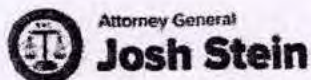


CL-11175652-6930



Consumer | File a Complaint | Motor Vehicle Complaint Form

FILE A COMPLAINT

* indicates a mandatory field

Your Information

Prefix: [redacted] * First Name: [redacted]

MI: [redacted] * Last Name: [redacted]

* Mailing Address: [redacted]

* City: Charlotte

* State: NC * Zip Code: [redacted]

County of residence: Mecklenburg Country, if not US: United States

Day phone number, including area code: [redacted]

Evening phone number, including area code: [redacted]

Fax number, including area code: [redacted]

Cell phone, including area code: [redacted]

E-mail address: [redacted]

I am a military service member or military spouse: No Yes veteran

Information About Company Against Which You Are Complaining

* Full name of company: Formula One Imports

Mailing Address: 7511 E. Independence Blvd

Charlotte

NC

NM
2.7.19
WD

City: CHARLOTTE

State: NC

Zip code:

28227

Country, if not US:

* Telephone number, including area code:

9802025890

Fax number, including area code:

Complaint Information (complete any blocks which apply to your complaint)

Year:

2011

Make:

LAND ROVER

Model:

RANGE ROVER

VIN#:

SALMFIE40BA [REDACTED]

Mileage:

88936

Is your complaint about:

- New car sales practices
- Used car sales practices
- Warranty
- Repossession
- Towing
- Manufacturing Defect
- Repairs
- Financing or leasing
- Damage disclosure
- Title issues

Date of purchase:

10/24/2018

Date of repair:

How did you buy your vehicle?:

New Used

Where financed (if relevant). Include address.:

Ally Financial
P.O. Box 8132 Cockeysville, MD 21030

Did you sign a lease?:

Yes

Starting date:

8 Dec 2018

Expiration date:

Total amount paid:

Amount in dispute:

How was payment made?:

Did you buy an extended service contract?:

Name of company responsible for extended service contract or warranty:

If repairs, indicate type of repairs or services performed (Air conditioner, brakes, oil change, transmission, etc.):

Before any work was performed, did you receive an estimate?:

Did you authorize any changes to the original estimate?:

If yes, provide details:

Were the completed repairs different from what you had authorized?:

If yes, provide details:

Information About the Transaction

How was initial contact made between you and the business?:

Where did the transaction take place?:

Details of Complaint

SEE ATTACHED SHEETS

Resolution Attempts You Have Made

Have you contacted the company with your complaint?:

Yes

Name of person most recently contacted:

Lee / Julius

His/her phone number, incl. area code:

980 939 1446

Results:

NONE

* What result would you consider fair?:

SEE ATTACHED SHEET

Do you have an attorney in this case?:

Yes No *ND*

If yes, name of your attorney:

Attorney's number, incl. area code:

Has your complaint been heard or is it scheduled to be heard in court? If yes, where and when? If already heard, what was the result?:

Will you be submitting documentation by mail or fax?:

Select One

Enter security code:

Please attach up to four supporting documents in jpg, png, pdf, doc, docx or txt format. You may also mail supporting documents to us.

Attachment 1:

Upload: no file selected

Attachment 2:

Upload: no file selected

Attachment 3:

Upload: no file selected

Attachment 4:

Upload: no file selected

PLEASE NOTE: The maximum size of your submission is 15 Mb including the form and all attachments. If you receive an error that says "maximum request exceeded", you need to reduce the size of your attachments or contact Consumer Protection directly to provide the attachments.

Please print a copy of your completed form to mail in with any supporting documents and a copy for your records. Please note that the printed copy may not include all of the information included in the details of complaint box.

Submit

After you've completed the form and printed copies, please hit submit to send your complaint to the Consumer Protection Division.

North Carolina Department of Justice / Josh Stein, Attorney General (919) 716-6400



Details of Complaint

- #1- Notified Dealership that there was a strange noise coming from the motor of the used Range Rover that I was about to purchase. Instead of repairing they kept telling me to wait for the extended warranty. Vehicle was not drivable and they continued to say wait on the Warranty and would not repair a vehicle that I just purchased. They would not talk to me or help to resolve the problem.
- #2- Notified Dealership that the brakes were bad and unsafe when I purchased the Range Rover. Instead of repairing they put the wrong pads on a luxury vehicle that are unsafe, My Family and I are afraid that the brakes will not work and we have a serious safety problem.
- #3- As a disabled veteran I was misused as it related to Fraud in charging sales tax and Fees to circumvent state laws. I was only aware to this when I went to get my tags from DMV. They did not submit the proper taxes that I paid for the vehicle in an attempt to keep from paying. I had to go back and forth to the DMV to resolve this issue. No assistance from the Dealership.
- #4- After numerous request I was never given the Car Fax on the vehicle before I purchased vehicle. They were trying to hide critical facts about the condition and previous accidents, recalls and issues with the vehicle before I purchased. Failure to provide full disclosure of issues with this luxury vehicle.

#1 - I was forced to discontinue use of my newly purchased Range Rover in order to get the motor repaired under an extended warranty that I purchased. I assume me when I purchased the vehicle that it had been factory reviewed and was in excellent condition and I could bring it back to them if anything goes wrong. I paid a fair price and I received no service after the purchase. I was without a vehicle that I purchased because I traded-in a vehicle for this vehicle.

#2 - Dealership advised that brakes were new and they were factory installed. Brakes are still squeaking and are unsafe. They have not repaired or offered to review the brakes after numerous attempts to have them repair the brake on a newly brought luxury vehicle.

#3 - After multiple attempts and going back and forth to the DMV trying to determine what was going on with the taxes and fees in order to get tags for my new vehicle, I received no assistance from the dealership in resolving these issues. No help, very rude and disrespectful to a disabled veteran that paid for a vehicle and got no help when there were problems.

#4 - It is my understanding that the refusal to give the CarFax information was to hide the accident, repair and recalls associated with this vehicle. They are trying to not fully disclose issues with this vehicle before and after I purchase the vehicle.

result would you consider fair

Rebate of overpriced vehicle due to problems with a newly purchased vehicle. Vehicle should have been discounted about \$10,000 based to the issues that were not addressed on a newly purchase luxury vehicle. In addition, the time and money I have spent going back and forth to dealerships, repair shops and DMV. As well as the time that my vehicle stayed in the repair shop. With no other vehicle for me to use as a Disabled American Veteran.

- SAME #1

- SAME #1

- SAME #1

Details of Complaint

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LAND ROVER CHARLOTTE



6940 E. Independence Blvd. CHARLOTTE, NORTH CAROLINA 28227
 (704) 536-4270 • 1-800-315-8195
 www.landrovercharlotte.com



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ALEX LANDAU	120691	TAG NO. [REDACTED]	INVOICE DATE 12/19/18	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 94,220	COLOR 7	STOCK NO.
CHARLOTTE, NC [REDACTED]	YEAR MAKE / MODEL 11/LAND ROVER/RANGE ROVER/4DR 4WD SC			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. SALMF1E40BA [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P. C. NO.		R.O. DATE 12/03/18	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
		MO: [REDACTED]			

LABOR & PARTS

J# 1 76R0Z **BODY** TECH(S):115866 **1449.00**

ENGINE RUNNING LOUD ON START UP CHECK AND ADVISE THE CLIENT HAS EXTENDED WARRANTY FOR THE VEHICLE. THE TOTAL PARTS IS \$851.70 THE TOTAL LABOR IS \$ 1449.00 THE TOTAL FOR THE REPAIR THAT THE WARRANTY IS COVERING IS \$2300.70 DOES NOT INCLUDE TAX. THE AUTHORIZATION NUMBER FOR THE CLAIM IS [REDACTED]

FOUND TIMING CHAINS HAVE PLAY WATER PUMP PULLEY HAS PLAY MAKING NOISE AND FAN CLUTCH MAKING A CLICKING SOUND REPLACED TIMING CHAIN TENSIONERS AND BLADES ALSO REPLACED WATER PUMP TESTED VERIFIED VEHICLE OPERATING AS DESIGNED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	LR011995	COVER - CYLINDE	125.97	125.44	125.44
JOB # 1	2	LR051008	TENSIONER - TIM	132.97	132.12	264.24
JOB # 1	2	LR051013	BLADE - TENSION	72.97	72.40	144.80
JOB # 1	1	LR011952	BOLT	22.97	22.03	22.03
JOB # 1	1	PKWP	5.0 WATERPUMP	****	****	****
JOB # 1	1	LRN2279	FLUID - COOLING	34.97	23.06	23.06
JOB # 1	1	LR097165	PUMP - WATER	356.97	309.88	309.88
JOB # 1	1	LR028136	TUBE - OIL COOL	30.97	22.49	22.49
JOB # 1	1	LR030593	SEAL - OIL COOL	9.97	7.34	7.34
JOB # 1 TOTAL PARTS						919.28
JOB # 1 TOTAL LABOR & PARTS						2368.28

Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit.

Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.

J# 2 11R0Z99P **MULTI POINT INSPECT** TECH(S):115866 **0.00**

PERFORM MULTI-POINT INSPECTION COMPLETED PER CHECKLIST SEE ANY NOTES ATTACHED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

Customer Initials: _____ I hereby consent to receive e-mails, text messages and autodialed and/or pre-recorded telemarketing calls from or on behalf of the Dealership at the telephone number(s) and or e-mail address I provided in this document. I understand that carrier charges may apply and that such consent is not a condition of purchasing or leasing any goods or services from the Dealership.

J# 3+10R0Z4WHLAL **4 WHEEL ALIGNMENT** TECH(S):115866 **199.95**

CUSTOMER STATES PERFORM FOUR WHEEL ALIGNMENT COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						199.95

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # A	SS	SERVICE CHARGE		36.00
JOB # 3	RPD	RANGE ROVER PARTS DISCOUNT		-25.00
JOB # 3	RLD	RANGE ROVER LABOR DISCOUNT		-25.00
TOTAL - MISC				-14.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$2800.00 (+TAX)

The Reynolds and Reynolds Company, BRALF, BRH, 400, CC662305 Q, (11/1/18)

LAND ROVER CHARLOTTE



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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ALEX LANDAU	120691	TAG NO. [REDACTED]	INVOICE DATE 12/19/18	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 94,220	COLOR 7	STOCK NO.
CHARLOTTE, NC [REDACTED]	YEAR MAKE MODEL 11/LAND ROVER/RANGE ROVER/4DR 4WD SC			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE ID NO. S A L M F 1 E 4 0 B A [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 12/03/18	[REDACTED]	[REDACTED]
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: [REDACTED]

TOTALS			
MANUFACTURER SPECIFIED MAINTAINENCE INTERVALS ARE MINIMUM REQUIREMENTS.LAND ROVER CHARLOTTE RECOMMENDS YOUR VEHICLE HAVE OIL/FILTER CHANGES AND TIRE ROTATIONS IN BETWEEN THE MANUFACTURER RECOMMENDATIONS.PLEASE SEE YOUR SERVICE CONSULTANT FOR DETAILS REGARDING YOUR SPECIFIC VEHICLE.	TOTAL LABOR....	1648.95	Shop fees and/or other discretionary fees relating to environmental or regulatory compliance, record retention, or other costs incurred by the dealer that are regulated by N.C. Gen. Stat. §20-101.3 may or will be charged by the dealer. Some or all of these fees may be attributable to or include the dealer's internal overhead or profit. Customers should inquire of dealership Personnel if they would like to know the type and amount or basis of the fees charged by the dealer.
VISIT US ON TWITTER OR LIKE US ON FACEBOOK. YOU CAN ALSO VISIT US AT WWW.LANDROVERCHARLOTTE.COM TO VIEW ANY PARTS OR SERVICE SPECIALS.	TOTAL PARTS....	919.28	
THANK YOU AGAIN FOR ALLOWING US TO ADDRESS ALL YOUR VEHICLES PARTS AND SERVICE NEEDS!!	TOTAL SUBLET...	0.00	
CUSTOMER SIGNATURE	TOTAL G.O.G....	0.00	
	TOTAL MISC CHG.	36.00	
	TOTAL MISC DISC	-50.00	
	TOTAL TAX.....	185.18	
	TOTAL INVOICE \$	2739.41	

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Customer agrees that this Agreement includes all of the terms and conditions on the **front and back side hereof**, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

Customer Signature

Charlotte, NC



U.S. POSTAGE PAID
FORM LETTER
CHARLOTTE, NC
28217
JAN 13 09
AMOUNT

\$0.92

National Highway Traffic Safety Admin
1200 New Jersey Ave. SE
WASH DC 20690

Complaint Section