

COPIED

San Mateo, CA

November 28, 2001

Land Rover of North America
4371 Parliament Place
Lanham, MD 20706

566912

RECEIVED
02 APR -B AM 11:11
DEFECTS INVESTIGATION

RE: 1999 Land Rover Discovery II, VIN # SALTY1248X

Dear Sir/Madame,

I am writing Land Rover this letter to inform you of my frustrations and lack of dissatisfaction with my 1999 Land Rover Discovery, and to formally request a reasonable remedy from Land Rover North America as what the California consumer warranty law requires.

This car is two years old, has 38,000 miles, is still under manufacturer warranty, and has not been misused. It has also been serviced per the manufacturer requirements by mileage and dates by authorized Land Rover dealerships. However it has given my family nothing but trouble. I have taken it for service to different factory dealerships for the same problems for more than 6 times over the past 9 months (see attached summary). And everytime the dealership assures that the problems are solved, when shortly after the visit the same problems occur. Some of these problems are very serious.

During my last visit at BMC Motors (San Francisco, CA), the service manager suggested for me to talk with a corporate Land Rover representative who was visiting the dealership on Nov. 26th. I met with the corporate Land Rover representative (named Eric) at BMC Motors, and his proposal and remedy was to give me some auto accessories at no cost without considering that this does not solve my problem and the car continues to be defective.

I firmly believe that Land Rover North America is at fault and should provide an adequate remedy for its defective product. Furthermore, California's consumer warranty law (Song-Beverly Consumer Warranty Act, in the California Civil Code, beginning at section 1790) requires the manufacturer of a new motor vehicle leased or sold with a manufacturer's written warranty to repair the vehicle during the warranty period so that it conforms to the warranty. This law also requires that if the manufacturer or dealer cannot fix the vehicle to conform to the warranty within a reasonable number of repair attempts during the entire period that the warranty is in effect, the manufacturer must replace the vehicle or reimburse the buyer or lessee for its purchase price, whichever the consumer prefers. (Refer to www.dca.ca.gov/acp/brochure_english.htm)

As you can see in the attached service summary, Land Rover has tried to repair this car "within a reasonable number of repair attempts" and has failed. Finally, it is clear that Land Rover needs to take due action before one of these problems causes serious harm to my family. I would expect and appreciate to hear from you in a timely manner to resolve this fairly and according to what the law requires. Please contact me at the above to resolve this.

Regards,

[Redacted Signature]

Attachment

cc:

Dept. of Consumer Affairs
Bureau of Automotive Repair
400 R St, Suite 5200
Sacramento, CA 95814

National Highway Traffic Safety Admin.
400 Seventh Street, SW
Washington, DC 20390

Consumers for Auto Reliability & Safety
(CARS)
926 J Street, Suite 523
Sacramento, CA 95833-1945

Attachment to Letter to Land Rover North America (Dated: November 28, 2001)
 1999 Land Rover Discovery II (VIN # SALTY1248 [REDACTED] Service Record

Date Dropped Off	Date Picked Up	Miles	Service Dealership	Problems	Repairs made
11/10/01	11/12/01	37,360	BMC Motor	<ol style="list-style-type: none"> 1. Faulty ABS & traction control - lights come on 2. Passenger side seat does not move back and forth 	<ol style="list-style-type: none"> 1. Fixed, but broke 1 day later 2. Not fixed
11/6/01	11/07/01	37,470	BMC Motor	<ol style="list-style-type: none"> 1. After driving a few minutes, loud hissing noise comes from radio 2. Passenger side seat does not move back and forth 3. Faulty ABS & traction control - lights come on 	<ol style="list-style-type: none"> 1. Not fixed 1. Fixed, but broke same day 3. Fixed, broke few days later
10/9/01	10/09/01	36,869	BMC Motor	<ol style="list-style-type: none"> 1. Passenger side seat does not move back and forth 2. After driving a few minutes, loud hissing noise comes from radio 	<ol style="list-style-type: none"> 1. Fixed, but broke same day 4. Not fixed
9/18/01	9/18/01	36,315	BMC Motor	<ol style="list-style-type: none"> 1. After driving a few minutes, loud hissing noise comes from radio 2. Passenger side seat does not move back and forth 3. Faulty ABS & traction control - lights come on 	<ol style="list-style-type: none"> 1. Not fixed 2. Fixed, broke few days later 3. Fixed, broke few days later
7/5/01	7/6/01	33,330	LR Redwood City	<ol style="list-style-type: none"> 1. Passenger side seat does not move back and forth 2. Driver side seat intermittently doesn't move back and forth 3. Knocking noise from engine 4. After driving a few minutes, loud hissing noise comes from radio 	<ol style="list-style-type: none"> 1 & 2. Fixed, but broke 1 day later 3. Replaced rocker arms 4. Not fixed
3/23/01	3/23/01	28,370	LR Redwood City	<ol style="list-style-type: none"> 1. After driving a few minutes, loud hissing noise comes from radio 	<ol style="list-style-type: none"> 1. Not fixed

Note: This list only contains re-occurring problems that pertain to this letter.