

[REDACTED]
Valparaiso, FL [REDACTED]
[REDACTED]

Aug 27, 2023

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

To Whom It May Concern:

I am writing about a recall on the Land Rover LR4 (NHTSA Recall No: 21V-635). I never received notification of the recall, so I would like to know who is responsible for notifying customers of this recall.

On Aug 21, 2023, I received an email from Land Rover (attached) stating that NHTSA was responsible for sending recall notifications to documented owners. This contrasts the Consumer Reports article dated Aug 19, 2021, which states that "Land Rover will notify owners by mail, with letters expected to be sent on Oct 8, 2021. Also, according to your website, Roles in the Recall Process, "Manufacturers will notify registered owners by first class mail within 60 days of notifying NHTSA of a recall decision. Again, it states, "The owner will be notified via mail from the manufacturer."

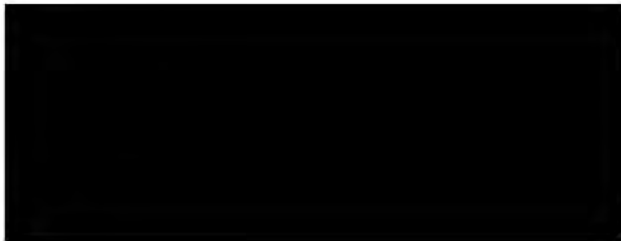
Also, according to Land Rover's email (attached), "the recall did not go live until April 25, 2022". What exactly does this mean?

I am also concerned about how much time went by from the Consumer Reports Article, the safety recall report issued by NHTSA dated Aug 30, 2021, and the fact that I learned about this recall when a fuel leak occurred on the car. I then "learned of the recall on Aug 3, 2023. I have receipts where I brought the vehicle to the Land Rover Dealership for service on April 4, 2022, and August 15, 2022, and Land Rover never said anything about the recall.

[Handwritten signature]

this earlier, I would have immediately brought the car to the dealership to have it repaired so as not to put my family at risk.

I also read on the website that NHTSA monitors each safety recall to ensure owners receive safe, free, and effective remedies from manufacturers according to the Safety Act and Federal Regulations. Given Land Rover's email, I am concerned that other owners have not been notified. I hope that this lack of communication has seriously hurt no one.



From: lrweb2@jaguarlandrover.com
Subject: N623 Recall | VIN [REDACTED]
Date: August 21, 2023 at 10:40 AM
To: [REDACTED]

Dear [REDACTED]

We have received your letter, and thank you for contacting the Land Rover Customer Relationship Centre regarding the N623 Gasoline Fuel Tank Flange Assembly Cracking recall.

Regarding the recall notifications, we sincerely regret any lack of communication about the N623 recall. However, please be advised that recall notifications are distributed by the National Highway Traffic Safety Administration (NHTSA) to documented owners. Additionally, while the recall was first announced in 2021, it did not go live until April 25, 2022, after the vehicle's last documented visit to the retailer.

As the manufacturer of the vehicle, we also regret to inform you that we are unable to assist with transportation costs for service visits. Land Rover Gulf Coast may be in communication with other Land Rover North America parties, such as Roadside Assistance, to explore Ms. Dubois' transportation options. We have also communicated this information to Ms. Dubois.

Once again, we apologize for any inconvenience this has caused and appreciate your understanding of the situation. Should you have any additional questions regarding this program, please contact us at 1-800-637-6837, option 9, and a representative will be able to assist you further.

We appreciate your inquiry and understanding, and thank you for being a valued Land Rover North America customer.

Please do not reply to this email, as we may not be able to view your response.

Kind Regards,

The Land Rover Support Team

Customer Relationship Centre

T: 1-800-637-6837, OPTION 9

F: 888-410-0938

E: lrweb2@jaguarlandrover.com

Jaguar Land Rover North America, LLC

jaguarusa.com | landroverusa.com

100 Jaguar Land Rover Way, Mahwah, NJ 07495

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\$75

- Cars
- Land Rover Recalls More Than 111,000 SUVs Because of a Potential Fuel Leak

Land Rover Recalls More Than 111,000 SUVs Because of a Potential Fuel Leak

Part of the fuel tank may crack in older models with V6 and V8 engines

By Jon Linkov
August 19, 2021



2015 Land Rover LR4
Photo: Land Rover

Land Rover is recalling more than 111,000 Land Rover Range Rover Sport SUVs from the 2010 through 2013 model years and Land Rover LR4 SUVs from the 2010 through 2016 model years because their fuel tanks may crack. This could possibly result in a fuel leak. The vehicles involved in the recall are equipped with either the 3.0-liter V6 or 5.0-liter V8 gasoline engines.

According to the automaker, customers may notice a fuel odor, see an amber warning light in the instrument cluster, and/or notice fuel on the ground. In some circumstances there is the possibility that vehicle static could be an ignition source for the leaking fuel, leading to a fire.

When customers reported this issue to their Land Rover dealers, technicians found that the fuel outlet flange on the fuel tank had cracked.

Land Rover says that owners who have already paid to have this defect repaired will be covered by the Land Rover reimbursement plan.

The Details

Vehicles recalled: Approximately 111,000 vehicles, including 2010-2013 Range Rover Sport SUVs (56,121 vehicles) and 2010-2016 Land Rover LR4 SUVs (55,555 vehicles).

The problem: The fuel outlet flange that is mounted on the fuel tank may crack. This could result in fuel leaking from the tank.

The fix: Land Rover dealers will replace the fuel outlet flange with one of a revised design, free of charge.

How to contact the manufacturer: Land Rover will notify owners by mail, with letters expected to be sent on Oct. 8, 2021. Owners may contact Land Rover customer service at 800-637-6837. Land Rover's number for this recall is N623.

NHTSA campaign number: 21V635.

Check to see whether your vehicle has an open recall: NHTSA's website is the best place to learn whether your vehicle has any open recalls that need to be addressed. However, since this recall has yet to be added to NHTSA's website, it will not appear when you plug in your car's 17-digit vehicle identification number (VIN).

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 :

Population :

Manufacturer Name : Jaguar Land Rover North America, LLC

Number of potentially involved : 111,746

Address : 100 Jaguar Land Rover Way

Estimated percentage with defect : 100 %

Mahwah NJ 07495

Company phone : 8188500

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 : SALSK2D43A [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 NR
from Recalled Component :

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

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



SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m. Mon - Fr
8:00 a.m. to 4:00 p.m. Sat

R/O Open Date	04/04/22	Status	Pre-Invoice
R/O Close Date	04/04/22	Mileage In	97803
		Mileage Out	97805
Service Advisor / Tag #			
KEVIN BUSBY/1793*W*			
Vehicle Identification Number			
SALAG2D44DA			
Delivery Date	12/19/13	In-Service Date	11/25/13
Color	BZ	License Number	

WATERSOUND, FL

Year	Make	Model	Vehicle Type
2013	LAND ROVER	LR4 HSE	UTILITY VEHICLE

Delivery Date	12/19/13
In-Service Date	11/25/13
Color	BZ
License Number	

DI	ID PARTS	AMOUNT
Cell:	Email:	AR#:
#1 - OIL: PEFORM OIL SERVICE CHANGE ENGINE OIL AND REPLACE FILTER Caused by performed lof Tech: 751 (751) Installed LR011279 :FILTER - OIL - E 1@48.15 Installed 0W20 :0W20 O.E. PROFESSIONAL EDGE 9@12.52 Sub Total: 240.83		
#2 - MPI: MULTI POINT INSPECTION MULTI POINT INSPECTION Sub Total: .00		
#3 - CW: PERFORM COURTESY WASH AND VACUUM CAR WASH SERVICE Sub Total: .00		
#4 - Customer Reports: TIMING COVER - LOWER Caused by replaced front timing cover due to oil leak. Tech: 751 (751) Installed LR011995 :COVER - CYLINDER 1@191.67 Installed LR011952 :BOLT 1@45.34 Sub Total: 1637.01		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

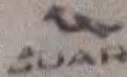
SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



JAGUAR LAND ROVER GULF COAST
1415 E 105 Service Rd 5 - Mobile, AL 36606
Phone: (251) 471-6141

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m. Mon - Fr
8:00 a.m. to 4:00 p.m. Sat

R/O Open Date	04/04/22	
R/O Close Date	04/04/22	Pre-Invoice
Mileage In	97803	Mileage Out
	97805	
Service Advisor / Tag #	KEVIN BUSBY/1793*W*	
Vehicle Identification Number	SALAG2D44DA	
Delivery Date	12/19/13	In-Service Date
		11/25/13
Color	BZ	License Number

Year	Make	Model	Vehicle Type
2013	LAND ROVER	LR4 HSE	UTILITY VEHICLE

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Please Note: #1793 WAIT CREATED 2022-03-01 08:36:42AM TAKEN BY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon.

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LABOR	1480.00
PARTS	397.84
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	49.99
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	44.78
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1972.61

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS





SERVICE DEPARTMENT WORKS
7:30 a.m. to 5:30 p.m. Mon. - Fri.
8:00 a.m. to 4:30 p.m. Sat.

08/15/22	
08/15/22	Pre-Invoice
104288	104288
KEVIN BUSBY/1779	
SALAD02D44D	
12/15/13	11/25/13
BZ	

Year	Make	Model	Color	Delivery Date	In Service Date
2013	LAND ROVER	LR4 HSE	UTILITY VEHICLE	BZ	

Cell:	Page:	Page:	Page:
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#1 - MISC: MISC
Customer States
C/S: BRAKE LIGHT IS ON CHECK AND ADVISE
Caused by
front and rear brake sensors worn through rear
pads worn to lowest point front still have a
little life on them

Tech: 751	(751)		475.00
Installed SDB000646 :DISC - BRAKE - V		20157.69	315.38
Installed LR134696 :BRAKE PADS - LES		10148.84	148.84
Installed SOE000025 :WIRE - BRAKE PAD		1064.29	64.29
replaced rear brake pads, sensors and rotors			
Sub Total: 1003.51			

#2 - MISC: MISC
Customer States
C/S: CHECK FOR OIL LEAKS
Sub Total: .00

#3 - MISC: MISC
Customer States
C/S: ENGINE SEEMS A LITTLE LOUDER SINCE PREVIOUS OIL
IL LEAK.
Sub Total: .00

[illegible]

DISCLAIMER OF WARRANTIES. Any warranted or unwarranted product and service, as those made by the manufacturer. The maker hereby expresses disclaimer of warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller further warrants not substituting any other person to assume for it any liability in connection with the sale of its products. Any licensee, reseller, dealer, etc. shall not assume any responsibility for the

LABOR	
PARTS	
DEDUCTIBLE	
BURLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAXES	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	



JAGUAR LAND ROVER GULF COAST
1419 E 855 Service Rd S - Mobile, AL 36606
Phone: (251) 478-2228

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m. Mon - Fr
8:00 a.m. to 4:00 p.m. Sat

R/O Open Date	08/15/22	
R/O Close Date	08/16/22	Pre-Invoice
Mileage In	104288	Mileage Out
104288		104288
Service Advisor / Tag #		
KEVIN BUSBY/1779		
Vehicle Identification #		
SALAG2D44D		
Delivery Date	12/19/13	In-Service Date
		11/25/13
Color	BZ	License Number

WATERSOUND, FL

Year	Make	Model	Body
2013	LAND ROVER	LR4 HSE	UTILITY VEHICLE

DESCRIPTION OF SERVICE AND PARTS

#4 - MPI: MULTI POINT INSPECTION
Sub Total: .00

#5 - CW: PERFORM COURTESY WASH AND VACUUM
Sub Total: .00

10% DISCOUNT LAND ROVER

-100.35

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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LABOR	475.00
PARTS	528.51
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	49.99
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	52.57
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-100.35
TOTAL DUE	1005.72

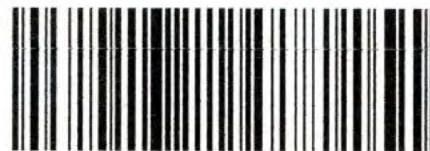
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL®



7020 1290 0001 4207 0412



W41-306

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

NEF

Department of Transportation

To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: PRIORITY

Sender:

DOT

9/5/2023 12:54:23 PM