



CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

CL-11066235-9612
New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center – Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102
December 26, 2017



CHRISTOPHER S. PORRINO
Attorney General

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.

JAN 26 2018

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



P.O. Box 30213
LANSING, MICHIGAN 48909

BILL SCHUETTE
ATTORNEY GENERAL

November 06, 2017

Refer to AG No.: [REDACTED]

[REDACTED]
Northville, MI [REDACTED]

Dear Consumer:

RE: Jaguar Cars, Attn: Customer Relationship Center

We have written to Jaguar Cars, Attn: Customer Relationship Center on two occasions and have failed to receive a response. We are, by copy of this letter, referring your correspondence to:

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

bjb

OFFICE OF
CONSUMER PROTECTION
2017 NOV 13 P 2:22

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: [REDACTED]

Submitted: 7/25/2017 11:52:56 AM

Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED] M.I.:
Your Street Address: [REDACTED] City: Northville
Your State: MI Zip Code: [REDACTED]
Your County: Wayne
Your Home Phone: [REDACTED] Your Work Phone: [REDACTED] Ext.:
Fax Number: [REDACTED] E-mail Address: [REDACTED]
Are you a veteran or active-duty service member? False

Primary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: [REDACTED] Complainee First Name: [REDACTED]
Company Name: Jaguar Land Rover North America, Llc City: Mahwah
Street Address: 555 Macarthur Blvd. Zip Code: 07430
State: NJ Phone: 8006376837
County: E-mail Address: lrweb2@jaguarlandrover.com
Fax Number: [REDACTED] Product Offered: Auto
Web Site Address: landroverusa.com
Primary Jurisdiction: None

Secondary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: [REDACTED] Complainee First Name: [REDACTED]
Company Name: [REDACTED] City: [REDACTED]
Street Address: [REDACTED] Zip Code: [REDACTED]
State: MI Phone: [REDACTED]
County: [REDACTED] E-mail Address: [REDACTED]
Fax Number: [REDACTED]
Web Site Address: [REDACTED]

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year:
Vehicle VIN No.:

Complaint Information

Incident Date\Time: 7/25/2017 1:00:00 AM
Incident Location: Northville, MI
Approximate Monetary Value: 130000
Did you sign a contract? True
Where did you sign this contract? April 2017 Purchase Agreement
Is a court action pending? False
Do you have an attorney representing you on this matter? False
Are you willing to testify in court regarding this complaint? False
Did you complain directly to the business? True
What was the response from the business? It doesn't work LED equipped trailers

If no complaint was given to the business directly, why?

Was this complaint filed with any other agencies? False

Do you think were targeted for unfair treatment due to your status as a veteran or active-duty service member? False

Complaint Detail/Inquiry Information

I recently purchased a 2017 Range Rover to pull my boat & trailer however the Land Rover towing system doesn't work with trailers with widely used LED tail lamps. They have responded they only work with incandescent tail lamps and seek to remedy the problem on my own. I have contacted Land Rover USA several times by e-mail and they have responded they do not support LED lights. I am seeking a refund of my purchase in the amount of \$130,000. Land Rover brochures and marketing promote their towing technology with such features as "tow assist". However, they don't disclose their vehicles don't recognize trailers with widely used LED tail lights only incandescent. Further, their email response is they don't support LED equipped trailers. Many consumers have complained they were unaware of this issue prior to purchase and there is no fix offered.

[True] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*) I certify that the information on this form is true and accurate to the best of my knowledge.

(*) I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

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From: [REDACTED]
Sent: Thursday, July 27, 2017 12:03 PM
To: Land Rover N.A.; Land Rover UK
Cc: OnLine Complaint, CP
Subject: Fwd: Land Rover

Your advertising for the Range Rover advanced tow assist feature is both deceptive and misleading. I was not informed prior to purchase that this feature would not work on LED equipped trailers which are widely used today as opposed to incandescent lamps.

A class action lawsuit and the Michigan State Attorney Generals office is under investigation. I would recommend Land Rover and Tata Motors provide a remedy to my vehicle. Further, a You Tube and internet campaign will ensue to inform the public.

[REDACTED]
Sent from my iPhone/iPad

Begin forwarded message:

From: [REDACTED]
Date: July 27, 2017 at 11:22:09 AM EDT
To: Steven Liddle <SLiddle@ldclassaction.com>
Subject: Re: Land Rover

Thanks for your prompt response. I have done extensive research and purchased two types of adapters and both did not work. Curt Mfg. indicated their adapter works on most European vehicles other than Land Rover.

The Land Rover brochure does not indicate the advanced tow assist doesn't work with LED equipped trailers.

[REDACTED]
Sent from my iPhone/iPad

On Jul 27, 2017, at 10:48 AM, Steven Liddle <SLiddle@ldclassaction.com> wrote:

Our research seems to indicate that the problem can be solved with a purchase of a 10-20\$ adapter. If this is true we would not be interested. This is not to say you do not have a case and our research may be wrong. If so please contact me 313-392-0015. Steve liddle

Sent from my iPad

On Jul 25, 2017, at 3:26 PM [REDACTED] wrote:

I recently purchased a 2017 Range Rover to pull my boat & trailer however the Land Rover tow work with trailers with widely used LED tail lamps.

I have contacted Land Rover USA several times by e-mail and they have responded they do no lights. Their high technology system only works with incandescent tail lamps and I remedy the own.

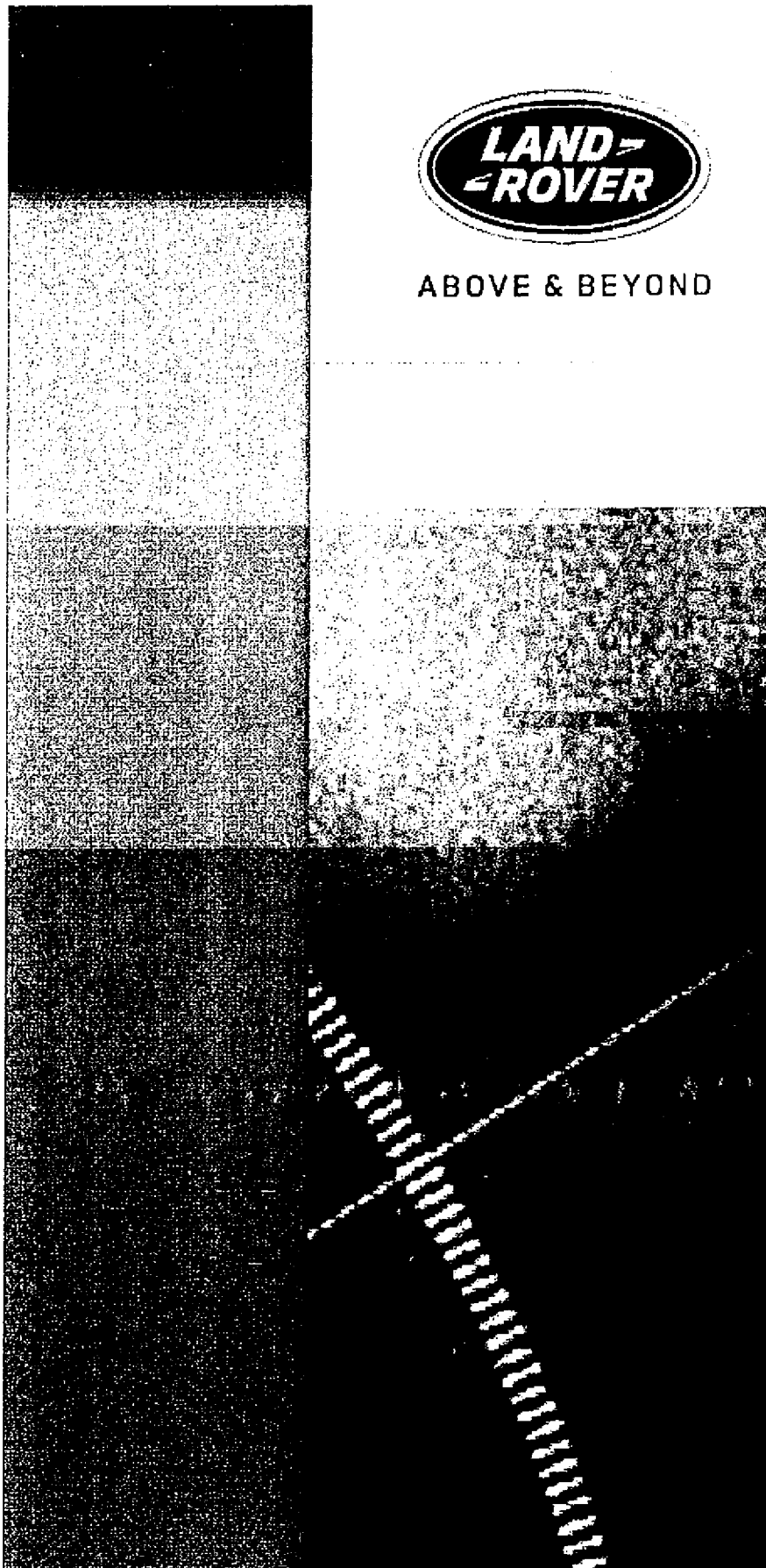
I am seeking a refund of my purchase in the amount of \$130,000. Land Rover brochures and m their towing technology with such features as "tow assist". However, they don't disclose their v recognize trailers with widely used LED tail lights only incandescent. Further, their email respo support LED equipped trailers. Many consumers have complained they were unaware of this is purchase and there is no fix offered.

Would you be interested in a class action suit?

[REDACTED]
Sent from my iPhone/iPad



ABOVE & BEYOND



TOW

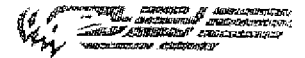
It's only after you purchase the vehicle and read the owners manual their might be an issue with LED's lamps but still not quite clear.



BILL SCHUETTE
ATTORNEY GENERAL
Lansing, Michigan 48913



U.S. POSTAGE >> PITNEY BOWE



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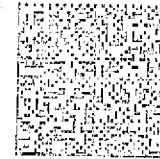
New Jersey Office Of Attorney General
Division on Consumer Affairs
124 Halsey St.
Newark, NJ 07102

07102\$3096 C002



NJ Office of the Attorney General

DIVISION OF CONSUMER AFFAIRS
CONSUMER SERVICE CENTER
P.O. BOX 45025
NEWARK, NJ 07101



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