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[Redacted], Pasadena, TX [Redacted] Telephone [Redacted]

10 March, 2024

U.S. Department of Transportation
1200 New Jersey Ave, SE
Washington, DC 20590

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

Ref: Vehicle [Redacted] Land Rover Defender
Delivered approx. May 2021

Dear Sirs,

I have 2 complaints that I think are somewhat serious:

1. The lane assist feature - When I am driving, without warning the steering wheel may suddenly pull to the left or the right. It has enough force that if I were not firmly holding the steering wheel I might not have control of the auto. It can be triggered by a shadow or a curb.
2. The back up camera - At night, the image on the screen is virtually worthless. I can see or discern nothing from the Defender camera. Other vehicles do not have the issue, My last vehicle, a GMC had reasonable night vision and a Jeep Gladiator my son owns has excellent night vision.

I brought both of these issues to the attention of the Land rover Service Department when I took it in for service multiple times. And I sent JLR a letter complaint on both points.

On issue #1, the lane assist, there is a dashboard switch to 'turn it off' but it does not turn it off. There is a programming link in the settings, but that only disconnects it until I restart it, rendering it completely ineffective.

On issue #2, back up camera, it works OK in the day, but night, virtually nothing.

Best regards,

[Redacted signature block]

Handwritten mark

Pasadena TX

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