



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



July 2, 2021

[REDACTED]
Pacific Palisades, CA [REDACTED]

NEF-109 tgd
Ref. No. 11407732

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2010 Land Rover Range Rover Sport SUV. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We understand your concerns with the delay in having NHTSA Safety Recall Campaign No. 20V-623 completed. We entered your vehicle identification number (VIN) into our VIN Look Up Tool and it appears that you have since had the recall repair done. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. We encourage you to continue to work with Land Rover should you require further assistance in this matter.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement