



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

April 24, 2023

SAFETY RECALL N768: Incorrectly installed Locking Mechanism on Third Row Seat Frame

**Vehicles Affected: Land Rover Defender
Model Year: 2023**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 23V-137

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 2023 Model Year Land Rover Defender 130 vehicles.

Your vehicle is included in this Recall action.

What is the reason for this program?

The incorrect seatback latch component may have been installed on the third-row seat frame and may not operate properly. When the seatback latch operates incorrectly during a crash, the vehicle seat may deflect more than designed allowing increased movement of a child seat installed with a top tether. Increased movement of a child seat may not properly restrain the child seat occupant during a crash, increasing the risk of injury.

Are there any precautions that may be taken to minimize the safety risk until the corrective measures are implemented?

To reduce the safety risk, Land Rover recommends not to use a child restraint seat that requires a top-tether in the third-row seat until the recall repairs have been completed.

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

Land Rover will inspect the third-row seatback latch operation. Where the seatback latches operate correctly, no further action is required. Where the seatback latches operate incorrectly, the seat frame and associated components will be replaced, as necessary. There will be no charge to owners for this repair.

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 'N768'.

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

What if I have previously paid for this concern?

If you have already paid for this concern before the date of this letter, Land Rover is offering a refund. To qualify for a refund, during the recall repair service appointment, 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 NA LLC.



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How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 15 minutes to inspect the third-row seat latch operation.

If your seat fails inspection, the replacement seat frame repair will take approximately 3 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.

Please be aware that at the present time, the replacement seat frames are not available. If required, please discuss your alternative transportation requirements with your dealer.

Moved or no longer own this Land Rover vehicle?

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?

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 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. 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

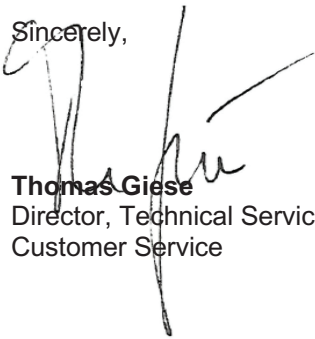
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey 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,



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