



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



December 29, 2022

NEF-109 ela
Ref. No. 11491785

North Canton, OH

Dear :

Thank you for the letter about your client's model year (MY) 2015 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. You indicate that your client's MY 2015 Land Rover LR4 caught on fire in December 2021. You want to know if your client's vehicle identification number (VIN) was within the VIN range of affected vehicles at the initiation of NHTSA Safety Recall Campaign No. 21V-635.

As you know, Recall 21V-635 affects certain MY 2010 through MY 2016 Land Rover LR4 vehicles equipped with 3.0L V6 engines similar to your client's. The recall was initiated on August 12, 2021, and addresses a problem with a fuel outlet flange mounted on the fuel tank that may crack, possibly resulting in a fuel leak. Our records show that your client's MY 2015 Land Rover LR4 was included at the initiation of Recall 21V-635. The enclosed Part 573 Safety Recall Report 21V-635 confirms that your client's vehicle was included in the recall by production date and VIN range.

In addition, you state that in January 2021 your client searched NHTSA's website and did not identify his VIN as being associated with Recall 21V-635. As stated above, Recall 21V-635 was initiated on August 12, 2021. As such, your client would not have seen any information about the recall on our website in January 2021. We think you meant to say that your client was not able to initially access the recall information from our website in January 2022 but was able to do so a few months later. We do not have an explanation as to why your client could not initially find the recall information on our website. However, we apologize for any inconvenience this may have caused your client and appreciate his diligence in this matter.

Also, please note that manufacturers are required to send recall notifications to owners based on the most current vehicle registration information they have on record. On October 7, 2021, Land Rover sent affected owners an interim recall notice to alert them of the defect and advise that the

remedy parts were currently not available. On May 11, 2022, Land Rover sent owners a final letter to advise that the recall remedy is available. We have enclosed both letters for your review. We encourage you to contact Land Rover regarding why your client did not receive a notification for Recall 21V-635 and if you and your client require further assistance with the recall.

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 black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

Enclosures

Part 573 Safety Recall Report

21V-635

Manufacturer Name : Jaguar Land Rover North America, LLC

Submission Date : AUG 30, 2021

NHTSA Recall No. : 21V-635

Manufacturer Recall No. : N623



Manufacturer Information :

Manufacturer Name : Jaguar Land Rover North America, LLC

Address : 100 Jaguar Land Rover Way

Mahwah NJ 07495

Company phone 8188500

Population :

Number of potentially involved : 111,746

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2010-2013 LAND ROVER RANGE ROVER SPORT

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Jaguar Land Rover are conducting a voluntary safety recall campaign involving 2010 to 2013MY Range Rover Sport and 2010 to 2016MY Land Rover LR4 vehicles gasoline engine vehicles built at the Solihull (UK) Vehicle Assembly Plant from April 27, 2009 to August 30, 2016. 55,555 2010 to 2016MY Land Rover LR4 3.0L V6 and 5.0L V8 gasoline engine vehicles in the United States and Federalized Territories. 56,191 2010 to 2013MY Range Rover Sport 5.0L V8 gasoline engine vehicles in the United States and Federalized Territories. The basis of the recall population was derived from Jaguar Land Rover data where the VIN range and engine type with this design of fuel tank outlet flange is found on 2010 to 2013MY Range Rover Sport and 2010 to 2016MY Land Rover LR4 vehicles with the 3.0L V6 and 5.0L V8 Gasoline engines.

Production Dates : APR 27, 2009 - MAY 05, 2013

VIN Range 1 : Begin : SALSK2D43AA [REDACTED] End : SALSH2E46DA [REDACTED] ☐ Not sequential

Vehicle 2 : 2010-2016 LAND ROVER LR4

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Jaguar Land Rover are conducting a voluntary safety recall campaign involving 2010 to 2013MY Range Rover Sport and 2010 to 2016MY Land Rover LR4 vehicles gasoline engine vehicles built at the Solihull (UK) Vehicle Assembly Plant from April 27, 2009 to August 30, 2016. 55,555 2010 to 2016MY Land Rover LR4 3.0L V6 and 5.0L V8 gasoline engine vehicles in the United States and Federalized Territories. 56,191 2010 to 2013MY Range Rover Sport 5.0L V8 gasoline engine vehicles in the United States and Federalized Territories. The basis of the recall population was derived from Jaguar Land Rover data where the VIN range and engine type with this design of fuel tank outlet flange is found on 2010 to 2013MY Range Rover Sport and 2010 to 2016MY Land Rover LR4 vehicles with the 3.0L V6 and 5.0L V8 Gasoline engines.

Production Dates : MAY 12, 2009 - AUG 30, 2016

VIN Range 1 : Begin : SALAM2D49AA [REDACTED] **End :** SALAC2V64GA [REDACTED] ☐ Not sequential

Description of Defect :

Description of the Defect : Customers have reported fuel odor, the amber Malfunction Indicator Lamp on the Instrument Cluster illuminating and occasionally liquid fuel on the ground. On investigation, dealer technicians are finding that the fuel outlet flange mounted in the fuel tank is cracked.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The driver may also experience fuel odor and in some circumstances, with the vehicle static, there could be liquid fuel underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire.

Description of the Cause : NR

Identification of Any Warning NR
that can Occur :

Involved Components :

Component Name 1 : Fuel Tank Outlet Flange

Component Description : Fuel Tank Outlet Flange

Component Part Number : AH22-9039-A*

Supplier Identification :**Component Manufacturer**

Name : VITESCO TECHNOLOGIES UK LIMITED
Address : Unit 36 Gravelly Industrial Park
Birmingham West Midlands Foreign States B24 8TA
Country : United Kingdom

Chronology :

See File "Recall N623 Chronology Updated".

Description of Remedy :

Description of Remedy Program : Owners will be notified and instructed to take their vehicle to a Land Rover authorized repairer to have the fuel outlet flange replaced with a component of revised design. There will be no charge for the repair.

Owners who have paid for a repair of this defect will be covered by the Jaguar Land Rover reimbursement plan, subject to the usual terms and conditions.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Distribution of owner notification letters will occur on or before October 8, 2021. Notifications to dealers will occur on August 26, 2021.
Planned Dealer Notification Date : AUG 26, 2021 - AUG 26, 2021
Planned Owner Notification Date : OCT 08, 2021 - OCT 08, 2021

* NR - Not Reported



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

May 11, 2022

SAFETY RECALL N623: Gasoline Fuel Tank Flange Assembly Cracking

Vehicle Affected: 2010-2016 Land Rover LR4, 2010-2013 Range Rover Sport

National Highway Traffic Safety Administration (NHTSA) Recall Number: 21V-635

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 2010-2016 model year Land Rover LR4 and 2010-2013 model year Range Rover Sport vehicles.

Your vehicle is included in this Recall action.

Land Rover previously wrote to you on October 07, 2021, to advise your vehicle is affected by this recall but that parts were not available for repairs. This second letter confirms that required parts are now available and service appointments can be made.



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What is the reason for this program?

An issue has been identified on certain 2010 – 2016 Land Rover LR4 model year and 2010 – 2013 Land Rover Range Rover Sport vehicles. The Fuel outlet flange mounted on the fuel tank may crack, possibly resulting in a fuel leak. Some customers have reported fuel odor, the amber Malfunction Indicator Lamp on the Instrument Cluster illuminating and liquid fuel on the ground.

The driver may also experience fuel odor and in some circumstances, with the vehicle still, there could be liquid fuel underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire.

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

Land Rover is carrying out a recall of these vehicles to have the fuel outlet flange replaced with a component of revised design.

There will be no charge to owners for this repair to the fuel tank flange assembly under this Program.

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 'N623'. If possible, please bring your vehicle in for this service with the fuel level no higher than ¼ tank as this will assist your Land Rover Retailer in performing the repair."

How long will it take?

The work will be carried out as quickly and efficiently as possible to minimize inconvenience to you and is expected to take approximately two (2) hours, although your retailer may need your vehicle for a longer time.

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

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.

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

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 (if known); please fill out and return the enclosed return postage-paid card.

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 retailer cannot address, please contact the Land Rover Customer Relationship Center 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

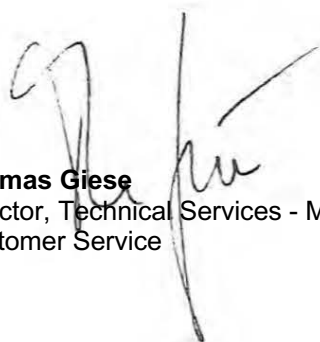
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.,
Washington, D.C., 20590

or call the toll-free Vehicle Safety Hotline at **1-888-327-4236 (TTY: 1 800 424 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



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, **SALSK2D45CA731414**

May 11, 2022

SAFETY RECALL N623: Gasoline Fuel Tank Flange Assembly Cracking

Vehicle Affected: 2010-2016 Land Rover LR4, 2010-2013 Range Rover Sport

National Highway Traffic Safety Administration (NHTSA) Recall Number: 21V-635

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 2010-2016 model year Land Rover LR4 and 2010-2013 model year Range Rover Sport vehicles.

Your vehicle is included in this Recall action.

Land Rover previously wrote to you on October 07, 2021, to advise your vehicle is affected by this recall but that parts were not available for repairs. This second letter confirms that required parts are now available and service appointments can be made.

What is the reason for this program?

An issue has been identified on certain 2010 – 2016 Land Rover LR4 model year and 2010 – 2013 Land Rover Range Rover Sport vehicles. The Fuel outlet flange mounted on the fuel tank may crack, possibly resulting in a fuel leak. Some customers have reported fuel odor, the amber Malfunction Indicator Lamp on the Instrument Cluster illuminating and liquid fuel on the ground.

The driver may also experience fuel odor and in some circumstances, with the vehicle still, there could be liquid fuel underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire.

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

Land Rover is carrying out a recall of these vehicles to have the fuel outlet flange replaced with a component of revised design.

There will be no charge to owners for this repair to the fuel tank flange assembly under this Program.

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 'N623'. If possible, please bring your vehicle in for this service with the fuel level no higher than ¼ tank as this will assist your Land Rover Retailer in performing the repair."

How long will it take?

The work will be carried out as quickly and efficiently as possible to minimize inconvenience to you and is expected to take approximately two (2) hours, although your retailer may need your vehicle for a longer time.

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



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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.

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

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 (if known); please fill out and return the enclosed return postage-paid card.

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 retailer cannot address, please contact the Land Rover Customer Relationship Center 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

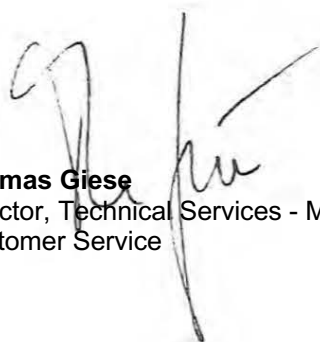
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.,
Washington, D.C., 20590

or call the toll-free Vehicle Safety Hotline at **1-888-327-4236 (TTY: 1 800 424 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



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, **SALSK2D41AA230582**

May 11, 2022

SAFETY RECALL N623: Gasoline Fuel Tank Flange Assembly Cracking

Vehicle Affected: 2010-2016 Land Rover LR4, 2010-2013 Range Rover Sport

National Highway Traffic Safety Administration (NHTSA) Recall Number: 21V-635

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 2010-2016 model year Land Rover LR4 and 2010-2013 model year Range Rover Sport vehicles.

Your vehicle is included in this Recall action.

Land Rover previously wrote to you on October 07, 2021, to advise your vehicle is affected by this recall but that parts were not available for repairs. This second letter confirms that required parts are now available and service appointments can be made.



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What is the reason for this program?

An issue has been identified on certain 2010 – 2016 Land Rover LR4 model year and 2010 – 2013 Land Rover Range Rover Sport vehicles. The Fuel outlet flange mounted on the fuel tank may crack, possibly resulting in a fuel leak. Some customers have reported fuel odor, the amber Malfunction Indicator Lamp on the Instrument Cluster illuminating and liquid fuel on the ground.

The driver may also experience fuel odor and in some circumstances, with the vehicle still, there could be liquid fuel underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire.

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

Land Rover is carrying out a recall of these vehicles to have the fuel outlet flange replaced with a component of revised design.

There will be no charge to owners for this repair to the fuel tank flange assembly under this Program.

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 'N623'. If possible, please bring your vehicle in for this service with the fuel level no higher than ¼ tank as this will assist your Land Rover Retailer in performing the repair."

How long will it take?

The work will be carried out as quickly and efficiently as possible to minimize inconvenience to you and is expected to take approximately two (2) hours, although your retailer may need your vehicle for a longer time.

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

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.

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

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 (if known); please fill out and return the enclosed return postage-paid card.

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 retailer cannot address, please contact the Land Rover Customer Relationship Center 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
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Mahwah, NJ 07495

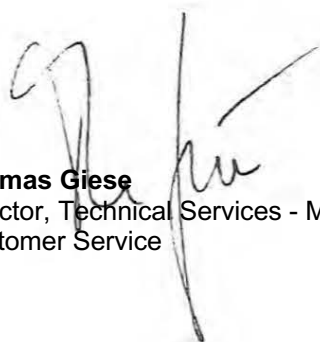
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.,
Washington, D.C., 20590

or call the toll-free Vehicle Safety Hotline at **1-888-327-4236 (TTY: 1 800 424 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



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

October 07, 2021

SAFETY RECALL N623: Gasoline Fuel Tank Flange Assembly Cracking

Vehicle Affected:

Land Rover Range Rover Sport,
Model Year: 2010-2013,
Land Rover LR4,
Model Year: 2010-2016

National Highway Traffic Safety Administration (NHTSA) Recall Number: 21V-635

Dear Range Rover Sport or Land Rover LR4 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 2010-2013 model year Land Rover Range Rover Sport and 2010-2016 LR4 vehicles.

Your vehicle is included in this Recall action.

What is the reason for this program?

An issue has been identified on certain 2010 - 2013 model year Land Rover Range Rover Sport and 2010-2016 LR4 vehicles. The Fuel outlet flange mounted on the fuel tank may crack, possibly resulting in a fuel leak. Some customers have reported fuel odor, the amber Malfunction Indicator Lamp on the Instrument Cluster illuminating and liquid fuel on the ground.

The driver may also experience fuel odor and in some circumstances, with the vehicle still, there could be liquid fuel underneath the rear of the vehicle, which in the presence of an ignition source could lead to a fire.

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

Land Rover is carrying out a recall of these vehicles to have the fuel outlet flange replaced with a component of revised design. However, we currently do not have an adequate supply of the necessary parts.

There will be no charge to owners for this action under this Program.

What should you do?

Once we have adequate supply of the necessary parts, we will notify you via a second letter requesting that you 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 'N623'.

What if I have previously paid for this concern?

If you have already paid for this concern Land Rover is offering a refund. The process for administering refunds will be included in the second letter. Please do not contact your retailer or Jaguar Land Rover to request a refund until you receive instructions in the second letter.



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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 you and is expected to take approximately 1 ½ hours, although your retailer may need your vehicle for a longer time. Once the parts are available and you make a service appointment, 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 (if known); please fill out and return the enclosed return postage-paid card.

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 retailer cannot address, please contact the Land Rover Customer Relationship Center 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.

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ATTN: Customer Relationship Center
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Mahwah, NJ 07495

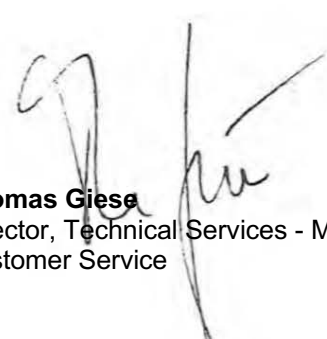
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or call the toll-free Vehicle Safety Hotline at **1-888-327-4236 (TTY: 1-800-424-9153)**; or go to <http://www.safercar.gov>.

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