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2008 SEP -8 PM 3:17

J.D. Power and Associates  
2625 Townsgate Road  
Westlake Village, CA 91361

Office of Defects Investigations/CRD  
NVS-216  
1200 New Jersey Ave SE  
Washington, DC 20590

Land Rover, Honolulu  
Mr. Marty Barger, General Manager  
744 Ala Moana Blvd, Honolulu

August 18, 2008

Dear Mr. Barger,

I am not sure if you remember, but I wrote a letter last year stating my dissatisfaction I have encountered with both my new Land Rover and customer service. I appreciate you taking the time to write me back the first time to rectify the situation. The customer service has improved, but I am completely and totally frustrated with the new Land Rover LR2. As you are probably aware from the first letter, my first LR2 stalled while I was driving and completely shut down. From my understanding, it needed a transmission overhaul. At that point, I was given the option for another LR2. This present LR2 has overheated twice! Yesterday, suddenly while driving from Ala Moana, the car began to over heat, stop accelerating, and smoke was coming out of the front. I luckily had was close enough to drive it to Land Rover and leave it there for the weekend.

I cannot completely express how frustrated I am at this vehicle. I understand that new cars my have "kinks," but this is completely ludicrous. I have had two brand new cars that are unpredictable, unreliable, and unsafe. It is ruining the quality of life for myself and my family. It seems that every few months, we are needing to make emergency phone calls to friends and family to pick us up (as yesterday) or drop us off. During these times we need to constantly call the service department reminding them that we need a loaner vehicle. At this point, I have probably paid for at least a month's worth of leasing while driving another vehicle. Having in mind that we have a child on the way, I cannot see how this car can be on the road without causing major hazards.

With public safety in mind, we are going to pursue this situation, and we hope you do as well,



cc: Land Rover North America, Fletcher Jones Automative Group, NHTSA (Office of Defects Investigations), JD Power and Associates

encl: Previous Letter

Handwritten initials and date: MB 8/18/08

May 6, 2007

To: Land Rover North America  
555 MacArthur Blvd.  
Mahwah, NJ 07430  
Attn: Customer Relationship Ctr.

From: [REDACTED]

Pearl City, HI [REDACTED]

Re: Lemon Law on LR2 VIN # SALFP24N08H [REDACTED]

To Whom It May Concern:

On April 7, 2007, I began leasing and LR2 from Honolulu Land Rover. Since then, I have had major problems with this vehicle:

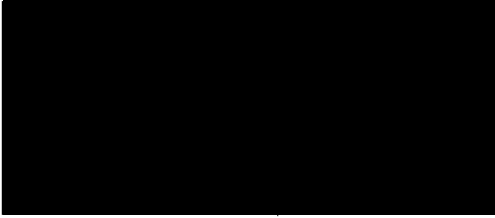
On April 24, 2007, the car began "knocking" slightly after starting the car. After driving a few feet, it would not accelerate very well. The "Reduced Engine Performance" light came on and I pulled over the side of the road. I informed the service dept. at the dealership and they gave me a loaner (Incidentally, a window on the loaner—an LR3—was broken and I had to interrupt my daily activities to return to the dealership immediately.). About a day later, the service dept. informed me that the fuel line was faulty and was repaired (see enclosed-receipt for repair).

Four days later, on Saturday evening, I was driving about 1 mile out of a parking lot towards the freeway when the car stopped accelerating---it felt as if it were in neutral gear. I looked down at the dash and the "Dynamic Stability Control" came on. I almost got into a car accident as I had to brake quickly. I immediately pulled over to the side of the road. The dashboard screen stated that special functions were not available. After approximately the 3<sup>rd</sup> attempt, the car was able to drive normally again. Concerned, I informed Land Rover Honolulu what happened and spoke to Courtney in the service dept. When she called me back a few hours later, she stated that since the car was running normally again there was no need to bring the car in at the moment.

On May 6, 2007, I was driving down a hill when the car stopped accelerating properly. I tried to pull over and turn the car off, but it would not turn off. The "Reduced Engine Light" was on again, and then the battery light came on. The steering wheel then locked and I pulled over on the side of the road.

I am extremely unhappy with this car; not only do I not have the time to stay away from my dental practice to be at the service dept., but these isolated incidents could have had very dangerous consequences had I been driving on the freeway. I am invoking the Lemon Law as stipulated for the state of Hawaii and hence contacted the BBB. It is unfortunate that a brand new car should have such serious safety related defects of which I am sure the public will soon become aware.

Sincerely,



Cc: Honolulu Land Rover  
Cc: BBB