

[REDACTED]

Yorba Linda, Calif. [REDACTED]

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

[REDACTED]

DEC - 6 2017

RE: 2017 Land Rover Discovery SALRHBBK5HA [REDACTED]

Case # [REDACTED] - Craig Davis

My wife and I decided to give the Land Rover product a try coming from Mercedes and Audi products, and with less than 1500 miles on the odometer we second guessing our decision on this Land Rover product that we shelled out over \$85K for .

I opened a case with Craig Davis in your office for owner's concierge on November 10, 2017 and since have not heard back from him after leaving two messages and speaking to woman in the same department for which sits across from him in the NJ office. Voice mail messages were left on November 13 and again on November 15 for an update on the service being performed for a faulty suspension compression pump on our 2017 Discovery at the selling dealer, Anaheim Hills Land Rover/Jaguar - Rusnak in Anahiem Hills California.

We have 3 young active children and this is our family vehicle and now down 6 days we are not with an adequate vehicle, while our New \$85K Discovery with only 1600 miles on the odometer sits in the

dealership work bay awaiting parts to arrive from the United Kingdom.

The irony for us on this is that the dealership and bloggers through the internet have expressed issues with this newly designed model having suspension failure issues and now we/our family are a victim of this and have to wait for Land Rover to ship parts overseas.

This is not the ownership experience that we/our family were looking forward too.

Regards,



C/C NHTSA

Washington DC

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