



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle,

**August 27, 2021**

### **SAFETY RECALL N609: Front Row Seat Tracks - Replace**

**Vehicle Affected: Land Rover Defender  
Model Year: 2021**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 21V-499**

**Dear Land Rover Defender 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 2021 model year Land Rover Defender vehicles.

Your vehicle is included in this Recall action.

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

An issue has been identified on certain vehicles where the front seat track end stop bracket may become deformed. Deformed seat track end stop brackets may allow the seat to latch further forward than intended by design.

Vehicle seats with deformed end stop brackets could, in the event of a crash, unintentionally move, and have reduced seat strength and seat performance integrity, increasing the risk of injury.

#### **What will Land Rover and your authorized Land Rover retailer do?**

Land Rover is carrying out a recall of these vehicles to replace the front seat tracks. However, we currently do not have an adequate supply of the necessary parts.

There will be no charge to owners for this action under this Program.

#### **What should you do?**

Once we have adequate supply of the necessary parts, we will notify you via a second letter requesting that you 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 'N609'.

**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 to minimize inconvenience to customers and is expected to take approximately (1) hour, 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.



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**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 (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, regarding this Program, 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 Center 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). Please include your full name, address, and VIN of your vehicle in your email.

**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

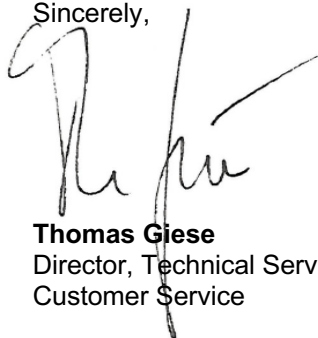
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., S.E.,  
Washington, D.C., 20590

or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); 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,



**Thomas Giese**  
Director, Technical Services - MA-43  
Customer Service