

June 22, 2023

Jaguar Land Rover North America, LLC

Attn: Customer Relationship Center

100 Jaguar Land Rover Way

Mahwah, NJ 07495

[REDACTED]

La Habra, CA [REDACTED]

Regarding: Recall #21V-635 dated 5/11/2021, for VIN #SALSF2D42BA [REDACTED]

Dear Customer Service

I am writing to request reimbursement for the services I paid for to fix the recalled items noted in recall.

This item failed in my vehicle on 10/2019, when we experience gas smell in the vehicle. We took the vehicle into our local repair shop, OC Rovers, 912 N Anaheim Blvd., Anaheim, CA 92805. They located this issue and repaired the recalled item.

Then we received the recall notice. Please see the enclosed repair bill, copy of the recall notice. I would expect to be reimbursed for the cost of repair of \$652.75.

Please mail a check to:

[REDACTED]

La Habra, CA [REDACTED]

[REDACTED]

Enclosure: Recall notice, Repair bill, registration (copies)

[Handwritten signature]

CC:

Administrator

National Highway Traffic Safety Admin

1200 New Jersey Ave., S.E.

Washington, D. C. 20590

HAVE YOU
LETTERED RETURN ADDRESS
AND POSTAGE ON ENVELOPE

1. ENCL
2. ENCL
3. ENCL
4. ENCL



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, SALSF2D42BA [REDACTED]

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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0091902

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:

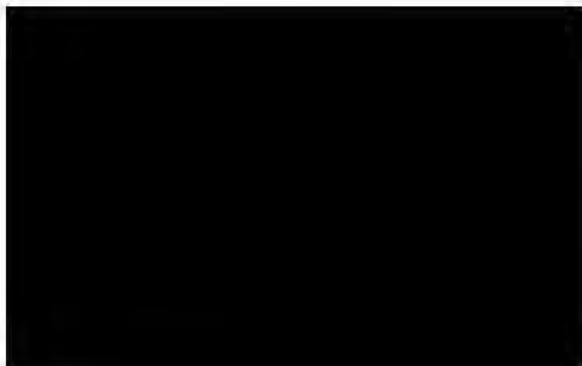
Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center
100 Jaguar Land Rover Way
Mahwah, NJ 07495

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.





OC ROVERS
 912 N ANAHEIM BLVD
 Anaheim, CA 92805
 Phone: 714-992-6257

10/04/2019 8:43:13 AM

Invoice #

BAR

BE SURE TO LIKE US ON FACEBOOK & INSTAGRAM!

PAID

2011 Land Rover Range Rover Sport HSE BLACK

Odometer In: 89633 Odometer Out: 89633
 License: VIN: SALSF2D42BA
 Eng: 5L V8 (305CI) VIN(D)

[Redacted]
 La Habra, CA
 Home Cellular

INVOICE

Vehicle Time In: 10/3/2019 2:09:11PM

Vehicle Time Out: 10/3/2019 5:04:32PM

CUSTOMER STATED THAT VEHICLE CHECK ENGINE LIGHT IS ON, CHECK AND ADVISE

PERFORMED A ENGINE SYSTEM TEST. FOUND A FAULT FOR THE MANIFOLD ABSOLUTE SENSOR. P 0106 REMOVE AND REPLACE THE SENSOR , CLEAR THE FAULTS, RESET THE ADAPTIONS. TEST DROVE 4 MILES AND RECHECKED IT FOR FAULTS. NO FAULTS STORED.

Labor: \$225.00 Parts: \$0.00 Sublet:\$0.00 Job Total: \$225.00

CUSTOMER STATED THAT VEHICLE SMELLS LIKE GAS, CHECK AND ADVISE

TRACED SMELL TO THE FUEL FILTER AND FUEL FILTER AND COVER, WE PULLED THE FUEL TANK DOWN TO ACCESS THE FUEL FILTER. REMOVED AND REPLACED FUEL FILTER, CAP, AND O-RING

Part Number	Description	Quantity	Sale	Extended
FILTER	FUEL FILTER/ CAP	1.00	\$190.00	\$190.00
GASKET	FUEL FILTER GASKET	1.00	\$12.75	\$12.75
Labor: \$450.00				
Parts: \$202.75				
Sublet:\$0.00				
				Job Total: \$652.75

CUSTOMER STATED THAT VEHICLE HAS A SMALL OIL LEAK, CHECK AND ADVISE

Part Number	Description	Quantity	Sale	Extended
LRO 87236	MAP Sensor	1.00	\$150.79	\$150.79
Labor: \$0.00				
Parts: \$150.79				
Sublet:\$0.00				
				Job Total: \$150.79

MILEAGE - SEVERE MAINTENANCE @82,500 Miles - All Applicable Models

Part Number	Description	Quantity	Sale	Extended
LRO 11593	Air Filter	2.00	\$52.90	\$105.80
XO-5W20-5Q3SP	Motor Oil 5W-20 - 5 Quarts	2.00	\$27.05	\$54.10
LRO 11279	Oil Filter	1.00	\$35.56	\$35.56
JKR 500010	Cabin Air Filter	1.00	\$59.89	\$59.89
Labor: \$405.00				
Parts: \$255.35				
Sublet:\$0.00				
				Job Total: \$660.35

5968-198
 bob





OC ROVERS
 912 N ANAHEIM BLVD
 Anaheim, CA 92805
 Phone: 714-992-6257

BE SURE TO LIKE US ON FACEBOOK & INSTAGRAM!

Invoice #

BAR

[Redacted]
 La Habra, CA [Redacted]
 Home [Redacted]; Cellular [Redacted]

PAID

2011 Land Rover Range Rover Sport HSE BLACK

Odometer In: 89633 Odometer Out: 89633
 License: [Redacted] VIN: SALSF2D42B [Redacted]
 Eng: 5L, V8 (305CI) VIN(D)

INVOICE

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Declined Work

10/03/2019 CONTROL ARM - Remove & Replace - Lower Both Sides

Estimate

\$1,357

Service Advisor: Barragan Jr., Gerardo

I consent to receiving text messages regarding your service from OC ROVERS at the cell phone number you have on file. I acknowledge that you may use this consent to receive your services. Message and data rates may apply. Reply STOP to cancel any message to cancel.

OC ROVERS uses advanced technology, to provide this service. Please do not STOP to cancel any message to cancel.

I hereby authorize the above repair work to be done on my vehicle. I hereby grant you and/or your employees permission to use my vehicle on streets, highways or elsewhere for the purpose of diagnosis and repair. An express mechanic's lien is hereby acknowledged on the amount of repairs thereto. Warranty on parts and labor is limited to the amount of repairs thereto, whichever comes first. Warranty work has to be performed in our shop within the original cost of repair. Any parts supplied by the customer is not under warranty.

Labor Total:	\$1,080.00
Parts Total:	\$608.89
Sublet Total:	\$0.00
Shop Supplies:	\$0.00
HazMat:	\$5.00

Sub Total:	\$1,693.89
Tax Total:	\$47.19
Grand Total:	\$1,741.08
Balance Due:	\$0.00



SIGNATURE..... DATE.....

Payment(s)
 10/3/2019 5:03:54PM \$1,741.08

American Express Auth: [Redacted]

OC ROVERS

FREE Charging System Test w/FREE Battery Installation if Needed.

Coupon cannot be used with any other coupon or discount. Limit one coupon per transaction. Exp 10/31/19

OC ROVERS

Be sure to follow us on Facebook and Instagram for up to date news and specials!

Coupon cannot be used with any other coupon or discount. Limit one coupon per transaction. Exp 10/31/19

OC ROVERS

FREE Windshield Wiper Install Fall is here! Time to prepare for some RAIN!

Coupon cannot be used with any other coupon or discount. Limit one coupon per transaction. Exp 10/31/19



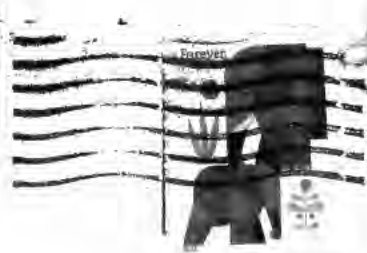
35 AREA
1PE

FROM



La Habra, CA

CH **GREENPAGE**



PJEF

W41-306

