

CL-11066228-3654

To: Jaguar Land Rover North America, LLC  
Attn: Customer Relationship Center  
555 MacArthur Boulevard  
Yahweh, NJ 07430-2327

\* Attn. Administrator  
National Highway Traffic Safety  
Administration  
Washington, DC 20590

Re: 2017 Land Rover Range Rover  
VIN: SALWR2FVXHA [REDACTED]  
Owner: [REDACTED]  
[REDACTED]  
Jacksonville, Florida [REDACTED]

Purchased from Fields PAG, Inc. (June 16th, 2017)  
11211 Atlantic Boulevard  
Jacksonville, Florida 32225

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

JAN 26 2018

This is to acknowledge the receipt of the Important Safety Recall Notice for the above identified Range Rover. The notice addresses the need to repair the (TFT) Virtual Display Instrument Cluster in the event it should go blank. This problem has yet to occur, however, I have had numerous incidents where the Virtual Instrument Cluster begins to flash along with the Amber triangle warning light and engine light coming on. The Warning messages are: FORWARD ALERT NOT AVAILABLE, STABILITY CONTROL NOT AVAILABLE DRIVE WITH CARE, ABS (ANTI LOCK BRAKING) NOT AVAILABLE SYSTEM FAULT, DSC (DYNAMIC STABILITY CONTROL) NOT AVAILABLE AND HDC (HILL DESCENT CONTROL) NOT AVAILABLE SYSTEM FAULT. This has happened at least four different times, and has reset itself once the car has been turned off and then started again at a later date. It takes the engine light a few more times to go off. In addition to those warnings, twice on December 29th 2017, when stopping and putting the car in Park, with the "P" clearly displayed on the dash, confirming the car was in PARK, there was a Warning signal that came on when returning to the car to start it and the Warning displayed "TRANSMISSION NOT IN PARK". These are random warnings and I have not been able to determine anything that would cause this to happen. This vehicle was taken to the service department, in November of 2017 (with 2,751 miles), at Jaguar Land Rover to try and fix the problem. They were unable to get the vehicle to flash those warnings, therefore they could not address or fix the problem. After having the car back in my possession, it has happened several more times, and I was able to video the warnings with my cell phone. Needless to say, we have serious safety concerns when it comes to driving this vehicle. The car was purchased mainly for being able to drive it up to our home in the North Carolina Mountains. These issues will be revisited again when it is in for the recall. Meanwhile, I will be certain to document any problems as they continue to occur.

I will send a copy of this letter to the Administrator, National Highway Traffic Safety Administration in Washington, DC.

I hope to resolve these concerns as soon as possible. Please acknowledge receipt of this at your earliest convenience.

Sincerely,

[REDACTED SIGNATURE]

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Page 1 of 2

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12/29/17

1WICE WHEN PUTTING JAGUAR  
CAR IN PARK - when returning to start -  
WARNING Δ Flashed - transmission not in PARK

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, SALWR2FVXHA [REDACTED]



December 15, 2017

**Safety Recall N124: Virtual Instrument Cluster Going Blank**

**Model Year / Model Affected: 2017 Range Rover Sport, Range Rover**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 17V-V679**

**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 2017 model year Range Rover Sport and Range Rover vehicles.*

Your vehicle is included in this Recall action.

**What is the reason for this program?**

An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where the Thin Film Transistor (TFT) Virtual Display Instrument Cluster has been going blank. In this condition, the Instrument Cluster will not display anything but will reset while driving.

Without the instrument cluster displaying important information such as the vehicle's speed, there would be an increased risk of a crash.

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

Land Rover is carrying out a recall of the vehicles mentioned above. An authorized Land Rover retailer will update the Instrument Cluster software.

There will be no charge for this repair under this program.

**What should you do?**

Contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'N124'.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

**How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

**Attention Leasing Agencies:** Federal regulations require that you forward this recall notification to the lessee within TEN (10) days.

Jaguar Land Rover North America, LLC  
555 MacArthur Boulevard, Mahwah, NJ 07430 Tel: 201.818.8500

**Moved or no longer own this Land Rover vehicle?**

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

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

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your retailer cannot address, please contact the Land Rover Customer Relationship Centre at: 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: [lrweb2@jaguarlandrover.com](mailto:lrweb2@jaguarlandrover.com).

If 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

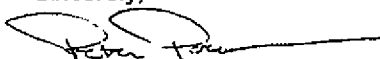
If after having attempted to take advantage of this recall you believe you have not been able to have your Instrument Cluster software remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 800-424-9153), or log on to <http://www.safercar.gov>.

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Peter Pochapsky  
Customer Experience Centre Manager

Engine Light on - Amber  
FORWARD ALERT NOT AVAIL

Stability Control NOT AVAIL  
*Done with care*

ABS NOT AVAIL

System Fault

Dynamic Stability Control *AMBER*

DSC NOT AVAIL

Hill Descent Control HDC NOT AVAIL - System Fault

Jacksonville, Florida

W41-306

7017 1070 0000 0294 644A



CERTIFIED MAIL

Administration, Motor  
1200 New Jersey  
Washington, D.C.

Department of Transportation

To: W41-306

Location Code: DOT

Cost Center: 4 West

Mail Point: NEC, NOA, NIA

External Carrier: PRIORITY

Sender:

Manufacturer:

Purchase Order:

DOT

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