

TO:

Jaguar Land Rover North America, LLC
Customer Service
100 Jaguar Land Rover Way
Mahwah, NJ 07495

CC:

National Highway Traffic Safety Administration
1200 New Jersey Ave., SE, West Building
Washington, DC 20590

FROM:

[REDACTED]
Reston, VA [REDACTED]

SUBJECT:

Range Rover Safety Recall N 759

Dear Sir,

I am writing to express my profound concern and disappointment regarding Safety Recall N759, which affects my 2015 Range Rover. I received the initial recall notification in late 2024, detailing a serious safety risk: the potential for the front suspension upper knuckle joint to crack, leading to a loss of vehicle control, increasing the risk of a crash.

It has now been nine months since the initial alert, and there has been no follow-up communication regarding a solution or the availability of replacement parts. Multiple calls to your Customer Service department, and to my local dealership (Land Rover Chantilly on 4120 Auto Park Cir, Chantilly, VA 20151) have confirmed that no solution has been developed.

The lack of urgency and communication on a matter of such critical safety is unacceptable. As someone who works in the [REDACTED] where safety recalls of this nature would result in immediate fleet grounding pending a solution, I find this delay deeply troubling. This situation has severely damaged my confidence in Land Rover's commitment to product integrity and customer service, which will be a significant factor in my future vehicle purchasing decisions.

Best regards,

[REDACTED]

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