

August 2005

Vehicles Affected: Freelander 5-Door Models

Model Years: 2005 (plus some specific repaired vehicles)

RE: **B011** Recall Action – Freelander 2005 Model Year 5-Door (**5A453955** to **5A486387**)

And an additional list of 2002 – 2004 MY repaired vehicles

### Child Lock Disengagement

Dear Land Rover Owner

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that a defect which relates to motor vehicle safety exists in some 2005 Freelander 5-Door vehicles and other specific vehicles repaired with an out of specification part. These vehicles may exhibit a condition in which the child door lock on the left hand (driver's side) rear door can become disengaged. Land Rover is therefore implementing this Recall Action on all Freelander models that could exhibit this concern. If you are a recipient of this notice, and an owner of one of the above vehicles, this letter is to inform you that your vehicle is included in this Recall Action.

What is the concern?

A door lock mechanism that was not manufactured to specification may allow the left hand rear door to be opened from inside the vehicle, when it is believed that the child lock is engaged. Always properly secure children in the rear seats.

What will Land Rover and your Land Rover Retailer do?

An authorized Land Rover Retailer will inspect the door lock for proper operation. If the lock does not pass the inspection process, the Retailer will install a new left hand rear door latch to ensure proper child lock operation.

What should you do?

Please contact your authorized Land Rover Retailer to schedule an appointment to have this work completed on your vehicle at your earliest convenience. This work will be carried out free-of-charge. When you contact the Retailer, inform them of the need to have Recall Action B011 Child Lock Disengagement completed on your vehicle.

How long will it take?

Expected repair time is estimated to be approximately one hour to complete this Recall Action. However, due to service scheduling requirements at the Retailer, your vehicle may be needed for a longer period of time. Please contact your authorized Retailer to schedule an appointment.

What you should do if you have already paid to have this repair completed?

If you meet all the following requirements, you are eligible to receive reimbursement:

1. You own or have owned a Freelander within the VIN range listed above or have had the LH rear door latch replaced between September 21, 2004 and July 12, 2005.
2. You have paid for a child safety lock repair due to the defect outlined previously in this letter.
3. The repair was performed before July 12, 2005.
4. You have an original or legible copy of the paid repair order or invoice showing:
  - A description of the concern reported
  - Itemized parts and labor charges
  - The vehicle model and year and the vehicle identification number
  - The repair date
  - Repair mileage
  - Name and address of the authorized Land Rover Retailer or licensed repair shop
  - Your name and address at the time of the repair

If you have all of the above information, present it to the Service Manager at your authorized Land Rover Retailer and they will arrange reimbursement of your claim. Please ensure that you retain copies of all of the paperwork supporting this claim.

**Attention Leasing Agencies.**

**Federal regulation requires that you forward this recall notice to the lessee within 10 days.**

**Moved or no longer own a Land Rover?**

If you are no longer the owner of this vehicle, Land Rover would greatly appreciate the name and address of the new owner, using the enclosed return postage-paid card.

**What should you do if you have further questions?**

Should you have any questions regarding this Recall Action or need assistance in locating your nearest authorized Land Rover Retailer please contact the Land Rover Customer Relationship Center at: 1-800-637-6837 Option 9, visit [www.landroverusa.com](http://www.landroverusa.com) and send us an **email** from the "**Contact Us**" section, or contact us by mail at the following address:

Land Rover North America  
ATTN: Customer Relationship Center  
555 MacArthur Boulevard  
Mahwah, NJ 07430-2327

If an authorized Land Rover Retailer fails or is unable to satisfactorily answer your concerns about this notice, without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590, call the toll-free Vehicle Safety **Hotline** at 1-888-327-4236 (TTY: 1-800-424-9153), or send an email to <http://www.safercar.gov>.

Sincerely yours,



Benjamin I. Weiner

Customer Satisfaction Manager