

## **SAMPLE OWNER LETTER**

**RE: Safety Recall Action B016 - Fuel tank replacement**

**Vehicles Affected: Land Rover LR3**

**Model Year: 2005**

**Dear Land Rover Owner:**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that a defect, relating to motor vehicle safety, exists in certain 2005 model year LR3 vehicles. These vehicles may have fuel tanks that contain an internal vapor recovery system fault. A breather tube can become detached inside the tank. Your vehicle is included in this recall action.

### **What is the concern?**

If the fuel level in the tank is sufficiently high, fuel can enter the detached breather tube. The vehicle may exhibit "Check Engine" warning lamp illumination, fuel odor, and drivability concerns such as hesitation, misfire, stalling, rough running or difficulty starting. If the amount of fuel flowing into the breather tube reaches the vapor canister and exceeds its capacity, the excess fuel will be discharged onto the ground. Liquid fuel, in the presence of an ignition source, could result in a fire.

### **What will Land Rover and your Land Rover Retailer do?**

An authorized Land Rover Retailer will inspect, and if indicated, replace your fuel tank free of charge with a fuel tank that has an improved design.

### **What should you do?**

Please contact your authorized Land Rover Retailer at your earliest convenience to schedule an appointment to have Safety Recall Action B016 completed on your vehicle. In the time prior to the Recall repair Land Rover recommends, as a precaution, that your fuel tank be filled **no more than 3/4 full**. This precaution will reduce the likelihood of fuel ingress into a breather tube that might have detached. The precaution is particularly important in hot climate conditions.

### **How long will it take?**

Expected repair time is estimated to be approximately two hours to install a new fuel tank. However, due to service scheduling requirements at the Retailer, your vehicle may be needed for a longer period of time.

### **Attention Leasing Agencies:**

**Federal regulations require that you forward this recall notification to the lessee within TEN days.**

### **Moved or no longer own a Land Rover?**

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 enclosed return postage-paid card.

**Should you have the need to contact Land Rover by mail, please use the following address:**

Land Rover North America  
ATTN: Customer Relationship Center  
555 MacArthur Boulevard  
Mahwah, NJ 07430-2327

**What should you do if you have further questions?**

Should you have any questions regarding this Recall Action or need assistance in locating your nearest authorized Land Rover Retailer, please contact the Land Rover Customer Relationship Center at: 1-800-637-6837, Option 9. You can also contact Land Rover by e-mail: Visit the web site [www.landroverusa.com](http://www.landroverusa.com) and send an email from the "Contact Us" section.

If an authorized Land Rover Retailer fails or is unable to satisfactorily answer your concerns about this notice, without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or log on to [www.safercar.gov](http://www.safercar.gov) to submit a complaint electronically.

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Land Rover in cooperation with our authorized Retailer will strive to minimize any inconvenience to you caused by this campaign.

Sincerely,



Benjamin I. Weiner  
Customer Satisfaction Manager