

## **SAMPLE OWNER LETTER**

### ***RE: Safety Recall Action P002 – Brake Light Switch Inspection Vehicles Affected: Land Rover Freelander***

***Model Years: 2002 through 2005***

**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, relating to motor vehicle safety, exists in 2002 through 2005 Freelander vehicles. Your vehicle is part of this recall action.

#### **What is the Concern?**

Land Rover has identified a concern with the brake light switch and is undertaking a no-charge Recall Action (P002) for affected vehicles. The fault could result in the brake lights remaining illuminated even when the brake pedal is not depressed. Improperly functioning brake lights could result in the vehicle being involved in a crash.

Unfortunately, at this time the new specification replacement parts are not available. This Recall notification informs you of an inspection procedure and, if required, temporary repair procedures provided at no charge by your authorized Land Rover Retailer.

Land Rover will be sending a second notification letter as soon as the new specification replacement brake light switches are available to repair your vehicle.

#### **What should you do?**

There is a very simple check that can be easily undertaken by anyone, regardless of technical ability. You may prefer to perform the check yourself with an assistant, or you may contact your Land Rover Retailer for assistance. Complete the check as follows:

- Switch the ignition key to position "II"
- Without starting the engine, or depressing the brake pedal, determine if the brake lights are illuminated.
- If the brake lights are illuminated, contact your Land Rover Retailer to have a temporary repair completed.
- If the brake lights are **not** illuminated in the first test, press the brake pedal.
- Verify that the brake lights are illuminated.
- If the brake lights illuminate with the brake pedal depressed AND are not illuminated (go off) when the brake pedal is released, there is no current concern with the operation of the brake light switch.

#### **What will Land Rover and your Land Rover Retailer do?**

Should you require assurance that your brake lights are currently functioning correctly or if your own inspection indicates a potential problem, your authorized Land Rover Retailer can inspect the function of your brake lights. If a repair is indicated a temporary repair will be performed at no charge until the new specification replacement parts are available.

#### **How long will it take?**

If required, the inspection and repair work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers. It is expected to take approximately 10 minutes, although your Retailer may need your vehicle for a longer time due to service scheduling requirements.

#### **What we are asking you to do**

Complete the brake light check described above. If you have no concerns with the operation of your brake lights, please wait for the "Recall P004" letter that will notify you of the availability of the new replacement brake light switch. If you have completed the checks outlined above and determine there is a concern with the operation of your brake lights, or if you need to have your Retailer conduct the check, please contact your authorized Land Rover Retailer who will make an appointment to perform the check and, if required, have the interim repair completed at no charge.

Please provide the Retailer with your Vehicle Identification Number (VIN) located in the lower left corner of the windshield. Ask for a service date for Recall Program P002. When you bring your vehicle in to the Retailer, please show this letter. If you misplace this letter, your Retailer will still do the work, free of charge.

**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:

You own or have owned a 2002-2005 MY Freelander.

You have paid to replace the brake light switch.

The repair was performed before March 23, 2007.

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 regulations require that you forward this recall notification to the lessee within TEN 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.

**Should you have the need to contact Land Rover by mail, please use the following address:**

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

**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.**

You can also contact Land Rover by e-mail: Visit the web site [www.landroverusa.com](http://www.landroverusa.com) and send an email from the "Contact Us" section.

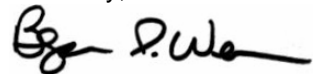
If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write to the:

Administrator, National Highway Traffic Safety Administration  
400 Seventh Street, S.W.,  
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or log on to [www.safercar.gov](http://www.safercar.gov) to submit a complaint electronically.

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Land Rover in cooperation with our authorized Retailer will strive to minimize any inconvenience to you caused by this campaign.

Sincerely,



Benjamin I. Weiner  
Customer Satisfaction Manager