

September 23, 2024

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue,
SE Washington, DC 20590

Re: Safety Recall 22V-237 - 2010-2013 Land Rover LR4 Gasoline Fuel Tank Flange
Assembly Cracking: ODI #:11609483

Dear Administrator:

I am writing to report serious issues with the execution of Safety Recall 22V-237 affecting 2010-2013 Land Rover LR4 vehicles. My wife and I own two affected vehicles: a 2011 LR4 and a 2013 LR4. Our experience with this recall has been fraught with delays, ineffective repairs, and potential safety hazards.

Timeline of events:

1. October 15, 2021: We received the initial recall notice and promptly contacted Ritchey Automotive in Jackson, Mississippi, the only Land Rover dealership in the state. We were placed on a waiting list with no definite service date provided.
2. In January 2022: During a follow-up visit to Ritchey Automotive to inquire about the repair status, I expressed concern that a potential gas leak could cause an explosion and endanger my entire family. Shockingly, the Ritchey employee laughed and said, "It will be on Land Rover and somebody will be rich." This response was not only highly unprofessional but also deeply insensitive, demonstrating a callous disregard for customer safety.
3. August 1, 2022: While in Mobile, Alabama, our 2011 LR4 began leaking gasoline in a hotel parking lot. Land Rover advised us to have the vehicle towed to Land Rover of Mobile and promised to cover rental car expenses. We incurred \$1,300 in rental fees, which Land Rover later refused to reimburse.
4. August 23, 2022: Land Rover of Mobile fixed the vehicle by replacing the gas flange. We had to drive four hours back to Mobile, and we had incurred \$1,300 in rental fees. When we contacted Land Rover about the reimbursement, they refused to honor their previous offer to cover rental expenses.
5. To date, neither Land Rover nor Ritchey Automotive has contacted us regarding the recall repair for our 2013 LR4.

Lexington, Mississippi

6. July 23, 2024: Our 2011 LR4 (previously "repaired" under the recall) would not start. Our mechanic detected strong gas fumes and observed gasoline pouring from the right rear side of the vehicle when the ignition was engaged. The 2011 LR4 was towed to Ritchey Automotive, who initially refused service due to the vehicle's age and mileage. After insistence, they accepted the vehicle.
7. One-week later Jonathan a service associate with Ritchey Automotive informed us that the gas flange installed two years ago had failed, causing the fuel leak. We were assured by Jonathan that Ritchey would make the necessary repairs. On August 23, 2024, we were told by Dustin, an employee at Ritchey Automotive, that Land Rover refused to replace the defective gas flange that was installed under the recall.

These events raise serious concerns about the effectiveness of the recall remedy and Land Rover's commitment to customer safety:

1. Excessive delays in performing recall repairs, leaving vehicles vulnerable to dangerous fuel leaks.
2. Apparent failure of the recall remedy, as evidenced by the malfunction of the replaced part in our 2011 LR4.
3. Refusal to honor promises of rental car coverage during recall repairs.
4. Failure to contact owners of affected vehicles (our 2013 LR4) to schedule recall repairs.
5. Initial refusal of service for a vehicle experiencing a severe safety issue related to a recall.
6. Land Rover's reported refusal to replace a defective part installed under a safety recall.
7. Deeply concerning attitude of dealership staff towards serious safety issues, as evidenced by the inappropriate comment made by the Ritchey Automotive employee.

These issues not only inconvenience owners but also pose significant safety risks. A vehicle leaking fuel presents a clear fire hazard and environmental concern.

I respectfully request that NHTSA investigate Land Rover's handling of this recall, including:

- The effectiveness of the recall remedy
- The timeliness of recall notifications and repairs
- Land Rover's policies regarding reimbursement for expenses incurred due to recall-related issues
- The company's commitment to repairing defective recall remedies
- The training and conduct of dealership staff in handling safety-related customer concerns

Thank you for your attention to this matter. I look forward to your response and any actions taken to ensure the safety of all affected vehicle owners.

Sincerely,



cc: Jaguar Land Rover North America, LLC
Ritchey Automotive

[Redacted]
[Redacted]
Lexington, Mississippi

[Redacted]

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Thinking of You



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