

[REDACTED]

Hello,

I'm writing to you because I've received multiple recall notices about the rear spoiler on my 2010 Range Rover Sport.

I had to have it repaired on my own before this recall notice was issued. And on the recall notice it specifically states if I've previously paid for this that Land Rover would offer a refund. I've submitted all the necessary paperwork to the dealer that fixed my car.

Last year I heard back from the service manager that his Land Rover Rep could not reimburse but would follow up and then I haven't heard back on anything and it's been well over one year.

I emailed the service manager at the Land Rover dealer last week but still have not heard back on status updates.

Can you please help me get my refund since that is what is mentioned on the notice and I've been dealing with this for over two years.

Thanks,

[REDACTED]

CC: National Highway Traffic Safety Administration



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, SALS2D42AA [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.

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.



0008008
0011466

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:

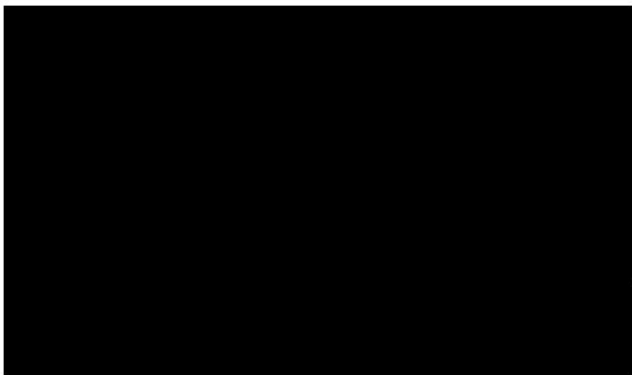
Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center
100 Jaguar Land Rover Way
Mahwah, NJ 07495

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.



CUSTOMER #:



JAGUAR · LAND ROVER

A SOCIAL PENSKE DEALERSHIP

10861 183rd Street · Cerritos, CA 90708

562-356-1000

Service Department Hours:

Mon - Fri: 7am - 6pm

Sat: 9am - 3pm

Sun: Closed

INVOICE

DUPLICATE 1

PAGE 1

SERVICE ADVISOR: 997031 JOHN DURAN

AGUENDA HEIGHTS, CA

NAME: [REDACTED] CONT: [REDACTED]

ADDRESS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	10	LAND ROVER Range Rov	SALSK2D42A	[REDACTED]	67739/67739	[REDACTED]
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
10JUN16			18:00 10JUN16		161.50	CASH
R.O. OPENED	READY	OPTIONS: ENG:5.0_Liter_Naturally_Aspirated				
10:55 08JUN16	10:14 11JUN16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

REAR SPOILER: GUEST REPORTS REAR HATCH SPOILER FLEW OFF WHILE DRIVING.							
S176	S176	BODY REPAIRS					
	997035	CP					
PT10	PARTS LOYALTY DISCOUNT				0.00		0.00
1	LR016236	KIT - REAR SPOIL			-83.91		-83.91
1	VPLSB0116	KIT - SPOILER FI			893.05		893.05
PTS:	930.04	LABOR:		0.00	OTHER:	-83.91	TOTAL LINE A:
SPOILER WAS ORDERED, CUSTOMER TO COME BACK FOR REPAIR							

FUSE: GUEST REPORTS CIG LIGHTER ELEMENT IS INOP. GUEST USES TO CHARGE PHONE AND ITS INOP							
S150	FUSE						
	997035	CPM					
1	LR075980	CIRCUIT BREAKER			40.00		40.00
PTS:	2.38	LABOR:		40.00	OTHER:	0.00	TOTAL LINE B:
CIGAR LIGHTER TO BE INOP. INSPECTED FUSE 52 FROM CJB, FOUND FUSE TO BE BLOWN. REPLACED FUSE AND TESTED CIGAR LIGHTER, FOUND TO BE OPERATING							

CUSTOMER UNDERSTANDS JAGUAR LAND ROVER CERRITOS SERVICE VEHICLE PROGRAM. CUSTOMERS TO INITIAL X

USE: ENTERPRISE REQUIRES A \$100.00 SECURITY DEPOSIT. JAGUAR LAND ROVER CERRITOS WILL COVER THE FIRST 3 DAYS OF THE APPOINTMENT. LOAN VEHICLE MUST BE RETURNED BY 6PM THE SAME DAY OR 9AM THE FOLLOWING DAY.

RENTAL CUSTOMER UNDERSTANDS JAGUAR LAND ROVER CERRITOS SERVICE VEHICLE PROGRAM. CUSTOMERS TO INITIAL X							
999	WL						
PTS:	0.00	LABOR:		0.00	OTHER:	0.00	TOTAL LINE C:

PERFORM COMPLIMENTRY LAND ROVER JAGUAR MULTI POINT INSPECTION

99P PERFORM COMPLIMENTRY LAND ROVER JAGUAR MULTI

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice. I acknowledge notice and oral approval of an increase in the original estimate.

Disclaimer of Warranties

Seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all portions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side.

Parts ending in "E" are remanufactured.

DEM parts may be used. Please see your dealer representative to help determine the part manufacturer.

Parts to Consumer: Please read important information on back.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

BAR# ARD-270560

FPA# CAL00027010

CUSTOMER #:



JAGUAR · LAND ROVER

A SOCIAL PENSKE DEALERSHIP

10861 183rd Street · Cerritos, CA 90703

582-356-1000

Service Department Hours:

Mon - Fri: 7am - 6pm

Sat: 8am - 3pm

Sun: Closed

INVOICE

DUPLICATE 1

PAGE 2

SERVICE ADVISOR: 997031 JOHN DURAN

ACIENDA HEIGHTS, CA

HOME: CONT: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	10	LAND ROVER Range Rov	SALSK2D42A		67739/67739	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
8AUG10 IS			18:00 10JUN16		161.50	CASH	11JUN16

R.O. OPENED READY OPTIONS: ENG:5.0 Liter Naturally Aspirated

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

POINT INSPECTION 999 CP 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

TIRE PRESSURE CHECK AND INFLATION SERVICE INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE 997035 CP 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

COMPLETED, FRONT 38 PSI REAR 42 PSI

ET: 40.00 08JUN16 07:55 SA: 997031

YOUR NEXT SERVICE APPOINTMENT IS SET FOR

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice. I acknowledge notice and oral approval of an increase in the original estimate.

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side.

All parts ending in "E" are remanufactured. Non-OEM parts may be used. Please see your dealer representative to help determine the part manufacturer.

DESCRIPTION	TOTALS
LABOR AMOUNT	40.00
PARTS AMOUNT	932.42
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-83.91
TOTAL CHARGES	888.51
LESS INSURANCE	0.00
SALES TAX	83.91
PLEASE PAY THIS AMOUNT	972.42

Notice to Consumer: Please read important information on back.

BAR# ARD-270560 EPA# CAL000377812

[REDACTED]

From: [REDACTED]
Sent: Monday, August 14, 2023 2:29 PM
To: [REDACTED]
Subject: Fwd: 2010 RR Sport rear spoiler recall notice refund request

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: June 29, 2022 at 8:55:47 AM PDT
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 2010 RR Sport rear spoiler recall notice refund request

I submit everything to Land Rover again I haven't heard back from them
Let me email my rep again
Land rover is the 1 dropping the ball on this
Sorry again
Ill find out today

From: [REDACTED]
Sent: Wednesday, June 29, 2022 8:51 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: 2010 RR Sport rear spoiler recall notice refund request

ATTENTION

This email was sent from outside of your organization. Please check the sender and proceed with caution.

H [REDACTED]

In April you mentioned that would keep me updated on this refund.
I sent you a follow up note a few weeks but haven't heard back.

Hope you understand my concern that I have to keep following up to see what the status is and it's been over one year now and still don't have a clear update.

Can you please find out when I should expect to receive this refund?

[REDACTED]

From: [REDACTED]
Sent: Wednesday, March 2, 2022 4:58 PM
To: [REDACTED]
Subject: Fwd: 2010 RR Sport rear spoiler recall notice refund request

ATTENTION

This email was sent from outside of your organization. Please check the sender and proceed with caution.

Hi [REDACTED]

Nice to meet you today. Attached are the docs for my recall and what I paid to have it repaired. Please keep me updated when the check should be mailed out so I can be on the lookout for it.

Any questions please don't hesitate to call or email me.

Thanks,

[REDACTED]

----- Forwarded message -----

From: [REDACTED]
Date: Tue, Feb 22, 2022 at 3:45 PM
Subject: Re: 2010 RR Sport rear spoiler recall notice refund request
To: [REDACTED]

Hi [REDACTED]

Hope you are doing well.

Just wanted to follow up and see if you've heard of any updates to the status of my recall refund?

Thanks,

[REDACTED]

Sent from my iPhone

[REDACTED]

Sent: Wednesday,
October 27, 2021 2:24
PM

[REDACTED]

Subject: Fwd: 2010 RR
Sport rear spoiler recall
notice refund request

ATTENTION

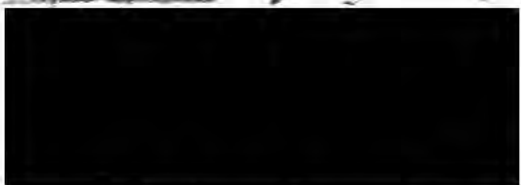
This email was sent
from outside of your
organization. Please
check the sender and
proceed with caution.

Hi [REDACTED]

I've called your service
dept. twice over the
past two months and
been told I would get a
call back but never did
so I stopped by last
week but you were out
of the office.

One of your guys made
a photo copy of my
recall notice and
invoice from when I got
my rear spoiler fixed
back in 2016.

Please keep me
updated on the status
of my refund.



Hacienda HTS, CA



SANTA ANA CA 926

16 AUG 2023PM 2 L



U.S. POSTAGE
\$0.90
RDC 99
92602 FCM
Date of sale
08/16/23 SK
02 6WS
9819260328

FOLD HERE

National Highway Traffic Safety Admin
1200 New Jersey Ave, SE
Washington, D.C. 20590

Attn: Administrator

20590-

