

RECEIVED

By Recall Mgt Div. at 1:27 pm, Nov 17, 2009



November 16, 2009

Daniel Smith
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590



Subject: NHTSA Campaign - 08V635

**2003-2005 MY Land Rover Range Rover Front Differential to Prop Shaft
(Land Rover Recall Number P041) - Customer Re-notification Letter**

Dear Mr. Smith:

Pursuant to 49 CFR 573, Defect and Non-compliance Reports, Jaguar Land Rover North America (JLRNA) is submitting the following voluntary customer re-notification letter that will be mailed beginning the week of November 9 regarding Jaguar Recall P041.

Sincerely,

p.p. Gary Temple
President
Jaguar Land Rover North America

Attachment



Jaguar Land Rover North America, LLC
555 MacArthur Boulevard
Mahwah, New Jersey 07430

November 9, 2009

RE: Safety Recall P041 - Front Differential to Propeller Shaft Spline Wear

Vehicles Affected: Land Rover Range Rover

Model Year: 2003 - 2005

Dear Range Rover Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and is a second notification relating to the above Recall action. Land Rover has decided that a defect which relates to motor vehicle safety exists in certain 2003-2005 Range Rover vehicles. Land Rover is undertaking a no-charge voluntary safety Recall campaign (Program Code P041). Your vehicle is part of the Recall action. According to our records, your vehicle has not had the necessary recall inspection and/or repairs completed.

If you have recently taken your Range Rover to a Land Rover Retailer to have this repair performed you need to take no further action. We apologize for having contacted you again.

What is the concern?

The front differential coupling sleeve and the propeller shaft may be misaligned, resulting in spline wear over a period of time. As the wear between the propeller shaft and the differential spline coupling progresses, noise and vibration are expected. Continued vehicle operation can eventually result in the splines shearing and loss of drive.

In the event of the differential coupling splines shearing, the vehicle will also lose the function of the transmission lock when the shift lever is moved to the Park (P) position. However, as stated in the Owner's Handbook, when the shift lever is moved to the Park (P) position the parking brake should always be applied, thus preventing the vehicle from further movement.

Loss of drive, and vehicle movement when the shift lever is moved to the Park (P) position, increases the risk of vehicle accidents and the potential for personal injury.

What will Land Rover and your Land Rover Retailer do?

Land Rover will modify your vehicle's front differential, removing the potential for this concern to arise. Any authorized Land Rover Retailer can carry out the modification and the work will be performed completely free of charge.

What should you do?

Please contact your authorized Land Rover Retailer to schedule an appointment to have this work completed on your vehicle at your earliest convenience. When you contact your Retailer, inform them of the need to have 'Safety Recall P041' completed on your vehicle.

How long will it take?

The repair process will take approximately 4.5 hours, although your vehicle may be required for a longer time due to service scheduling requirements.

Attention Leasing Agencies:

Federal regulations require that you forward this Recall notification to the lessee with in TEN (10) days.

Moved or no longer own a Land Rover?

If you are no longer the owner of this vehicle, Land Rover North America would greatly appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

Should 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
555 MacArthur Boulevard
Mahwah, NJ 07430 - 2327

If you have previously paid for the front differential to be replaced

If you have already paid for the replacement of the front differential and propshaft for this concern prior to 31 March 2009, Land Rover is offering a refund.

If you meet all the following requirements, you are eligible to receive reimbursement:

1. You own or have owned a 2003 - 2005 model year Range Rover
2. You have paid to replace the front differential and propshaft for the concern described above
3. The repair was performed prior to 31 March 2009
4. You have an original or legible copy of the paid repair order or invoice showing:
 - Your name and address at the time of the repair
 - A description of the concern reported
 - Itemized parts and labor charges
 - The vehicle model and year and the vehicle identification number
 - The repair date
 - Repair mileage
 - Name and address of the authorized Land Rover retailer or licensed repair facility

If you have all of the above information, present it to the Service Manager at your authorized Land Rover retailer and they will arrange reimbursement of your claim.

Please ensure that you retain copies of all of the paperwork supporting this claim. If the repairs were performed by anyone other than a Land Rover retailer, the amount of reimbursement may be limited by the amount you would have been charged to have your vehicle repaired by an authorized Land Rover retailer.

To avoid delays, please do not send the receipt to Land Rover North America.

What should you do if you have further questions?

Should you have any questions regarding this Recall or need assistance in locating your nearest authorized Land Rover Retailer, please contact the Land Rover Customer Relationship Center at:

- **800-637-6837, Option 9.**

You can also contact Land Rover by e-mail: Visit the web site <http://www.landroverusa.com> and send an email from the 'Contact Us' section located within the 'Company' tab.

If an authorized Land Rover Retailer fails or is unable to satisfactorily answer your concerns about this notice, without charge within 60 days, you may submit a complaint to:

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

You may also call the toll-free Vehicle Safety Hotline at 888-327-4236 (TTY: 800-424-9153) or log on to <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



Stephanie P. Lutz
Customer Satisfaction Manager