

CL-11420620-2813

05/24/2021

[REDACTED]
Beaver Falls, PA
[REDACTED]

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

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center
100 Jaguar Land Rover Way
Mahwah, NJ 07495

To Whom This May Concern:

I am writing today in regards to the "Important Safety Recall" for my 2010 Range Rover Sport Supercharged. SAFETY RECALL: N499: Rear Spoiler Outer Surface Retention.

Back in April of 2020 I was driving on Interstate 79 North Bound from the city of Pittsburgh, PA when the rear spoiler blew off and hit the vehicle behind me. This as you can imagine was a pretty traumatic experience when traveling highway speeds and the rear spoiler blows off and sounds like "gunfire" going off. Thankfully I was able to pull over as well as the car behind me. I seem to have gotten the worse of the damage as I noticed the rear spoiler was removed from my vehicle and was not able to relocate. The gentleman behind me whose vehicle was hit was fortunate enough to have suffered less damage however I paid him a few hundred dollars to have his hood of his vehicle touched up with matching paint. When I took my Range Rover to the dealership they refused to honor any kind of "safety recall" and proceeded to want to charge me around \$ 4,000 out of pocket. I went to my local auto mechanic who was able to replace the old rear spoiler with a new rear spoiler from the dealership for about half the cost. Attached is the receipt I paid to have this work done. I would greatly appreciate to have this reimbursed and a check sent to me for the amount of \$ 2, 199.45. Which in theory is a big win for you since the dealership quoted over 4,000 dollars. I feel that this part should have never of "blown" off at 70 mph on a highway. We are all lucky no one got hurt. I do not appreciate to have to pay out of pocket for something like this. Feel free to give me a call, but if you could please send a check for the enclosed amount of the replacement of this rear spoiler would be greatly appreciated.

Thanks,
[REDACTED]

Invoice from History

Work Completed : 04/10/2020 Date: 02/01/2021

2010 Land Rover - Range Rover Sport Supercharged - 5L V8 (3
 Lic # : Odometer In : 81417
 Odometer Out : 81417
 VIN # : SALSH2E42 /
 Beaver Falls, PA
 Cellular

| Part Description / Number | Qty | Sale | Ext | Labor Description | Hours | Ext |
|---------------------------|------|----------|----------|--|-------|--------|
| REAR SPOILER LR016236 | 1.00 | 1,018.84 | 1,018.84 | INSTALL REAR SPOILER INSTALL REAR SPOILER | 1.00 | 95.00 |
| REAR CAMERA LR31791 | 1.00 | 492.91 | 492.91 | PAINT REAR SPOILER PAINT REAR SPOILER | 1.58 | 150.00 |
| HOLDER LR023566 | 1.00 | 33.20 | 33.20 | | | |
| PAINT LRC907 | 1.00 | 250.00 | 250.00 | | | |
| Shop Supplies | | | 35.00 | | | |

[Recommendations]
 Perform Lube, Oil & Filter Exchange on 1/2V2021 or 101900 Miles.

Org. Estimate 0.00 Revisions 2,093.55 Current Estimate 2,093.55

Revision# 1, Previous Estimate Amount 0.00, Additional Cost 2093.55, Revised Estimate 2093.55, Parts: \$1694.95 Labor: \$245.10 Sublet: \$0.00
 Taxes & Fees: \$153.50 Authorized by

| | |
|------------------|-----------------|
| Labor: | 245.00 |
| Parts: | 1,829.95 |
| SubTotal: | 2,074.95 |
| Tax: | 124.50 |
| Total: | 2,199.45 |
| Bal Due: | \$0.00 |

[Payments - Elec - Credit Card - \$2,199.45]

Any comments or concerns to cjsmith@carlsautoservice.com

Vehicle Received: 4/10/2020

Customer Number : 2854

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Paid \$ 1,199.45 Card#: xxxxxxxxxxxxxx Transaction: Visa-3243 Approval
 SALE:564954:4:1473404078:Z:M Date/Time: 4/10/2020 5:15:17PM
 TRANSACTIONTYPE: SALE TRANSACTIONRESULT: APPROVED TIMESTAMP: 4/10/2020 5:15:17 PM MERCHANTORDERNUMBER:
 MERCHANTID: XXXXXXXXXX TERMID: AMOUNT: 1199.45 ENTRYMETHOD: M NAME
 ACCOUNTTYPE: Visa ACCOUNT: XXXXXXXXXX ORDERID: TRANSACTIONID: AUTHCODE: 564954
 AVSRESULT: Z CVV2RESULT: M

Signature x _____ 04/10/2020

Buyer agrees to pay total amount above according to cardholder's agreement with issuer.

Email Address: cjsmith@carlsautoservice.com



IMPORTANT SAFETY RECALL
This notice applies to your vehicle, SALSH2E42A [REDACTED]

May 20, 2021

SAFETY RECALL N499: Rear Spoiler Outer Surface Retention

Vehicles Affected: Land Rover Range Rover Sport
Model Year: 2010-2011

National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-623

Dear Land Rover Owner:

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Land Rover has decided that a defect which relates to motor vehicle safety exists in certain 2010-2011 model year Land Rover Range Rover Sport vehicles.

Your vehicle is included in this Recall action.

You should have received a letter advising you of this issue and that we did not have sufficient supply of the necessary parts to repair your vehicle at that time. We now have this available.



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What is the reason for this program?

The upper cover of the rear spoiler may delaminate and could possibly detach from the main body of the rear spoiler. Detailed technical investigations by Jaguar Land Rover revealed there is variability in the assembly of the rear spoilers and on some vehicles, the adhesive bond may break down.

Should the upper rear spoiler cover detach from the main body of the rear spoiler while the vehicle is in motion, there is an unreasonable risk to safety. The upper rear spoiler cover could become an obstacle in the road for other road users and could increase the risk of a crash.

What will Land Rover and your authorized Land Rover Retailer do?

Land Rover is carrying out a recall of the vehicles mentioned above. An authorized Land Rover retailer will inspect the spoiler assembly and, if the spoiler has not begun to delaminate, apply a new specification adhesive to fully secure the upper spoiler cover to the main spoiler body. For vehicles where the outer surface of the rear spoiler has already detached and has been lost or damaged, a new rear spoiler will be installed.

If your vehicle is fitted with an aftermarket, non-Land Rover supplied rear spoiler that was installed as a prior repair for the concern detailed in this recall, Land Rover will replace that spoiler with a new Land Rover part at no cost to you.

There will be no charge for this repair under this program.

What if I have previously paid for this concern?

If you have already paid for this concern before the date of this letter, Land Rover is offering a refund. To qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way, Mahwah, NJ 07495 Tel: 201.818.8500

Reimbursement for eligible prior repairs can only be made after this recall repair procedure is completed and closed.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America.

What should you do?

Please contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'N499'.

Attention Leasing Agencies: If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within TEN (10) days.

How long will it take?

The work will be carried out as quickly and efficiently as possible to minimize inconvenience to customers and is expected to take approximately one (1) hour, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

Moved or no longer own this Land Rover vehicle?

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 Information Change Form enclosed.

What should you do if you have further questions?

If you have any questions or concerns regarding this Program, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Centre at 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: lrweb2@jaguarlandrover.com. Please include your full name, address, and VIN of your vehicle in your email.

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

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center
100 Jaguar Land Rover Way
Mahwah, NJ 07495

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

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

Or call the toll-free Vehicle Safety Hotline at 888-327-4236 (TTY: 800-424-9153); or go to <http://www.safercar.gov>.

Land Rover appreciates your confidence in our product and wish to do everything we can to retain that confidence. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Thomas Giese
Director, Technical Services - MA-43
Customer Service



BEAVER FALLS, PA



PITTSBURGH PA 150
25 MAY 2021 PM 8 L



ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE, SE
WASHINGTON, DC 20590

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