



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 26, 2019

Mr. John Kobylarz
Automotive Safety Officer
Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

NEF-150JK
19V-392

Subject: Doors May Unexpectedly Open

Dear Mr. Kobylarz:

This letter serves to acknowledge Jaguar Land Rover North America, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

LAND ROVER/RANGE ROVER/2013-2016
LAND ROVER/RANGE ROVER SPORT/2014-2016

Mfr's Report Date: May 24, 2019

NHTSA Campaign Number: 19V-392

Components:

LATCHES/LOCKS/LINKAGES:DOORS:LATCH

Potential Number of Units Affected: 65,385

Problem Description:

Jaguar Land Rover North America, LLC (Land Rover) is recalling certain 2013-2016 Ranger Rover and 2014-2016 Range Rover Sport vehicles. Due to a problem with the Keyless Vehicle Latching System (KV Latch), the doors may appear to be closed but may be unlatched.

Consequence:

The unlatched door may open while the vehicle is in motion, increasing the risk of a crash.

Remedy:

Land Rover will notify owners, and dealers will inspect for any issues with the KV system, disabling the KV mechanisms if necessary, and update the KV Latch software, free of charge. The recall is expected to begin July 19, 2019. Owners may contact Land Rover customer service at 1-800-637-6837. Land Rover's number for this recall is N335. Note: Vehicles in this recall were previously recalled under recall number 15V-385 and need to be remedied again.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Acting Chief, Recall Management Division
Office of Defects Investigations
Enforcement