

[REDACTED]
Burnsville, MN [REDACTED]
[REDACTED]

October 28, 2008

National Highway Traffic Safety Administration
Office of Defects Investigations/CRD
NVS-216
1200 New Jersey Avenue Southeast
Washington, DC 20590

Re: State of Minnesota Office of the Attorney General File No: ABB/2008/390284/C

Dear NHTSA,

The Minnesota Office of the Attorney General recommended this complaint be filed with your office. Land Rover has a design defect in its Freelander model V6 engine. They will not fix the engine in the vehicle since it would be very costly to correct. There are liners in the engine and when they work their way into the block it causes the engine to fail. After some research, this is an outstanding problem with Land Rover Freelander around the country.

After taking our 2002 Land Rover Freelander to Land Rover Minneapolis on December 13, 2007 we were told the engine had a design flaw. We were told the engine would have to be replaced at a cost of \$5800. But the replacement engine has the same design defect. We had no choice but to have the engine replaced with another defective engine.

The Land Rover Minneapolis letter on April 30, 2008 (Exhibit A) is an attempt by Land Rover to cover up selling a very defective vehicle and defective replacement engines. The following statements made to the Minnesota Attorney General by Land Rover Minneapolis are not credible based on the mounting evidence found:

"Ultimately, a cause was never determined and would only be speculation on our part. With no definitive cause of failure identified, it was purely speculation advanced by our Service Advisor to the owner when pressed for an answer as to what had happened to cause the situation."

Based on first hand knowledge and from Carreview.com, BusinessWeek.com, Epinions.com and other writings from Freelander owners in our letter to Minnesota Office of the Attorney General dated May 19, 2008 (Exhibit B) included are exhibits to show the misleading terminology of their letter that makes it sound like they did not know what happened to the engine and their misleading statements about the engine problem only applying to the 1.8k Series that are not sold in North America. They have been able to avoid liability in most cases because they make false statements as they did in Exhibit A.

A co-worker has a vehicle like ours, a 2002 Freelander with a V6 motor. At approximately 66,000 miles she was told by Land Rover she needed the engine replaced and at approximately 92,000 miles she was told the engine needed to be replaced again. For Land Rover to say they don't know what is happening to these engines defies logic. This co-worker is [REDACTED] and can be reached at [REDACTED]. She is more than willing to verify these details and her experience with Land Rover Minneapolis. I can't emphasize enough how unacceptable this should be for Land Rover to continue selling these defective engines to Freelander owners that have no choice but to replace their engine with another defective engine.

MC
02/22/2010
CW

In reading many Freelander reviews and comments it has become apparent that Land Rover has a long history of defective engines in North America (V6 engine) along with their problems with the 1.8k. I will include several exhibits that will give you a better perspective from other people of Land Rover's attempt to cover up the problems by using "no definitive cause of failure identified", "out of warranty" and "not serviced properly" excuses for what is a major Land Rover design defect.

The BusinessWeek.com web site (Exhibit B Attachment) has several Freelander owners frustrated with Land Rover and its defective engine. On December 21, 2006, Terrence Peel writes (Page 4) about his experience with replacing the engine in his Freelander at the New Rochelle dealership (North America!). It must be a KV6...Land Rover Minneapolis said "the 1.8k series is not a motor used in North America". Terrance also writes that a business associate leased a 2003 Freelander from Land Rover Paramus and had the same problem. On March 28, 2007, Mark Pidgeon writes (Page 5): "I guess I should feel lucky. My 2003 Freelander made it to 103K miles. At 99+, on my \$1,600, 100K warranty, I took it to the dealer for a coolant leak, they claim to have fixed it and at 103K I need a new engine. There seems to be a common thread here." On June 6, 2007, Kelly Nadeau writes (Page 7) that a 2002 Freelander had two new engines.

On the Carreview.com site (Exhibit B Attachment) other Freelander owners write about their engines having to be replaced in North Houston, West Chester, Gossett Dealership, and Raleigh, North Carolina. It is very unlikely any of these vehicles are the 1.8k which Land Rover stated were not sold in North America.

In the review titled "It makes a Great Lawn Ornament" on Epinions.com (Exhibit B Attachment) the Freelander V6 owner writes about the coolant problems and head gasket replacements and the eventual engine failure after the vehicle was out of warranty. The owner sued the dealership as identified in the 7/29/06 update. Land Rover lost and paid the owner \$21,000.

Under Freelander V6 Engine on the RoversNorth.com (Exhibit B Attachment) Steve2603 writes about his engine failure and in response David Wilkins, Oconomowoc, WI writes about the many issues with the V6 leaking coolant and then the engine must be replaced. David states "...Land Rover North America they know how bad these trucks are."

On Edmunds.com (Exhibit B Attachment) the alesha1 posted comments on the Freelander V6 concerning the experience with the vehicle losing coolant and engine failure. As stated in the review a call was made to Land Rover and they acted like they had no clue. From what I have read it has become obvious to me that Land Rover is attempting to mislead the public and your office into believing these cases are isolated unknown engine failures and they do not know what is happening to them. Also, on Edmunds.com 3/02/2008 Bellap writes of the Freelander V6 overheating and a engine replacement can't be found.

In the Exhibit B attachments there are other reviews and comments about the Freelander engine problems, including the Land Rover mechanic who has replaced many engines and confirms KV6 Freelander engines suffer the same fate as the 1.8k.

In Automotive News, July 28, 2003, v77, i6050, p.45 an article states, "Substandard quality was just one reason that Ford Motor Co. decided to shift Freelander Production out of Land Rover's Solihull plant in the English midlands." The article continues, noting, "Land Rover has not measured up to industry standards, and company officials recently warned that they might transfer some manufacturing out of Solihull if workers did not agree to changes in working practices." The Freelander model was discontinued after the 2005 model year.

Our Freelander and the "remanufactured replacement engine" (sold to me in January 2008) violates the Uniform Commercial Code. The vehicle and its remanufactured engine are not reasonably fit for its intended purpose. There must be some recourse for consumers when products are imported and sold with design defects. I'm sure such a defect would have been recalled but that would be too expensive, so Land Rover is attempting to get by with this defect.

With a few hours of research, unless there is a worldwide conspiracy against Land Rover, they are not truthful about the problems with the KV6 Freelander engine. There should be some remedy for consumers when these defective vehicles and engines are imported and sold by dealerships that will not stand behind their product. The dealership should compensate me for the defective vehicle and engine since they will not or cannot fix the problem.

The State of Minnesota Office of the Attorney General letter and attached Land Rover letter dated September 15, 2008 (Exhibit C Attachment) continues to avoid the issue with the Freelander engine. The engine has a design defective. Our claim for recourse is not under any warranty coverage. Land Rover liability is for having refused to recall a engine which has a design defect. They continue to avoid this liability by talking about other issues and not responding to the fact they have a problem they cannot fix.

The letter continues to refer to a warranty period that expired, service guidelines not followed, and a technical bulletin. These statements are not relevant. Also, wear and tear or climate have nothing to do with addressing the real issue which is a design defect. As stated in the attached CarSpace Automotive Forum the failure of the engine is the iron piston sleeves coming loose inside the aluminum block. The over heating or lack of coolant is past the failure point of these engines. The symptoms are the result of the failure, not the cause of the failure.

Land Rover will not address the truth about the problems they have with the Freelander engine. In Minnesota Office of the Attorney General letter dated October 22, 2008 (Exhibit C) the AG says it is unfortunate Land Rover will not resolve the complaint and their Office has limits on its authority. The Office will make our information a part of their permanent record and will assist in gathering background information regarding any problem area that may require legislative advocacy, or increased consumer education efforts. Land Rover should be required to give consumers a fair market value for their vehicles since they cannot fix the design defect. The NHTSA Office of Defects Investigations should require Land Rover to address the real problem. They should not be allowed to take advantage of consumers and we need your help to hold them accountable.

Another reason your office should review this case is Land Rover and Jaguar were recently bought by Tata Motors of India and there is potential for new vehicles being imported that do not meet United States vehicle safety and manufacturing standards.

Sincerely,

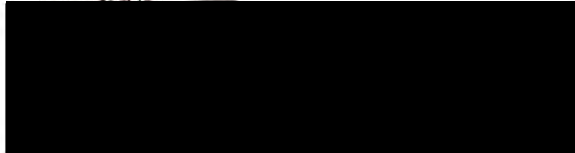


Exhibit A



Jaguar
Minneapolis



Land Rover
Minneapolis

4/30/2008

Mr. Anthony Bohn
Suite 1400
445 Minnesota Street
St. Paul, MN 55101-2131

Dear Anthony,

After a thorough review of [REDACTED] complaint, filed with the State of Minnesota's Attorney Generals office, file number: ABB/2008/390284/C, I have found a number of inconsistencies we should examine.

The technical bulletin that the vehicle owner is establishing as evidence of wrong doing is not intended for the North American market. When reading the owner quoted bulletin # 0036, the first thing you read under the heading 'Affected Range' is: All 1.8 k Series. The 1.8 K series motor is not a motor used in North American specification Freelanders, we have the KV6 motor. We should not be held responsible for technical information published for other countries of the world that do not pertain to the specifications of vehicles imported into the USA.

Reviewing the owner's service file reveals zero customer complaints of coolant leaks or engine overheating while this vehicle was covered for defect, under its original manufactures warranty (4 years from initial purchase date or 50,000 miles, which ever comes first). The first coolant related repair was found by one of our technicians during the 48,000 mile maintenance performed on 2/9/2006 when the vehicle had 50,170 miles on it (manufactures warranty expired). We gave an estimate to replace the coolant overflow reservoir for a leak due to cracks in the plastic container, the owner approved this repair and the work was completed. The second coolant related repair was performed on 5/11/2007 at 66,395 miles, owner requested us to check for coolant leak, we found the coolant Thermostat to be leaking and the owner approved its replacement. Upon completion of this coolant leak repair, our technician noted a knocking type noise in the engine. When the owners were advised of this condition, they declined any further diagnosis for the cause of this knock, and retrieved their vehicle. It should be noted that after reviewing the service file for this vehicle, the owners have declined most of the factory recommended maintenance for their vehicle and mostly opted to have us perform only the oil and filter change portion of Land Rovers maintenance recommendations. Very important fluid flushes and filter replacements have not been done by us, the owners may have chosen to have the balance of these factory recommendations either done somewhere else or they may have done them themselves, for which I do not have the records.



Jaguar
Minneapolis



Land Rover
Minneapolis

On 12/11/2007, with 75,092 miles the vehicle was brought in for us to perform the timing belt replacement maintenance service. The engine was very loud with a heavy knocking noise while running. After listening to the motor and isolating this knocking noise, it was determined the noise was in the area of the number 2 cylinder connecting rod deep into the engine block. In an effort to limit the repair costs, no further tear down diagnosis of the engine was recommended or performed; the end result would have still been the same with the vehicle needing a new engine. A remanufactured replacement engine was recommended to the owners. They approved the estimate and parts were ordered for the repair. Ultimately, a cause was never determined and would only be speculation on our part. With no definitive cause of failure identified, it was purely speculation advanced by our Service Advisor to the owners when pressed for an answer as to what had happened to cause this situation.

I have searched Land Rover technical data bases for recalls on Freelander motors and have found none, indicating a known manufacturing defect does not exist.

In conclusion, I have found no evidence of Land Rover Minneapolis having been negligent in our handling of the Tonnessens' vehicle or repair process on their vehicle.

It is a very unfortunate situation for all parties involved in this action, and I hope the [REDACTED] are satisfied with the repairs we have performed. We stand ready to warrant our workmanship and replaced part for Twelve months from the date of the Repair Order. Furthermore, we would be happy to provide a complimentary vehicle inspection in an effort to increase our customers' confidence in their vehicle, and our ability to meet their maintenance and repair needs in the future.

Sincerely,

Floyd Skjerping
Service Manager
Land Rover Minneapolis
763-222-2262

April 14, 2008

Land Rover - Minneapolis
8905 Wayzata Boulevard
Golden Valley, MN 55426

Re: [REDACTED]
File No: ABB/2008/390284/C

Dear Sir/Madam:

The Minnesota Attorney General's Office has received correspondence from Mr. & Mrs. [REDACTED] regarding Land Rover. The [REDACTED] resides at [REDACTED] Burnsville, MN [REDACTED]

Mr. & Mrs. [REDACTED] state that, on December 13, 2007, they were told by Land Rover Minneapolis that the engine in their 2002 Freelander has a design flaw in the cylinder liners. They state that their Freelander was taken to the dealer on two previous occasions because of cooling system issues and note that Land Rover never disclosed the information contained in the Land Rover Technical Bulletin dated June 19, 2004, regarding this seemingly pervasive issue. The [REDACTED] state that despite Land Rover's negligence, the company indicates that it is unwilling to cover the \$5,800 cost of replacing the engine.

I ask that Land Rover review the [REDACTED] concerns and provide an explanation of its actions as well as a proposal to bring this matter to a satisfactory resolution. Please send your written response on this matter within ten (10) business days from the date of this letter to my attention at the above referenced address.

Please do not hesitate to contact me with any questions or comments. Please refer to the above file number and consumer's name in any contact with our Office. Thank you in advance for your cooperation.

Sincerely,

ANTHONY BOHN
Consumer Services Division
(651) 355-0721 (Voice)
(651) 282-2155 (Fax)

cc: Mr. & Mrs. [REDACTED]
AG: #1991147-v1

Exhibit B

[REDACTED]
Burnsville, MN [REDACTED]
[REDACTED]

May 19, 2008

State Office Consumer Services Division
Office of Attorney General
1400 NCL Tower 445 Minnesota St.
St. Paul, MN 55101

Re: a) Your letter dated May 7, 2008
b) File No: ABB/2008/390284/C

Dear A. Bohn,

Based on first hand knowledge and from Carreview.com, BusinessWeek.com, Epinions.com and other writings from Freelander owners, the Land Rover Minneapolis letter to you on April 30, 2008 is another attempt by Land Rover to cover up selling a very defective vehicle and defective replacement engines. The following statements by Land Rover Minneapolis are not credible based on the mounting evidence found:

"Ultimately, a cause was never determined and would only be speculation on our part. With no definitive cause of failure identified, it was purely speculation advanced by our Service Advisor to the owner when pressed for an answer as to what had happened to cause the situation."

I will include exhibits to show the misleading terminology of their letter that makes it sound like they did not know what happened to the engine and their misleading statements about the engine problem only applying to the 1.8k Series that are not sold in North America.

A co-worker has a vehicle like ours, a 2002 Freelander with a KV6 motor. At approximately 66,000 miles she was told by Land Rover she needed the engine replaced and at approximately 92,000 miles she was told the engine needed to be replaced again. For Land Rover to say they don't know what is happening to these engines defies logic. This co-worker is [REDACTED] and can be reached at [REDACTED]. She is more than willing to verify these details and her experience with Land Rover Minneapolis. I can't emphasize enough how unacceptable this should be for Land Rover to continue selling these defective engines to Freelander owners that have no choice but to replace their engine.

In reading many Freelander reviews and comments it has become apparent that Land Rover has a long history of defective engines in North America (KV6 engine) along with their problems with the 1.8k. I will include several exhibits that will give you a better perspective from other people of Land Rover's attempt to cover up the problems by using "out of warranty" and "not serviced properly" excuses for what is a major Land Rover design defect.

The BusinessWeek.com web site (Exhibit A) has several Freelander owners frustrated with Land Rover and its defective engine. On December 21, 2006, Terrence Peel writes (Page 4) about his experience with replacing the engine in his Freelander at the New Rochelle dealership (North America!). It must be a KV6...Land Rover Minneapolis said "the 1.8k series is not a motor used in North America". Terrance also writes that a business associate leased a 2003 Freelander from Land Rover Paramus and had the same

problem. On March 28, 2007, Mark Pidgeon writes (Page 5): "I guess I should feel lucky. My 2003 Freelander made it to 103K miles. At 99+, on my \$1,600, 100K warranty, I took it to the dealer for a coolant leak, they claim to have fixed it and at 103K I need a new engine. There seems to be a common thread here." On June 6, 2007, Kelly Nadeau writes (Page 7) that a 2002 Freelander had two new engines.

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Under Freelander V6 Engine on the RoversNorth.com (Exhibit D) Steve2603 writes about his engine failure and in response David Wilkins, Oconomowoc, WI writes about the many issues with the V6 leaking coolant and then the engine must be replaced. David states "...Land Rover North America they know how bad these trucks are."

On Edmunds.com (Exhibit E) the alesha1 posted comments on the Freelander V6 concerning the experience with the vehicle losing coolant and engine failure. As stated in the review a call was made to Land Rover and they acted like they had no clue. From what I have read it has become obvious to me that Land Rover is attempting to mislead the public and your office into believing these cases are isolated unknown engine failures and they do not know what is happening to them. Also, on Edmunds.com 3/02/2008 Bellap writes of the Freelander V6 overheating and a engine replacement can't be found.

In Exhibit F there are other reviews and comments about the Freelander engine problems, including the Land Rover mechanic who has replaced many engines and confirms KV6 Freelander engines suffer the same fate as the 1.8k.

In Automotive News, July 28, 2003, v77, i6050, p.45 an article states, "Substandard quality was just one reason that Ford Motor Co. decided to shift Freelander Production out of Land Rover's Solihull plant in the English midlands." The article continues, noting, "Land Rover has not measured up to industry standards, and company officials recently warned that they might transfer some manufacturing out of Solihull if workers did not agree to changes in working practices." The Freelander model was discontinued after the 2005 model year.

Our Freelander and its "remanufactured replacement engine" violates the Uniform Commercial Code. The vehicle and its remanufactured engine are not reasonably fit for its intended purpose. We did contact the Law Offices of Howard A. Gutman in New Jersey (Exhibit G) concerning the Land Rover engine defect and Mr. Gutman said it would be better to have legal counsel in Minnesota.

With a few hours of research, unless there is a worldwide conspiracy against Land Rover, they have not told you the truth about the problems with the KV6 Freelander engine. This file should not be closed since Freelander has replied with a completely unacceptable answer. The Office of the Attorney General should also consider the Land Rover Minneapolis response totally unacceptable.

Sincerely,



Exhibit A

EXCLUSIVELY
misook
at Barrie Pace



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Blogger takes on Land Rover, aggressively

Posted by: Stephen Baker on July 13

On Jan 3, 2008, following loads of responses to this post, we've decided to cut off comments. The trouble is that the comments have nothing to do with what we're talking about this year. We'd be happy to keep approving them, but now the most recent comments show up prominently on the blog. And when they refer to this post and three or four other oldies, they give it a backward feel. Sorry for the inconvenience. Clearly there's a community for this topic. How about starting up Land Rover blog?

Check out [this tussle](#) between an angry blogger and the customer service at Land Rover. (Here's a [background link](#). And Neville Hobson's [view](#)) To [some](#), it looks like blackmail. Whatever it is, companies would do well to look at this as a cautionary case study for customer relations in the age of blogs. (Note, I accidentally posted a version of this before finishing. If you see two versions of this story, this is the finished one.)

TrackBack URL for this entry: <http://blogs.businessweek.com/mt/mt-tb.cgi/1235.1285114128>

Reader Comments

K Wolfe

July 21, 2006 12:48 PM

We have a Freelander and are fighting right now to get rid of it! We feel it is a dangerous vehicle to be driving in. There isn't anyone willing to help you, Land Rover or Bill Jacobs Of Naperville, (Il.) dealership who claims they have no responsibility with our car. The response is always "we will fix the problems" which hasn't been very successful in our case.

We will NOT stop fighting, we are so tired of giving in to these people.

ctess

December 5, 2006 01:18 PM

having same problems now with my LR3 nothing but problems and broken promises from dealer, the truck is not even a year old

Land Rover

December 12, 2006 04:14 AM

Problem with all the new land rovers that they are not reliable cars. Unlike the old landrovers, that were built to off road use, the new SUVs suffer from bad image.

terrence peel

December 21, 2006 11:32 PM

I 'll sum it up quickly-

this just happened this Monday

I purchased a new 2004 Freelander in February 2004. I have serviced my vehicle at the required intervals with Land Rover. At 48,500 miles, my truck started to overheat. I took it to my local mechanic who looked it over and was puzzled. He couldn't see where the coolant had gone and suggested I bring the car to my local Land Rover dealer in New Rochelle. I had the car towed to Land Rover and the technicians there fixed the so-called 'problems'. The technicians informed me that a cracked reservoir and a malfunctioning fan were found. 5,000 miles later (now that the warranty had expired) the car begins to overheat. I went ahead and had the thermostat replaced by my local mechanic with a Land Rover Thermostat (where was I to tow my car at 9 PM?), 2 weeks later it overheated again. I took it the dealership once again. They told me that coolant had leaked into the engine and that I needed a new engine. 6,800 dollars. A 3 year old car needs a new engine?

I've been notified by Carolyn at Land Rover North America that they will not compensate any of the money because the car is out of warranty. I also spoke with Jeff Brown at Land Rover New Rochelle and he also said there's nothing he can do(he was at his limit with "Goodwill" money. He also stated that I was offered an extended warranty which I declined. I would have never imagined an engine would be compromised so early. This is not the first time this has happened with the Freelander. A business associate of mine leased a 2003 Freelander from Land Rover Paramus and at 48,000 miles the same exact thing happened. There's an apparent problem with the head gasket with the Freelander.

I believe I should not be held responsible for a defective engine and that the manufacturer should be totally responsible. I would appreciate any assistance concerning this matter.

http://www.businessweek.com/the_thread/blogspotting/archives/2005/07/blogger_takes_o.h... 5/9/2008

Maureen Simes**January 3, 2007 01:01 AM**

I have a 2003 Range, and it has had nothing but problems, the biggest ones right after it reached 50,000! The front differential went at 42,000 and 52,000, and the trans at 56,000. Land Rover made me pay for the second installation of the differential, and wouldn't help at all with the trans! The Paramus Dealership has been NO help in dealing with Range Rover USA, and the dealership in Tucson wouldn't have my truck inspected for the extended warrantee because it had over 49,000 miles on it. (Paramus had my signature and credit card). Dealing with Land Rover USA has been a consumer's nightmare, with rude, self-serving, and extremely dim customer service people, unbelievably using every excuse NOT TO BE responsible for major flaws in their vehicles. I could really kick myself for paying so much for so little. Pure crap nicely packaged! Never again!!!!

annoyed**February 23, 2007 02:12 PM**

OMG!!!! i have the same issues with landrover NY

What recourse do i have????

all problems, 100% i think i have a major Lemon and they wont help me at all!!!!

cinciskiguy**February 28, 2007 03:45 AM**

Land Rover is all too aware of this issue on the Freelander (see the LR company bulletin distributed on 6-18-2004 in the links below). Anecdotaly the coolant/head gasket/overheating problem requiring a new engine seems to occur most often between 50K and 65K miles and around 3 years old...hence a 50K warranty, they know this engine will fail by 65K. Please contact if you hear of a product liability class action suit out of this and if not anyone want to start one?

BTW, Mine is a 2004, 65K miles, same issue.

<http://www.freelanderheadgasket.co.uk/>

<http://home.austarnet.com.au/edwardsonline/freelanderheadgasket/>

bob ashbee**March 24, 2007 09:19 AM**

MOST HEAD GASKET FAILURES ARE BOUGHT ABOUT BY THERMOSTAT FAILURES PART NUMBER PEM101130.CAUSING THE ENGINES TO RUN TO HOT.I HAVE FITTED THREE OF THESE IN THE PAST TWO YEARS THE THIRD ONE HAS JUST STARTED TO CAUSE INTERMITTENT OVER HEATING THE PROBLEM IS YOU NEVER NO WHEN ITS GOING TO FAIL TO OPEN.RESULTING WITH THE ENGINE SUDDENLY BOILING.

Mark Pidgeon**March 28, 2007 12:16 PM**

I guess I should feel lucky. My 2003 Freelander made it to 103K miles. At 99+, on mt \$1,600, 100K warranty, I took it to the dealer for a coolant leak, they claim to have fixed it, and at 103K I need a new engine. There seems

http://www.businessweek.com/the_thread/blogspotting/archives/2005/07/blogger_takes_o.h... 5/9/2008

to be a common thread here.

nanette

April 2, 2007 06:22 PM

Now I know I'm not alone. I have always sworn by my Rover's, I've had more than two. But this 2004 Discovery SE...just passed 50K...and the differential went...I am waiting to hear from Land Rover about the problem. All maint was to date. And it was explained to me that there was oil in the diff, so a gear just went. Historically in any car you may have an engine or a trans go after about 7-10 years....My BMW has 300k and same eng & trans....not to mention Diff....so..I feel something is WRONG with these trucks...and I'm mad as hell...we shouldn't have to take this anymore.....I paid for quality.....not for a throw away truck....

Jennifer

May 2, 2007 06:07 PM

My Rover has been in the dealership for 30 days now. It is under the extended warranty but it is not helping me. We need a class action lawsuit. In fact, I am going to see my lawyer tomorrow @ 3:00 p.m. We have been charged so much for inadequate service, which is not acceptable.

Juvy

May 14, 2007 05:52 PM

I just got a call from LR Mt. Kisco and the same thing happens, they said they need to change the transmission (cost \$5000+) because of a leak.. etc. My truck has only 40,000+ miles! I wonder what we could do, it's so frustrating.

Jenn

May 16, 2007 09:18 PM

My sister has the same problem. Her 2003 Freelander has 52,600 miles and is over warranty by 2,600 miles. Land rover is refusing to extend the warranty because she is over. If someone's filing a class action, we'd like to be part of it. I'm suggesting that she take this to her attorney ASAP.

JZ

May 30, 2007 09:24 AM

As others here, I only wish I had seen this before buying a Freelander, let alone continuing to own it after 50,000 miles. Like clockwork, 58,000 miles -- blown engine. Coolant leaking into engine, etc. Sound familiar? I too would like to learn how to get on class action list.

Susan L. Smith

June 1, 2007 09:50 AM

I own a 2003 Freelander and currently am pursuing a claim against Landrover b/c after several repair visits to the dealer they replaced my engine. The problem was that the coolant was just disappearing and they repaired everything (expansion tank, thermostat, head gaskets) b4 replacing the engine. I was wondering if there was anyone else out there with the same coolant issues???? Trying to back up my case with LandRover if we can't settle out of court. Any feedback would be greatly appreciated.

Elizabeth**June 1, 2007 03:08 PM**

I just purchased a 2003 Freelander on April 30th with 38k miles. A week later, it overheated. I observed the problem for a couple of weeks before taking it in. I had to replace the coolant about every 5 days because that coolant level could not be maintained. I could not locate any leakage onto the pavement after being parked. I took it back to dealer and they "could not find a leak" Please post class action info, I wish I would have known about these issues beforehand. Who should have to buy a new motor so soon, and that's what seems to be happening. I would not have purchased a Land Rover. Please help.

Kelly Nadeau**June 6, 2007 01:12 PM**

I bought my daughter a 2002 Land Rover Freelander as a college graduation present. Talk about getting the booby prize. Total disaster. All the same issues mentioned above. 2 new engines, 2 new fuel systems, new transmission, new intake manifold, etc... We traded out of it and took a terrible loss. Car was in Manhattan Land Rover for 62 days. Please contact me if you are interested in a class-action suit.

Jay Grovier**June 7, 2007 12:23 AM**

My 2002 Freelander had similar problems starting with the engine running for an extended period after the car was turned off. At first, the gauge showed a normal temperature and the coolant overflow tank was partially filled. Closely watching this condition for a few days, I then called the LR dealer. He advised that it was rather normal and to watch it but since the gauge showed a normal temp not to worry. Soon afterward the overflow tank began to have less and less coolant. Coolant is not readily available in our town so I used drinking water and drove to the nearest LR dealer. The car was checked out and I was presented with an estimate for over \$6000 of repairs needed which included a new cooling system. Parts were not on hand so I was told it was ok to drive home but keep the water bottle handy. Four days later the garage floor was flooded. I had the car trucked back to the dealer and they told me that the block had cracked. They want \$16000 for a new engine. 51000 miles. By the way, we live in Mexico but the prices are in US Dollars

Exhibit B

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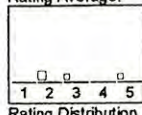
**Land Rover Freelander**

75 Reviews (106 views/week)

8 Quick Ratings

Rating Average:

2.35 of 5



MSRP: \$ 31500.00

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Description: Land Rover introduces the all new Freelander to the small sport-utility market. All models are equipped with a 2.5L V6 engine producing 175 horsepower, and five-speed automatic transmission with a manual sport shift mode for faster acceleration. ([less](#))

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james wilsonReview Date
January 10, 2008Overall Rating
2 of 5Value Rating
2 of 5Used product for
More than 1 yearVisitors rate this review
5.00 of 5, 1.00 votes

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Price Paid: \$20000.00 from Land Rover North Hou

Year / Model Reviewed:
2003 HSE**Summary:**

Initial the vehicle was a great drive and I loved it. Quite ride, very stable, great wet weather driving. Very Fun

Strengths:

Water crossing 18-24 inches greate, Quite fair mpg for size and weight

Weaknesses:

Known Engine issues "slipping sleeves" causing engine to be replaced, coolant leaks, Heater core failures, Moon Roof tracks cheap plastic needing replacements, moon roof motors failing. Brakes need replacement ever 4-6 k

Similar Products Used:

Jeep liberty, ford escape

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Price Paid: \$18000.00 from West Chester

Year / Model Reviewed:
2002 Freelander

Summary:

This is the worst car that I have ever owned. One word of advice...NEVER BUY A LAND ROVER. My 2002 Freelander has been nothing but problems. Not once did I take it to the dealer for an oil change that it cost less than \$700. You have to have the maintenance done at a dealer...no other mechanics will touch the thing...believe me I tried. Especially at \$105/hour for the dealer's maintenance crew. (Where did they get their law degrees at that price?) My most recent problem...of many...involves the coolant. A coolant leak caused the engine to overheat...towed it to Landrover...they diagnosed it as a thermostat problem. Price to replace thermostat \$1900. Now five weeks later the engine has overheated again. Tow to dealership. Call from mechanic today...price tag \$7000...problem...new engine needed. Coolant has leaked into engine. According to the mechanic this is a totally unrelated problem and it just happened in the five weeks between the last servicing and this problem. There's no way they would have missed this if there was an issue five weeks ago...yeah right. Anybody know anything about this...could it really be two separate issues? In the end...my word of advice...unless you have \$15K to spend a year on maintenance...don't buy a landrover. And you won't be able to trade it...no one wants it. A couple of months ago...before the engine problem...a toyota dealer offered me \$6K for the car...I owed \$12K so I didn't take it...boy do I wish I did. Now the thing isn't worth more than whatever I could sell the tires and windshield wipers. Maybe I can get \$10 on ebay?

Price Paid: \$18000.00 from Gossett Dealership

Year / Model Reviewed:
2002 Land Rover Freelander

Summary:

I bought my Land Rover Freelander 12/2003 after having two wonderful Honda's that had very few issues at 150,000 miles when I got rid of them.
03/2005: coolant reservoir was replaced for the FIRST time. 12/06 half way in between Memphis, TN and St. Louis, MO with 49,149 miles on it the transmission went completely out. A month in the shop, rental car, and \$4500 later I got it back. Land Rover would not honor my warranty 50,000 miles or 4 years. The 4 years had expired 10/06. Less than a week after I got my Land Rover back it completely overheated. I drove it to the nearest service station, the dealership was 20 minutes away. They replaced a coolant hose. I drove for a few miles. Overheated. Drove it back to the service station and they said the cam shaft seal had blown off from pressure from the engine. Had Land Rover towed to dealership. Cam shaft seal replaced, coolant hose, and coolant reservoir \$924....4/17/07: Land Rover overheats again...take to service station. They asked if it had been worked on recently because the coolant reservoir was not attached properly and the coolant reservoir was empty due to the coolant spilling out all over the engine. They filled the reservoir, told me to take it to the dealer to look at when I could. Drove a few miles...completely overheated and shut down. Under the hood the coolant reservoir was completely empty and there was oil all over the engine like when the cam shaft seal blew off...had it towed to Land Rover. Engine and timing belt need to be replaced. Service advisor then said that the coolant reservoir had not been worked on in Jan...when I confronted her in writing she retracted and said that it had been replaced BUT the technician has checked it and there are no cracks...estimate \$6780. Do not buy this vehicle, it is a lemon.

Price Paid: \$24000.00 from Leith Euro;Raleigh N

Year / Model Reviewed:
2003 Land Rover Freelander

Summary:
I am writing because I have been denied the service that I deserve.

I am currently on my 3rd Land Rover:
2004 Discovery VIN Salty19464A860883
2002 Freelander VIN Salny22202A207602
2003 Freelander VIN Salny12283A248264 (66,830 miles-automobile in question)

I traded in my 2004 Discovery, for a 2003 Freelander SE. Being a long time Land Rover owner and familiar with their history, I am well aware of the pros and cons that come with owning a Land Rover. What attracted me to this particular model was the fact that it is the only LR model with a detachable back end. As previously stated, I am a long time loyal owner and lover of the Land Rover, the "driving experience" sold me on Land Rovers from the beginning and I have come to depend on them over the years.

In September 2006, I moved to California to take a challenging new job offer at Vandenberg Air Force Base near Lompoc. Although the Freelander has exhibited occasional signs of overheating and fluid leaking/consumption since May 2006, the symptoms became more pronounced and more frequent since the move...smoking from the engine compartment, continually leaking fluids, inability to retain fluids, "HOT" engine light and scorched anti-freeze smell. I took it to the nearest service center willing to look at a Land Rover, since the nearest LR dealer is about 75 miles away and I was sure it wouldn't make the trip intact.

Harmon Automotive in Buellton, CA performed a service check and diagnosed a blown head gasket and burned-out piston rings, among other things. I then contacted Land Rover of Santa Barbara for further instructions and was later informed by LR Corp Office (after a beautiful game of ring-around-the-rosy) that I would have to bring the Freelander to the nearest LR licensed dealer for service (Land Rover of Santa Barbara).

Lucky for me, Harmon Automotive was kind enough to offer the tow service since the vehicle was in no condition to drive. Land Rover of Santa Barbara was able to quickly verify that Harmon Automotive's findings were indeed correct; however, I was informed by Leo (your Land Rover Corp Representative) that Land Rover would not cover repair costs because the engine had been removed by a non-Land Rover licensed dealer (even though the Freelander had a history of this overheating problem).

After the shock wore off, I was informed that I could write LR Corporate and argue my case. So here's my case:

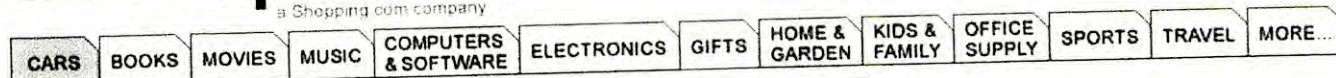
2003 Freelander's Service History, regarding it's over heating issues:

1. March 2006, bought from Euro-Leith Land Rover of Raleigh, North Carolina.
2. 13 May 2006 (48, 021), overheat and engine lights came on, lost fluids, smoking, died on interstate - replaced cooling fan control module, performed 36,000 mile service w/ coolant service and brake fluid flush.
3. 19 May 2006 (48,685), overheat and engine lights came on, transmission stuck/wouldn't shift - replaced throttle body assembly.
4. May 2006-Feb 2007, continued to overheat, lose fluids, smoke...exhibiting previously unresolved symptoms with increasing frequency and magnitude.
5. Feb 2007 - provided Land Rover the opportunity to show a long-time loyal customer that they still stand behind their product, despite numerous internet consumer reviews to the contrary.

I am asking that you reconsider your decision and provide the repair costs/service that I deserve as a loyal Land Rover customer. I would very much like to be able to enjoy my Freelander now and other Land Rovers in the future.

I had written this letter, obviously, asking for assistance from Land Rover. Their reply..."Sorry, we regret, blah blah blah."

Exhibit C


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2002 Land Rover Freelander


Overall rating: ★★

Reviewed by 35 Epinions users

Reliability: ██████████

Seat Comfort: ██████████

Build Quality: ██████████

Roominess: ██████████

Handling And Control: ██████████

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gaslight26

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It makes a Great Lawn Ornament

by gaslight26: Written: Jul 13 '06 - Updated Jul 29 '06



Recommended: No

Pros: None**Cons:** The whole car, run away as fast as you can!**The Bottom Line:** Run away! Land rover is of no help and these cars are so unreliable, that even for free its a bad deal

We trade cars a lot. We also have 6 cars for 4 drivers in house...Then there's the land rover sitting in the side of the yard... Its been there about a year now... Its blue paint covered with little black mold spots..I haven't tried to start it in 6 months, so I doubt it will even start.... Here's my thoughts on this little horrid suv and what our plans are to get rid of it.. In early November 2001 we where looking to get another suv or wagon, nicely equipped for around the 30K mark... We had pretty much decided on either a new 2wd Highlander or a leftover new 2001 2wd Limited Explorer, when we headed to palm beach for thanksgiving..That trip changed our lives and brought us much pain and suffering. My cousin and his wife lease a new car every 3 years and they usually leased BMW's and the like. This year, however, they had leased this very nifty little suv called a Land Rover Freelander.. I loved the quirky looks and interior and loved the seats. After a short trip around the block I was hooked. My partner and I went down to the Land Rover Place and after some haggling we had our selves a brand new 2002 Land Rover Freelander SE 4wd in Blue. Perfect. But then after 6 months.....It became the demon child..

One of the things I did like about the car was the handling and the over all steering feel.. This car handled well in my book. The tires on our car where Michelins of some kind, not the standard tires.. I never asked why they where different when I bought it, but I guess I should have. In the flat lands of palm beach Fla., it was not apparent the lack of power the 2.5 V6 actually has. When we returned home to charlotte, this became apparent very quickly. Plus after 3 or 4 months of ownership the transmission began to shift horribly, and I thought it was going to croke at any moment. The dealer replaced it once and re-programmed that one twice, but it still never has shifted right. The brakes suck. I have gone skating through a red light on 2 occasions, just because I knew this thing couldn't stop. I never speed in it because I am afraid I might not be able to stop. It has an alright ride for an suv, but there are many better riding suv's.

The interior is neat at first, but sucks after a few months..The radio/cd player has very cryptic controls and is hard to decipher and has very little power, for the type and class of car this is. The cup holders suck and

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never hold anything. Plus it takes along time to decipher and understand the controls. I still get annoyed at the thing when I am trying to lock the doors or find a button (like the seat heater). There is plenty of room up front fo a normal sized person, but my extra tall other half has issues getting in and out at times. The back seat is cramped for tall people, just ok for others.. I do like how comfortable the seats are, but there not as comfy as our grand marquis (the rolling barkolounge). The back has enough cargo space, but one would expect more.

This car is very un reliable.. It has broken down 118 times in the 4.5 years of ownership... Including:

Jan. 02-Radio quit fix radio
Feb 02-Heater Fan quit, new blower motor
Feb 02-Heat out AGAIN, new control panel
Feb 02-Still no HEAT, new blower box
Mar 02-Low coolant light on, new sensor
April 02-ABS light on, new sensor
April 02-Abs light back on, no problem detected
April 02-ABS and Brake light on, new computer
April 02-ABS light on AGAIN, new speed sensor
May 02-Engine Blew Head Gasket @6K, replaced head and gasket
Aug 02-Trans shifts harder than ever, replaced and reprogrammed
Aug 02-Check eng light on, new 02 sensor
Oct 02-Car leaking coolant, new radiator cap
Oct 02-Car still leaking coolant-Replace radiator
Oct 02-Car overheats-New Heater core
Nov 02-Cruise Broke-No problem found
Jan 03-Car blow another head gasket @16K new heads, gasket and intake manifold
Jan 03-Car overheats new water pump and t-stat
Mar 03-Sunroof opens in car wash, replaced 2 computers and sunroof switch. Also fixed interior damage
May 03-Reprogrammed trans
Jun 03 CEL on- New maf sensor
July 03 4wd issues-Replace 4wd coupling
July 03 New brakes @ 20K
Aug 03-Car dies at red light-New Fuel Pump
and on and on and on....

The sunroof opened it self when ever it felt like it (and did until I unplugged it), the power locks quit, the second radio died, the power windows rolled themselves up and down at there own pleasure..I could go on and on... The final straw cam at 50,123 miles...August 1st at 3:45 pm I got a call from my son that the Land Rover has once again stranded one of us and this time land rover will not come pick it up. Uh-oh, the warranty has run out.. We still have 16 more payments left.. Oh my..I called the rover dealer and the tow it in free. The diagnoses?? Replace the entire engine, car blew its 4th head gasket, warped the heads, coolant in the oil. Cost?? around \$6,000.. I had filed lemon law against this car the year prior and at the time was still fighting with land rover over this whole mess. I had the car towed to our family farm in Tennessee, where it now sits. I have sued the dealership service department where we used to live in addition to land rover and we are still battling it out in court.. We sold our house in January and used the proceeds to pay off this car, and we moved. I have put the car up for sale, but no one wants it..Good move on there part. We are going to keep pressing legal action until some one at land rover acknowledge that this car stinks and reimburses us..We would even take a replacement land rover in lieu of ours...But no such offer as of yet..Will keep every one posted!

Update 7/29/06

Land Rover Lost! They came and took our Freelander last week and we got a check for \$21,000. I am very pleased with the out come, esp. with the settelment... Now we need a new lawn ornament

Amount Paid (US\$): 21000

Condition: New

Model Year: 2002

Model and Options: SE, Leather, CD Changer

Exhibit D



Rovers North BBS Forums > Land Rover Technical Forums > Freelander

Freelander V6 Engine

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Freelander Discussion forum for technical items on Freelander vehicles

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05-05-2007, 02:54 PM

#1

Steve2603

Low Range

Join Date: May 2007
 Posts: 9

Freelander V6 Engine

A week or so ago my Freelander broke down while my daughter was driving it.. she said there was no noise, just cut out and came to a stop.. The engine would turn over but it would not start.

I had it towed back to the shop and they tell me it needs a new motor.. after a couple of hours of investigation they found the camshafts were not moving, then after removing the timing belt covers on the heads it became apparent that the belt pulleys on the camshafts had sheared off..

The engine had done around 45k miles and was otherwise in good condition.. there was no warning sign's .. just happened..

Being the hand type and with the help of a mechanic friend and LR's tech support site for info I have decided to take the heads off myself and see what the extent of the damage is before springing for a new engine..

Just wanted to know if anyone has had experience with this issue? If I replace the camshafts and pulleys's still not sure I will know what the root cause was..

I have seen mention of issues with this motor and from the quote I had from the dealer I can understand it's a long job.. I'll have the head's off in the next couple of days so any input would be greatly appreciated..

Thanks, Steve

QUOTE

05-06-2007, 02:54 PM

#2

IIA Lightweight

Low Range

Join Date: Oct 2006
 Location: Southern Wisconsin
 Posts: 49

welcome the Freelander HELL

Land Rover new these motors were blowing up early.... low miles they have had many issues with the V6>>>> nine months before they shipped them to the states. I'd love to see the memos on the this truck. Lots for camshaft issues, on my wifes the end of the cam shaft had a piece break off and pushed out the end cap....oil everywhere ... good thing I was driving I noticed it right away and shut it down.

When driving a Expensivelanders you should always check your rear view mirror for parts or oil or coolant on the road. The timing belt replacement @ 74000 mi. will cost about \$2,500- \$3,200 depends on how much they sell you. I did mine myself it is a job. And it does help to have the right tools I bought the Land Rover timing tools from a friend I replaced all pulleys, water pump anything I could get to.

These trucks have a very bad habit of head gaskets leaking coolant.... low coolant over heat blow up.

Thermostac housing leaking ...lose coolant over heat blow up. nice sunny day *&^%&*&^ blows up.

Fight with Land Rover North America they know how bad, these trucks are. I'm getting my info together for my fight,,I now my engine will not last much longer. My tranny when at 47500 miles. Did I mention the tranys are falling out of these as well. Good thing I bought the 100,000 mi warranty.

These trucks are pieces of *&^# but we sure like the way the handle all weather.... she will not part with ours and I do like it as well....

I am looking to buy a rolled over FL jussy for parts.

Good luck

David Wilkins

Oconomowoc, Wi.

Exhibit E

Sell before warranty ends!**Date Posted:** 01/09/2008**By:** alesha1**RATING:**  5.5**DETAILED RATINGS:**

Performance:	6	Fun-to-Drive:	9	Build Quality:	1
Comfort:	8	Interior Design:	3	Reliability:	1
Fuel Economy:	7	Exterior Design:	9		

Vehicle

2003 Land Rover Freelander SE 4dr AWD SUV (2.5L 6cyl 5A)

Review

I liked my car. But the brakes go out a lot. Antenna definitely not in a good location, was ripped off by a tree. It's kinda loud, when you drive. As soon as the warranty expired at 50,000 within a month I needed a new g filter \$500 Landrover would do nothing. And now at 70,000 I was loosing coolant car will not start. Apparantly like everyone else I need an engine. I called Landrover the day it would not start, they acted like they had no clue why. Once I got on here I know they know what's wrong with it they are just trying to get me to tow it there so they can charge me an arm and a leg to fix it.

Favorite Features

I like the way it handles on the road.

Suggested Improvements

Get rid of it before the warranty ends, the only problem I tried no one would give me any money for it. I would have had to roll over half of what I owe.

1 out 1 people found this review helpful

2003 Land Rover FREELANDER 6-Cyl. 2.5 L**Date Posted:** 03/02/2008**By:** Bellap**RATING:**  **4.6****DETAILED RATINGS:**

Performance:	4	Fun-to-Drive:	3	Build Quality:	3
Comfort:	7	Interior Design:	8	Reliability:	2
Fuel Economy:	2	Exterior Design:	8		

Vehicle

2003 Land Rover Freelander SE3 2dr AWD SUV (2.5L 6cyl 5A)

Review

When I bought this vehicle 3/07. I thought it was sporty and great size. With all the bells and whistles. Soon after buying this found that one of the tires was bad, had to have that replaced. Then found my brake lights had issues. Took back to the dealership advised they never worked properly. All within 1 mo. of buying this. Then recall: Brake Light Switch Replacement Recall Action P004. Which came after 6mos of me owning this. Then 2/19/08 my engine over heated. We thought oh, maybe new thermostat. Nope, the whole engine has to be replaced. Guess what? It can't be found. Currently stuck in a car rental warranty only covers 6 days. So I am SOL. Do not buy this vehicle.

Favorite Features

Looks sporty, heated seats. That's about it.

Suggested Improvements

The back window apparently comes off. But it's far too heavy for me to even try. Defroster on drivers side doesn't work properly. Cup holders, everything spills. No pick up at all. Don't put an AKIA engine in it. Put a real engine in it. Gas hog for such a little vehicle.

1 out 1 people found this review helpful

Exhibit F

Land Rover Freelander Head Gasket Failure

16 October 2005, 11:37 AM

Scott

Joined 16 Oct 2005

35 posts

Hi. I'm a Land Rover mechanic. I cannot advise you more strongly against a second hand engine. I have replaced many engines with new ones and they still come back needing new engines. In one case I fitted a NEW engine, took it on road test and ended up fitting another new engine!!!!!! The engine Land Rover supplied originally was a prototype and was not meant to leak out onto the production line. I would advise a second hand engine ONLY if you are going to get rid of the vehicle straight away. Stay well clear of the larger K Series V6 aswell....these are a 1.8 with 2 cylinders added...and yes, they do go the same way. Hope this helps.

[Reply to this message](#)**Land Rover Freelander Head Gasket Failure**

16 October 2005, 11:55 AM

Scott

Joined 16 Oct 2005

35 posts

Hi. L. Rover Mechanic here!! The gasket blows due to the design of it. As the metal of the cylinder block and cylinder head heats up it expands and therefore moves. The gasket is between these two surfaces and the rubber type sealant on the gasket simply peels away. Once this peels away the thickness of the gasket is changed which causes Torque Relaxation of the cylinder head clamping bolts. Once this happens the cylinder head moves and permanently breaks the seal which should be present by the head gasket. This allows engine oil into coolant, the coolant becomes too thick to circulate around the engine and the engine overheats big time. Land Rover have tried to cure the issue by getting us to fit a modified thermostat and metal head gasket locating dowels. Ultimately though, the problem is the design of the head gasket itself. Hope this helps.

[Reply to this message](#)**Land Rover Freelander Head Gasket Failure**

16 October 2005, 12:10 PM

Scott

Joined 16 Oct 2005

35 posts

Hi from a L Rover Mechanic. The V6 engine is notorious for head gasket failure. The reason is because it is the big brother of the smaller 1.8 K Series. It is known as the 2.5 KV6. 9 times out of 10 these usually require replacement of the engine due to the massive amount of heat they generate when running. You are not alone at all, most people with a KV6 have probably had it renewed and if they were lucky had head gaskets done. Either way the engine has to be removed due to space limitation and therefore you will have a hefty bill. These KV6's use many of the parts and design features of the 1.8 K Series including the dreaded Head Gaskets. Providing the vehicle has a full service history and has had regular oil and water level checks by yourself, I would advise you to push very strongly for a 100% payment for the cost of repair from Land Rover. Hope this helps.

Land Rover Freelander Head Gasket Failure

17 October 2005, 10:43 AM

Lozzy

Joined 17 Oct 2005

3 posts

Hi Beagles, we too are having the same problem with our V6!!! We accepted this car as a replacement for 1.8 which the gasket went (we took the car straight back to the dealer, they sent it out without servicing the thing first, which came back to us then leaked and blew! waited for a V6 replacement as learnt of major gasket probs with 1.8 engines...assured we would be looked after by dealership, they sent letter of appology (after we advised that we would contact chairman of LR and take legal action! Anyway the V6 went 3 weeks ago, thermostat broke, engine overheated without warning, gage didn't operate...had to have engine replacement! just found out dealership also told us car had previously had 1 owner (untrue) we were 4th!!!car had only done 35,000 miles (LR RESPONSE TO ALL PROBLEMS IS CAR OUT OF WARRENTY) What a cheap fob off!!! DON'T take any of it, they know there's major problems with petrol engines they do pay up when confronted with legal action, have got 75% payed so far but am going for 100% before i proceed with legal route! We also had to pay for car hire for 3 weeks! WE WILL NEVER DEAL WITH STRATSTONE OF GLOUCESTER AGAIN (USED TO BE CALLED GREEN LANE) and getting rid of unreliable RUBBISH, buying German in future!!! never had bad service from them! Stick with it fight it out!!! Best of luck...EVERYONE OUT THERE BE WARNED DON'T EVEN THINK ABOUT BUYING FREELANDER PETROL ENGINE UNLESS YOU WANT MAJOR COST AND HASTLE...NOT JUST A PERSONAL PROBLEM...LOADS OUT THERE!

**Land Rover Freelander Head Gasket Failure**

16 October 2005, 10:57 AM

Scott

Joined 16 Oct 2005

35 posts

Hello. Unfortunately this will not cure the problem long term. I am a Land Rover Mechanic and have replced many engines and head gaskets. The cooling system modification and modified head gasket do help but the design is weak and will eventually fail. The best Freelander is the TD4. This is a good vehicle and I have had the benefit of seeing them off road-Impressive!! My advice is to stay well clear of the 1.8 K Series engine and its big brother the 2.5L V6....these suffer the same fate....Sorry!!!!

Bad Points

Dismally unreliable, with lack-lustre support from both Land Rover and the dealer. It is very heavy on fuel (22mpg) without delivering any compensatory performance.

General Comments

When I first tried the Land Rover Freelander 2.5 V6 ES I really liked it - comfortable, and handles well. So I ordered one on a PCP plan and have had three long years to repent.

The list of defects goes on and on: overheating repeatedly, oil perpetually leaking into the coolant, failed engine replaced at 24000 miles, failure of the door locks and the central locking, seizing of a brake caliper, dangerous fuel leak, repeated failure of the airconditioning [which is in any case not in any way adequate for its job], electric windows and tailgate glass wound down spontaneously while parked, unexplained loss of power on the road.

Overall my vehicle spent an average of 1 day out of service for every 20 on the road - totally unacceptable.

Exhibit G

LANDROVER FREELANDER HEAD GASKET AND ENGINE FAILURE CLAIMS

Keywords Landrover lemon, problems, vehicle defect, Freelander gasket failure, engine failure, head gasket, Landrover engine class action, vehicle defect, Freelander defect, Land Rover, vehicle malfunction, lemon law, recall service bulletin, claim, LandRover lawyer.

The 2002 and 2003 LandRover Freelander have had problems of head gasket and engine failure. Landrover has sometimes refused to cover these claims, but owners still have remedies available.

Causes of Landrover Engine Failure

"Freelander K-series engines are known to drop the cylinder liners into the block. Because the liners are steel and the block is alloy, the liners being harder, work their way into the block. Because the engine block and cylinder head are composed of different materials they expand at different rates with heat generated during running of the vehicle, causing the head gasket to fail. The bad news is; If the cylinder liners drop too low, the engine needs to be replaced (there is no economically viable repair procedure." home.austarnet.com.au/edwardsonline/freelanderheadgasket/
www.freelanderheadgasket.co.uk

1. Defect and Implied Warranty

The Uniform Commercial Code provides that goods should be reasonably fit. A vehicle which has a pronounced defect causing engine failure may violate that warranty. Thus compensation coverage may be provided after the warranty has expired.

2. Breach of Express Warranty

Sometimes the vehicle is covered by applicable warranties which the manufacturer or dealer try to avoid.

3. Dealer Negligence

The dealership may have negligently performed prior repairs causing or contributing to the problem

HOW DO I CONTACT YOU

Law Offices of Howard A. Gutman,
230 Route 206, Flanders, New Jersey 07836
(973) 598-1980, E-mail Howian@aol.com

New York Office
305 Madison Avenue, Suite 449
New York, New York (212) 886-4838

Exhibit C



STATE OF MINNESOTA

OFFICE OF THE ATTORNEY GENERAL

LORI SWANSON
ATTORNEY GENERAL

October 22, 2008

SUITE 1400
445 MINNESOTA STREET
ST. PAUL, MN 55101-2131
TELEPHONE: (651) 296-7575

[REDACTED]
Burnsville, MN [REDACTED]

Re: Land Rover Minneapolis
File No: ABB/2008/390284/C

Dear Mr. & Mrs. [REDACTED]

Enclosed is a copy of correspondence the Minnesota Attorney General's Office has received from Land Rover.

Unfortunately, as you can see from the enclosed response, Land Rover is unwilling to resolve your complaint as you have requested.

As we previously advised you, this Office has limits on its authority. It is not a regulatory agency and, accordingly, it does not have authority to simply order a company to take specific action. Further, while we have authority to represent state agencies, we do not have authority to represent individual citizens in a lawsuit. Because the company is not willing to informally resolve the matter, this Office is not able to provide further assistance to you at this time. The jurisdiction of this Office as it relates to consumer fraud matters is somewhat limited. We do not have authority to take an individual case on behalf of a private citizen. However, the information you provided this Office will become part of our permanent record and will assist us in gathering background information regarding a particular problem area that may require legislative advocacy, or increased consumer education efforts.

In light of this information, you may wish to consider obtaining a private attorney for counsel. A private attorney will be able to examine all aspects of your case and determine the best course of action for you to resolve the situation. This Office is not at liberty to recommend any professional service providers, including private attorneys. Thus, if you do not have an attorney, the Minnesota Bar Association has an Attorney Referral Service that may be able to assist you in locating an attorney that will be appropriate for your situation. There is no fee to use this service; however, you will want to discuss fees during your initial contact with an attorney you have found through the Referral Service. In addition, the Attorney Referral Service does not have a list of attorneys willing to provide free legal services.

Mr. [REDACTED]
October 22, 2008
Page 2

It should be made clear that I, and this Office, in no way endorse or denounce any attorneys that the referral service will produce. The purpose of this letter is to make you aware that your situation is beyond the scope of this Office and that the Attorney Referral Service may be able to help you locate an appropriate attorney.

The Minnesota Bar Association Attorney Referral Service can be reached via the internet at www.mnfindalawyer.com. Any inquiries about an attorney should be directed to the Lawyers Board of Professional Responsibility (1-800-657-3601).

Thank you again for contacting this Office. Please feel free to contact me if you have any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read 'A Bohn'.

ANTHONY BOHN
Consumer Services Division
(651) 355-0721 (Voice)
(651) 282-2155 (Fax)

Enclosure
AG: #2325967-v1



September 15, 2008

Mr. Anthony Bohn
Consumer Services Division
State of Minnesota, Office of the Attorney General
445 Minnesota St. Suite 1400
St. Paul, MN 55101

File No: ABB/2008/390284/C

REF: 7061698
VIN: 2A215221

Dear Mr. Bohn:

Thank you for your letter dated July 24, 2008, received by our offices on July 29, 2008. We have reviewed your request for further consideration of financial assistance towards the engine replacement on Mrs. [REDACTED] 2002 Freelander.

Mrs. [REDACTED] vehicle, when new, came with a 4-year, or 50,000 mile New Vehicle Limited Warranty. During this period, Land Rover North America and its authorized retailers will replace defective components at no cost to the owner. At this time, the vehicle has exceeded those parameters. In effect, any needed repairs to the vehicle are the responsibility of the owner.

In your letter, two previous repairs relating to coolant concerns were referenced. These repairs occurred while the vehicle was beyond the standard factory warranty. Further review of the service history does not show any coolant related repairs while under the warranty period. We've also found no repairs directly related to this engine failure during the warranty period. Also, the regularly scheduled maintenance does not show to have been carried out in accordance with Land Rover's guidelines.

Your letter referenced a technical service bulletin dated June 19, 2004. Technical service bulletins are available to our authorized retailers to assist in the diagnosis and repair of our vehicles. We have not found a technical service bulletin for the North American market consistent with the date you had referenced. Regardless, the existence of a technical service bulletin does not indicate coverage of needed repairs relating to said bulletin.

The actual longevity of any given part is dependent on a number of factors. These factors include care, maintenance, use and climate. During the life of the vehicle, items may have to be replaced due to mechanical failure, or normal wear and tear. While we understand the inconvenience associated with the needed repairs, we are unable to honor your request for financial assistance.

Thank you for bringing your concerns to our attention.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Ayres", with a long, sweeping horizontal stroke extending to the right.

Michael Ayres
Customer Relationship Center

CC: Mrs. [REDACTED]