



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 9, 2020

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

NEF-150JK  
20V-387

**Subject:** Doors May Open Unexpectedly

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:** July 2, 2020

**NHTSA Campaign Number:** 20V-387

**Components:**

LATCHES/LOCKS/LINKAGES:DOORS:LATCH

**Potential Number of Units Affected:** 6,211

**Problem Description:**

Jaguar Land Rover North America, LLC (Land Rover) is recalling certain 2013-2016 Range Rover and 2014-2016 Range Rover Sport vehicles. These vehicles were previously recalled and repaired under Recall 19V-392, however the repair may not have been completed properly. Due to a problem with the Keyless Vehicle Latching System (KV Latch), the doors may appear to be closed but may be unlatched.

**Consequence:**

Unlatched doors 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 August 28, 2020. Owners may contact Land Rover customer service at 1-800-452-4827. Land Rover's number for this recall is N476.

**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](http://www.safercar.gov).

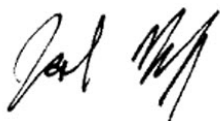
Please be reminded of the following requirements:

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](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



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