wear may be caused by a degree of bush settle that affects the geometry of the tires increasing tire wear. Upon information and belief Land Rover did not issue a similar technical bulletin in the United States. I'm sure the dealer knew this, but they didn't care.

In September 2006, I'm ready to go to work when I notice an oil spot on my garage; once again my new Land Rover had to be towed to the dealer.

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The motor for the electric window of the driver door wasn't working. The window wasn't going up or down; they replace it and its damage again, it's not working and it's not safe.

The vehicle makes a noise when reverse down hills.

The driver door exterior moldings got loose again.

The driver side running board broke.

My vehicle has been fixed with replacements parts instead of original ones.

The steering wheel is prematurely worn off and not available.

On March 2007 I received a letter regarding a safety recall P001 - Fuel tank replacement. A very important, safety concern.

I have told my frustration, and complaints to the service department, and the manager but they don't seem to care at all.

I'm a physician; I need my vehicle 24/7 to go to work and for any hospital emergencies at any time. I paid \$52,101.00 for this vehicle, a vehicle that was supposed to be safe and comfortable for me and my family. It takes me more than an hour to get to the dealer. And I've been there so many times that I lost count of them already. Like I just said before I bought this vehicle based of its safety, quality, and features. All I've got is a defective unit, with recalls, with lots of quality problems and mediocre service. I spent more than \$50,000.00 in a vehicle that at least should stay in one piece, but I've been dealing with plastic pieces falling off, electric malfunctions, and all kind of problems. The craftsmanship has been a total disappointment for the high price. This is a defective unit with lack of safety, comfort and the features that Land Rover uses for marketing.

I asked them to replace this vehicle with a new one or to cancel the contract so I can get my money back. Due to my frustration and the lack of good service and response I sent a complaint to the Consumer Affair Department in Puerto Rico, now I have lawyer expenses too. But I'm willing to go all the way, my family and I need to feel safe, comfortable and deserve a vehicle that we can count on it at any time, one that can meets the demands of my profession, the needs of my family, one that is not defective, with no recalls, not this one... that has been such a nightmare and disappointment.

This is not fair, and the Dealer Land Rover of San Juan Puerto Rico can't just treat decent professional people that spent more than \$50,000.00 on a brand new vehicle this way. Not considering the customer needs, the hassle, and the damage they're causing to the customer lives and to the Land Rover reputation. They're supposed to be committed to good quality service all over the world to keep the name, the brand and the reputation of Land Rover on the level they got it.

I'm interested in exchanging my vehicle for a brand new one, or to return it and get my money back. Thanks for your attention to this matter and hope we can solve this problem in a fair manner.

Regards,



POUCE, P.R. • 

PHONE: 