



# IMPORTANT RECALL

This notice applies to your vehicle, SALVP2BG6EH902578

October 14, 2016

RE: Safety Recall P091: 9 Speed Gear Box Harness Crimp

Vehicle Affected: Range Rover Evoque - Model Year 2014-2015 Discovery Sport - Model Year 2015

# National Highway Traffic Safety Administration (NHTSA) Recall Number: 16V-614

#### **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 North America has decided that a defect relating to motor vehicle safety exists in certain 2014-2015 model year Range Rover Evoque and 2015 Discovery Sport vehicles.

Your vehicle is included in this Safety Recall.

#### What is the concern?

A concern has been identified with insufficient crimps in a transmission wiring harness. This may cause an unexpected shift into neutral resulting in a sudden loss of motive power which may increase the risk of a crash.

Software to update vehicles to remedy this is not currently available but is nearing development completion and is anticipated to be available in early November 2016.

#### What will Land Rover North America and your Land Rover Retailer do?

When the transmission software is available, you will be notified by a second mailing and instructed to take your vehicle to a Land Rover retailer who will inspect the automatic transmission serial number and if required, update the transmission control software to initiate a "limp home" mode where this condition is detected update the transmission module software.

There will be no charge for this repair.

Until such time, should you experience the condition described above, as soon as it is convenient, switch the engine off and after 20 seconds, turn the engine back on. It is highly likely that this will reset the transmission and allow journey continuation. If you do experience this issue please make an appointment with your preferred retailer where they can check the condition of your vehicle.

# What should you do?

Once the software is available and you receive the second mailing you will be asked to make an appointment with your preferred retailer to have the software update applied to your vehicle.

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

# Moved or no longer own a Land Rover?

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?

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

You can also contact Land Rover North America by email: Visit the website http://www.landroverusa.com, select 'Contact Us' and send an email from the 'Email Land Rover' link.

# If you have the need to contact Land Rover North America 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 are having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write to:

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 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 North America, in cooperation with your authorized retailer, will strive to minimize any inconvenience to you caused by this Recall.

Sincerely,

Eben

Peter Pochapsky Customer Experience Centre Manager