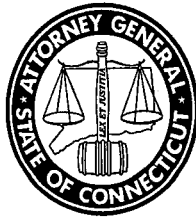


CL-10816131-9020

GEORGE JEPSEN
ATTORNEY GENERAL



MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-2294

Office of the Attorney General
State of Connecticut

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Tel: (860) 808-5420
Fax: (860) 808-5587

November 25, 2015

DEC -9 2015

[REDACTED]
Stafford Springs, CT [REDACTED]

RE: Jaguar Land Rover North America
PI # [REDACTED]

Dear [REDACTED]

This is to acknowledge receipt of your correspondence and to thank you for contacting our Office in connection with the above-captioned matter.

By copy of this letter, we are forwarding your correspondence to the National Highway Traffic Safety Administration. We sincerely apologize for any delay this transfer may cause, but the subject matter of your letter can best be reviewed by that agency. If you have any questions concerning your inquiry, please contact the NHTSA at (888) 327-4236.

Please do not hesitate to contact this Office in the future if we can be of further assistance to you on any other matter.

Very truly yours,

A handwritten signature in black ink, appearing to read "M.G. Alonzo".
M.G. Alonzo
Assistant Attorney General

MGA/md

cc: NHTSA Headquarters
1200 New Jersey Ave., SE
West Building
Washington, DC 20590

NM
10915
SMD

October 6, 2015

Jaguar Land Rover North America LLC

Attention: Customer Relations Center

555 Macarthur Boulevard

Mahwah, New Jersey 07430

Dear Sirs:

This is a letter to outline the recent details of the untimely breakdown and repair of my 2009 LR3.

I purchased this vehicle in 2013 from a car dealership Papas in New Britain Connecticut. It was a one owner vehicle with just over 30,000 miles. I had long wanted and admired the Land Rover , and wanted a safe and reliable car since I am a woman and often times traveled in the evenings and didn't want the concern of a breakdown. Thinking that the sturdiness of The Land Rover was exactly what I needed. Loved the vehicle, the handling , and felt very safe on the road. Had some repairs and also, I am very diligent above caring for my possessions, especially my car.

It began having a problem on a trip to the Cape unexpectedly, the car would not get out of first gear. I thought perhaps it was not engaged in the gear box properly. I managed to get home although I was concerned about the safety since most of the trip was on expressways.

When I got home I had my husband drive it and by that time the problem had accelerated and now the car was having serious problems. We had to get it to the nearest auto repair. We have a garage that has taken care of all of our vehicles and is very well thought of in our area. We had hoped it wasn't as

serious as we had thought but sadly it was far worse. The auto had to be taken apart to see what the problem was. It was not drivable, and the nearest LR dealership is 50 miles away and it is not easy driving, all expressway and dense traffic.

Enclosed you will find the written explanation of what was done. What was disturbing the transmission specialist said that he has had a few of these same vehicles with this problem. It is a small but highly thought of transmission repair shop. I might add that only 25,000 miles has been driven since purchasing in over two years, so you can see that the car has not been driven hard, regular maintenance always followed. The car has 59,000 miles on it. Anyone familiar with the situation always comments on the unlikelihood of a Land Rover Transmission to go with this few miles. This is why I purchased this vehicle for the reliability and supposed sturdiness of this car. It appears to me that there is a flaw in this model and would like financial consideration for this repair.

Enclosed you will find: All of the names and addresses of parties concerned.

My Contact information

A copy of the bill of services performed

Mikes' Transmission, 849 North Main St., Danielson, Ct. 06239 860-774-8421

Morrison & Johnson, 391 Merrow Road, Tolland, Ct. 06084, 860-872-1502

[REDACTED] Stafford Springs, Ct. [REDACTED]

2009 LR3 VIN# SALAG2541 [REDACTED] Current Mileage, 59,450

Cost of repair: \$6743.99 [REDACTED]

Respectfully submitted, [REDACTED]

cc: Attorney General: George Jepsen, 55 Elm Street, Hartford, Ct. 0610

MORRISON AND JOHNSON
391 MERROW ROAD
TOLLAND, CT. 06084
Phone: 860-872-4265 Fax: 860-872-1502

INVOICE

Org. Est. #

INVOICE

Print Date: 09/30/2015

Stafford Springs, CT

Spouse:

Cellular:

Cust ID:

2009 Land Rover - LR3 HSE - 4.4L, V8 (268CI)

Lic #: - CT

Odometer In: 59031

VIN #: SALAG2541 9A

Part Description / Number	Qty	Sale	Ext	Labor Description	Extended
REBUILT ZF6HP26A TRANSMISSION WHICH INCLUDES : REBUILT TORQUE CONVERTER.VALVE BODY REBUILT. CLUTCH PLATES.TRANSMISSION ELECTRONIC UPDATES:SEALS O-RINGS.BUSHINGS.	1.00	4572.80	4572.80	Check transmission.Customer states transmission seems to be slipping.	0.00
TRANSMISSION COOLER FLUSH	2.00	21.98	43.96	Road test vehicle.Program computer.Monitor data stream.Check sensor inputs.Check for trouble codes.No codes stored.	0.00
TRANSMISSION FLUID	11.00	27.69	304.59	Remove transmission.Install rebuilt transmission.Flush transmission cooler and lines.Refill transmission.Remove broken bolts in exhaust manifolds.Repair threads in manifolds.Refill transfer case fluid.	1094.50
EXHAUST GASKET WCM100460L	1.00	5.90	5.90	Road test vehicle.Recheck transmission fluid.	
EXHAUST BOLT WYG500041	4.00	5.58	22.32	Remove and replace shifter cable.	139.30
EXHAUST CLAMP 36434	1.00	12.79	12.79	NOTE SUSPENSION LIGHT IS ON. CODE C1A20. Hazardous Materials	2.87
SHIFT CABLE UCV500060	1.00	111.60	111.60		
75W-90 TRANSFER CASE FLUID AMSOIL	1.00	16.94	16.94		
SHOP MATERIAL	1.00	13.75	13.75		

PAID 9-30-2015
Thank you

Org. Estimate 6,743.99 Revisions 0.00 Current Estimate 6,743.99

Labor: 1,236.6
Parts: 5,104.6

Sub: 6,341.3
Tax: 402.6
Total: 6,743.9
Bal Due: \$6,743.9

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature

Date

Time



State of Connecticut

ATTORNEY GENERAL
MACKENZIE HALL
110 SHERMAN STREET
HARTFORD, CONNECTICUT 06105-2294

NHTSA Headquarters
1200 New Jersey Ave., SE
West Building
Washington, DC 20590



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