

CU-11053248-3083

NOV 28 2017



New Jersey Office of the Attorney General



CHRIS CHRISTIE
Governor

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102

CHRISTOPHER S. PORRINO
Attorney General

KIM GUADAGNO
Lt. Governor

November 14, 2017

SHARON M. JOYCE
Acting Director

National Highway Traffic Safety Administration US Dept of Transportation
1200 New Jersey Ave SE
Washington, DC 20590

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Re: [REDACTED]
File Number: [REDACTED]

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Patricia D. Pate
Supervising Investigator, Consumer Service Center

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



BILL SCHUETTE
ATTORNEY GENERAL

September 25, 2017

COMMUNICATIONS SECTION
P.O. Box 30213
LANSING, MICHIGAN 48909
2017 OCT -2 P 2:14

Refer to AG No.: [REDACTED]

[REDACTED]
Petoskey, MI [REDACTED]

Dear Consumer:

RE: Land Rover North America

We have written to Land Rover North America on two occasions and have failed to receive a response. We are, by copy of this letter, referring your correspondence to:

AG - New Jersey Office Of Attorney General
Division on Consumer Affairs
124 Halsey St.
Newark, NJ 07102
(973) 504-6200

I am sorry this office is unable to assist you at this time.

Sincerely,

BILL SCHUETTE
ATTORNEY GENERAL

Consumer Protection Division
1-877-765-8388
(517) 241-3771 - Fax

kl

April 17, 2017

[REDACTED]
Petoskey, MI
[REDACTED]

DATE RECEIVED BY CUSTOMER
APR 24 2017
CUSTOMER SERVICE CENTER
LANSING

Land Rover USA
Customer Care

Dear Land Rover:

On November 10, 2016 I paid a deposit of \$3,000 to purchase a 2017 Range Rover Autobiography. On January 5, 2017 I wired the residual balance of \$62,622 and took delivery at our dealer, Jaguar Land Rover Lakeside.

We are longtime Land Rover customers as my wife has been driving a 2012 Evoque for several years now. We have been very satisfied. I personally have been contemplating buying your new Range Rover Sport in diesel. Historically we have serviced and maintained a relationship with a dealer in Naples, Florida, which is close to our beach house.

Since the day we purchased the new 2017 Range Rover Evoque Autobiography from Jaguar Land Rover Lakeside, the Infotainment system has not activated consistently in a timely fashion. Approximately 80% of the time, it doesn't load for upwards of a minute or two - and sometimes five minutes or more. Sometimes during car operation the system will just turn-off and the screen will go black.

We are concerned for our safety as the electronics of vehicles nowadays govern many important functions, and we know we have a defective vehicle. Additionally we can almost never utilize the back-up camera.

We have attempted to have the Infotainment system serviced twice with no luck. Our dealer, Jaguar Land Rover Lakeside (key contact is Keith Haverty, Service Manager), claims they can't replicate the issue. We find this astounding. Additionally, when we had the vehicle picked-up for the second service on Tuesday, April 11th we replicated the issue while with Tyler from their dealership. Further, Keith claimed that the Infotainment system for our vehicle was launched over a year ago and that we are the only owners having a problem. He claims that the issue is isolated to our vehicle. This has been a major inconvenience as Land Rover Lakeside is 260 miles one-way to our house in Petoskey.

Keith offered monetary consideration, which frankly isn't what we want. He also said that new software updates are coming. We've already had one full software update, and it didn't fix our problem. We do not want any money. We are concerned that we have a "lemon", a vehicle that was one of the first production vehicles off-the-line for the new Evoque with faulty electronics. We just want a vehicle that functions. My wife is absolutely in love with the new style of the Evoque.

We had custom paint done on the roof, lettering, etc, and the vehicle looks awesome and drives well.

We are copying our attorney in Ohio and the AG here in Michigan so we can document things more formally.

To resolve, we think the best step is to swap this vehicle for one that works properly. We are just concerned about the electronics issues and the inability of Land Rover to solve the problem. We would have to figure-out how to replicate the custom painting.

I am available on [REDACTED] to discuss the matter anytime.

I hope the situation can be resolved promptly and professionally.

Respectfully,

[REDACTED]


Copies to:

Mr. Brian Basil
Attorney
Murray Murphy Moul and Basil
1114 Dublin Road
Columbus, OH 43215

Ms. Ruth Johnson
Attorney General
State of Michigan
PO Box 30213
Lansing, MI 48909
ATTN: Michigan Attorney General's Consumer Protection Division

NJ Office of the Attorney General
DIVISION OF CONSUMER AFFAIRS
CONSUMER SERVICE CENTER
P.O. BOX 45025
NEWARK, NJ 07101



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J. Geron

124 Halsey Street, 3rd Floor, NJ
November 14, 2017