



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



May 18, 2022

[REDACTED]
[REDACTED]
San Marcos, CA [REDACTED]

NEF-109 tgd
Ref. No. 11461168

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2011 Land Rover LR4 vehicle. Your letter was forwarded to 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. Your MY 2011 Land Rover LR4 vehicle is affected by NHTSA Safety Recall Campaign No. No. 21V-635. The fuel outlet flange mounted on the fuel tank may crack, possibly resulting in a fuel leak in certain MY 2010 through MY 2016 Land Rover LR4 vehicles. The remedy for this recall requires the dealer to replace the fuel outlet flange.

We understand your concerns with the parts delay for Recall 21V-635. 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 follow up with Land Rover and your dealer on the status of the parts availability for the Recall 21V-635.

Considering your reimbursement request, Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. However, please note that recalls are very specific with regard to vehicle identification numbers (VIN), build date range, assembly plants, repair procedure, and defective components. According to the repair order you provided, you replaced a defective fuel pump in your vehicle. This repair is not related to the defective fuel outlet flange identified in the recall. As such, the fuel pump repair you paid for may not be eligible for reimbursement.

Nonetheless, when you receive the final notice for Recall 21V-635 you should follow the instructions in the recall notification letter to file a reimbursement claim as soon as possible. Certain restrictions apply, including the need to submit specific documents to the manufacturer. We encourage you to contact Land Rover or your dealer if you require further assistance. We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

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,

A handwritten signature in cursive script that reads "Randy Reid".

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