



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

July 18, 2019

Safety Recall N335: Vehicle Door May Not Latch and May Open While Driving

**Model Year / Vehicle Affected: 2014-2016 Land Rover Range Rover Sport;
2013-2016 Land Rover Range Rover**



30924

National Highway Traffic Safety Administration (NHTSA) Recall Number: 19V-392

Dear Range Rover Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that a defect which relates to motor vehicle safety exists in certain 2014-2016 model year Range Rover Sport and 2013-2016 model year Range Rover vehicles previously included as part of Safety Recall P068.

Your vehicle is included in this Recall action.

What is the reason for this program?

There is the possibility that the front and/or rear door may not latch when in the closed position, without an indication of being in an unlatched condition. An unlatched front and/or rear door could open while the vehicle is in motion, increasing the risk of injury or a crash.

Vehicle doors which are not latched in either the primary or secondary state may open while driving. This can increase the risk of a vehicle crash or compromise the safety of vehicle occupants.

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

Land Rover is carrying out a recall of the vehicles mentioned above. Owners will be notified by mail and instructed to take their vehicle to an authorized retailer who will perform a test of the front and rear door latches. Any door latch that fails the test will be modified. Retailers will also update the software for the keyless vehicle entry function on the vehicle. To optimize the passive entry system operation, please ensure that the exterior door handle is firmly grasped.

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

What should you do?

Please 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 'N335'. Your vehicle may have previously had a similar repair performed as part of Safety Recall P068. Even if previously repaired, it is still necessary to have your vehicle repaired under this new Safety Recall (N335).

Until such time as your vehicle is repaired, Jaguar Land Rover strongly recommend that all vehicle occupants are secured using the vehicle seat belts, and check the instrument cluster for any 'door ajar' warnings before you drive away. If you have any questions or concerns, please contact your Land Rover retailer for assistance.

Attention Leasing Agencies: If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within TEN (10) days.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience and is expected to take up to three hours, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

What if I have previously paid for this concern?

If you have already paid for this concern to be repaired prior to the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

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

Moved or no longer own this Land Rover vehicle?

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 Information Change Form enclosed.

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 queries or concerns that your local 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,

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
100 Jaguar Land Rover Way
Mahwah, NJ 07495

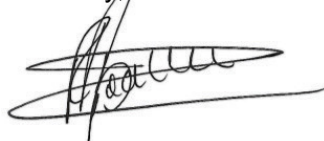
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

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

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

Land Rover appreciates your confidence in our product and wish to do everything we can to retain that confidence. 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,



Rory Beattie
Vice President Customer Service
Jaguar Land Rover North America, LLC