



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

October 03, 2023

SAFETY RECALL N789: Second Row Seat Armrest Stowage Compartment Latch Failure

Vehicles Affected: 2022- 2023MY Range Rover, 2023MY Range Rover Sport

National Highway Traffic Safety Administration (NHTSA) Recall Number: 23V-324

Dear Land Rover Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that certain 2022-2023MY Range Rover and Range Rover Sport vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 201 - Occupant protection in interior impact.

Your vehicle is included in this Recall action.

Land Rover previously wrote to you on June 28, 2023, to advise your vehicle is affected by this recall but that parts were not available for repairs. This second letter confirms that required parts are now available and service appointments can be made.



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What is the reason for this program?

The second-row seat armrest stowage compartment latch may fail, allowing the objects from within to be unsecured in the event of a crash. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 201, "Occupant Protection in Interior Impact.

In the event of a crash, unsecured objects from within the armrest compartment may strike the vehicle occupants, increasing their risk of injury.

What are the warning signs of this condition?

In the event the latch fails, the second row seat armrest lid will not remain latched.

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

Until such time as the recall remedy is completed, the second row seat armrest stowage compartment should not be used, and any items needing to be stowed should be stowed securely elsewhere in the vehicle.

If you have any questions or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance.

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

The locking arm of the second-row armrest stowage compartment latch will be replaced with a component of a revised design and material specification. There will be no charge to the 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 'N789'.

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 to customers and is expected to take approximately one (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.

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 1-800-637-6827, **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 your retailer fails or is unable to remedy this defect 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