

[REDACTED]  
[REDACTED]  
**Newport Beach, CA** [REDACTED]  
[REDACTED]  
[REDACTED]

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

RE: SAFETY RECALL N499: Rear Spoiler Outer Surface Retention

cc: Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

To Whom It May Concern:

With regard to the above-captioned Recall Notice (attached to this letter) I have not received reimbursement for my expenses related to the replacement/repair of this defective item.

As you can see from the documentation attached to this letter I had the necessary repairs performed at a recommended Land Rover repair shop when the spoiler detached from my vehicle in March, 2018. When I received the notice from Jaguar-Land Rover in May, 2021 I had the vehicle and the repairs inspected at Range Rover Pasadena and submitted my paperwork to the Service Advisor (Kevin). I was told on multiple occasions that the Service Advisor had forwarded the paperwork to his manager, but I was unable to confirm the name of the manager.

I subsequently submitted the paperwork two more times through Land Rover Pasadena, and again through Land Rover Newport Beach when my vehicle was being serviced at that dealership.

To date I have not received either a response or reimbursement from Jaguar Land Rover. Please send my payment as soon as possible to my address on this letterhead, or provide me with written confirmation for why I am not eligible for reimbursement.

[REDACTED]  
Newport Beach, CA [REDACTED]

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## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, SALSF2D42AA [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.

Jaguar Land Rover North America, LLC  
100 Jaguar Land Rover Way, Mahwah, NJ 07495 Tel: 201.818.8500

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](mailto: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

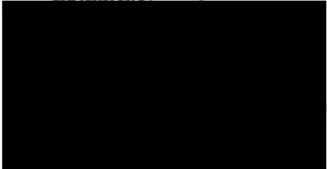
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

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.

Sincerely,

  
Thomas Glese  
Director, Technical Services - MA-43  
Customer Service

## Range Rover Sport Spoiler Repair Summary

	Parts	Body Hours	Mech Hours	Paint Hours	GRAND TOTAL
Spoiler	\$1,021.85	1.0		1.5	
Clear Coat				0.6	
Spoiler Kit	\$55.63	0.2			
Camera	\$507.36	0.2			
Camera Holder	\$49.89	0.1			
Camera Wire Harness			2.0		
Tint Color		0.5			
Finish Sand & Buff		0.5			
Flex Additive	\$5.00				
Hazardous Waste	\$8.00				
Paint Material	\$94.50				
<b>Subtotal</b>	<b>\$1,742.23</b>	<b>2.5</b>	<b>2.0</b>	<b>2.1</b>	
Tax	\$178.58				
Rate Per Hour		\$65.00	\$195.00	\$65.00	
<b>TOTAL</b>	<b>\$1,920.81</b>	<b>\$162.50</b>	<b>\$390.00</b>	<b>\$136.50</b>	<b>\$2,609.81</b>



**SYMES COLLISION CENTER**  
 Authorized Collision Center for Land Rover  
 Pasadena, Symes Cadillac, Toyota of Pasadena,  
 Thorson Buick & GMC  
 3549 E. Colorado Blvd, Pasadena, CA 91107  
 Phone: (626) 793-0151  
 FAX: (626) 793-0577

Workfile ID: fa1c46be  
 PartsShare: 4V3n49  
 Federal ID: 45-4965838  
 BAR: ARD00275579

**Final Bill**

**RO Number:** [REDACTED]

Customer: [REDACTED] Insurance: Adjuster: Silvie Baghdadian  
 [REDACTED] Phone: Create Date: 2/27/2018  
 Claim:  
 Loss Date:  
 Deductible:

2010 RANG Range Rover Sport HSE 4WD 4D UTV 8-5.0L Gasoline SMPI

VIN: SALSF2D42A [REDACTED] Interior Color: Mileage In: Vehicle Out: 3/23/2018  
 License: Exterior Color: Mileage Out:  
 State: Production Date: Condition: Job #:

Line	Ver	Operation	Description	Qty	Extended Price \$	Part Type	Labor	Type	Paint
1	E01		<b>LIFT GATE</b>						
2	E01	Remove/Replace	Spoiler w/o autobiography w/camera	1	1,021.85T	OEM	1.0	Body	1.5
3	E01		Add for Clear Coat						0.6
4	E01	Remove/Replace	Spoiler kit	1	55.63T	Other	0.2	Body	
5	E01	Remove/Replace	Camera w/o front camera	1	507.36T	OEM	0.2	Body	
6	E01	Remove/Replace	Camera holder	1	49.89T	Other	0.1	Body	
7	E01	Repair	Camera Wire Harness				2.0	Mech	
8	E01	Remove/Replace	Nameplate "RANGE"	1	91.50T	OEM	0.0	Body	
9	E01	Remove/Replace	Nameplate "ROVER"	1	91.50T	OEM	0.0	Body	
10	E01		<b>HOOD</b>						
11	E01	Remove/Replace	Nameplate "RANGE" to VIN# AA256292	1	91.50T	OEM	0.0	Body	
12	E01	Remove/Replace	Nameplate "RANGE" from VIN# AA256293	1	91.50T	OEM	0.0	Body	
13	E01		<b>MISCELLANEOUS OPERATIONS</b>						
14	E01		Tint Color				0.5	Body	
15	E01		Finish Sand & Buff				0.5	Body	
16	E01		Flex additive	1	8.00T	Other			
17	E01		Hazardous Waste	1	5.00T	Other			
18	E01								
19	E01		<b>WHEELS</b>						
20	E01	Remove/Replace	Wheel, alloy 19" 15 spoke-painted	4	1,000.00	RECOND	0.0	Body	

<b>Estimate Totals</b>	<b>Discount \$</b>	<b>Markup \$</b>	<b>Rate \$</b>	<b>Total Hours</b>	<b>Total \$</b>
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T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

**Final Bill**

**RO Number** [REDACTED]

2010 RANG Range Rover Sport HSE 4WD 4D UTV 8-5.0L Gasoline SMPT

Parts			3,013.73
Labor, Body	65.00	2.5	162.50
Labor, Refinish	65.00	2.1	136.50
Labor, Mechanical	195.00	2.0	390.00
Material, Paint			94.50
<b>Subtotal</b>			<b>3,797.23</b>
Sales Tax			200.28
<b>Grand Total</b>			<b>3,997.51</b>
<b>Net Total</b>			<b>3,997.51</b>

Estimate Version	Total \$
Original	3,997.51
Insurance Total \$:	0.00
Received from Insurance \$:	0.00
Balance due from Insurance \$:	0.00
Customer Total \$:	3,997.51
Received from Customer \$:	3,997.51
Finney, Steve	3/23/2018 3,997.51
Balance due from Customer \$:	0.00

**Limited Lifetime Warranty**

This certificate assures that the repairs, which you and Symes Collision Center have agreed upon, are complete. So long as said vehicle shall remain under the present ownership, Symes Collision Center shall guarantee the work performed. Items on the repair order, such as Sublet Work or Sublet Labor, are subject to the guarantee of those suppliers. This warranty shall only apply if the defects occurred under normal driving conditions and not where the vehicle has been subjected to accidents, negligence, abuse or misuse. Specifically excluded from the limited warranty is rust resulting from metal scratches and gravel marks acquired from driving conditions. This four part limited Warranty, and specific additional stipulations pertaining to each segment are stated hereafter.

**METALWORK:**

Symes Collision Center provides a lifetime Limited Warranty against defective workmanship. Included are welding and the application of materials utilized in making collision repairs against cracking, flaking or deterioration. Symes Collision Center will, as its sole option, repair and re-paint any metalwork warranted hereby. We are unable to provide a warranty on rust repairs

**PAINTING, STRIPES, AND DECALS:**

Symes Collision Center provides a lifetime Limited Warranty on painting-related priming and painting work against solvent blistering, peeling, hazing and excessive loss of pigmentation. This lifetime Limited Warranty on the application and adhesion of decorative stripes and decals, excluding defects which are caused by extreme environmental conditions to which the vehicle may be exposed. Symes Collision Center will, as its sole option, re-prime, re-paint, re-stripe, or re-decal the specific section or sections of the vehicle warranted hereby. This Limited Warranty is valid only when paint is applied over original factory finishes that are free of defects.

**MECHANICAL REPAIRS:**

Symes Collision Center provides a TWELVE MONTH OR TWELVE THOUSAND MILE Limited Warranty on all mechanical repairs pertaining directly to original collision damage, excluding suspension, air conditioning, electrical assemblies or other components. Symes Collision Center will, as its sole option, re-repair any mechanical assembly or component warranted hereby.

**PARTS:**

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

RO Number: [REDACTED]

2010 RANG Range Rover Sport HSE 4WD 4D UTV 8-5.0L Gasoline SMPI

Symes Collision Center provides a TWELVE (12) Month Limited Warranty, unless manufacturing warranty is less, on new parts installed by or at the Shop. (Please note: Shop warranty does not exceed manufacturing warranty.) Symes Collision Center will repair or replace and defective part warranted hereby, at its sole option, when claim is made within three (3) months of effective date stated herein, unless caused by or damage resulting from unreasonable use, maintenance, or care of the vehicle. Non-OEM parts are warranted by original manufacturer for rust through.

SPECIFICALLY EXCLUDED are incidental costs, such as towing fees, car rental charges, travel expense, assemblies or components which are not specifically covered by this Limited Warranty, nor is any consequential damage such as damage to other assemblies and components resulting from a defective part or installation of such part installed or repaired during the repair included in the Limited Warranty.

This LIMITED WARRANTY shall not be varied, supplemented, qualified, or interpreted by any prior course of dealings.

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

8/9/2021 8:33:32 AM

Newport Beach, CA

SANTA ANA CA 926

18 MAR 2024 PM 6 L



NEF  
2/29/24.

Administrator  
National Highway Traffic Safety Admin  
1200 New Jersey Ave, SE  
Washington, DC 20590

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