

CL-11044100-3612

November 9, 2017

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DEC - 9 2017

Manager  
Jaguar Land Rover Dallas  
11400 N. Central Expwy.  
Dallas, TX 75243

RE: Range Rover, Model Year 2010, SALMF1D46AA [REDACTED]  
Registered Owner: [REDACTED]  
Safety Recall P081: Takata Passenger Airbags

Dear Manager:

Upon receiving a notice from NHTSA dated June 22, 2017 regarding Takata Passenger Airbags, I brought the above vehicle, owned by my wife, [REDACTED] to your dealership on three different occasions. The dealership was unable or unwilling to perform the safety recall in a reasonable and timely manner. The last time, I was told that I would need "an appointment," which was five weeks out. On the appointed day, the vehicle was dropped off at the dealership. Eleven days later, the vehicle had not been taken into the repair shop for the required recall, and we had to have the vehicle back. We retrieved it on November 3, after it had sat for eleven days at the dealership pursuant to an appointment obtained five weeks in advance.

This recall is referred to as "Urgent Safety Recall," with a defect that could cause injury or death. I am concerned about your dealership's failure to provide this service in a reasonable time, and I am at a loss to know what to do about it. We cannot and will not bring the vehicle into the dealership to only have it sit for days on end without the service being performed.

I wanted to put you on notice so that in the event of an unfortunate or unexpected accident resulting in any injury, this letter will serve as evidence of your inattention and gross negligence towards this issue. I regret writing this letter, but it is clear to me that your dealership enjoys a strong market position, and customer satisfaction and attention to safety recalls is simply not a high priority.

[REDACTED]

[REDACTED]

[REDACTED] Dallas, Texas [REDACTED]

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NAM  
12-8-17  
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Manager  
Jaguar Land Rover Dallas  
November 9, 2017  
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cc: Jaguar Land Rover North America, LLC  
Attention: Customer Relationship Center  
555 MacArthur Blvd.  
Mahwah, NJ 07430

Administrator  
National Highway Safety Administration  
1200 New Jersey Ave. SE  
Washington, D.C. 20590

Andy Payne, Esq.  
Payne Mitchell Law Group  
3500 Maple Avenue, Suite 1250  
Dallas, TX 75219



Dallas, Texas



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Faded return address text, including "Dallas, Texas" and "75270".

Administrator  
National Highway Safety Administration  
1200 New Jersey Ave. SE  
Washington, D.C. 20590

