



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

October 05, 2023

SAFETY RECALL N786 - PHEV Battery Concern

Vehicles Affected: 2023MY Land Rover Range Rover

National Highway Traffic Safety Administration (NHTSA) Recall Number: 23V-568

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 a defect which relates to motor vehicle safety exists in certain 2023MY Range Rover vehicles.

Your vehicle is included in this Recall action.

What is the reason for this program?

Certain 2023MY Land Rover Range Rover PHEV vehicles which have had a High Voltage (HV) Battery installed where the battery assembly plant records indicate that a bolt connecting the busbar to a HV battery module connector has not achieved the required clamp force.

Where the bolt connecting the busbar to the HV connector has not achieved the required clamp force, there is potential for arcing at the joint and excessive heat generation which can puncture the battery casing and lead to a vehicle fire.

What are the warning signs of this condition?

One of the red instrument panel cluster warning messages may be displayed: 'Stop safely and exit vehicle. Battery fault detected' or 'Stop safely. Electrical faults detected'. Electric Vehicle (EV) mode would be unavailable, and the vehicle 12 V battery would be unsupported causing the engine to cut out after a short time. The customer could also notice smoke or flames coming out from underneath the vehicle.

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 is completed on your vehicle, park away from structures and, where possible, charge your vehicle outside. Be extra vigilant to warning lamps on the instrument cluster associated with battery or electrical conditions. If you see any of these messages, stop the vehicle safely and contact Land Rover for assistance. If you see any signs of smoke, exit the vehicle immediately and call the emergency services.

If you have additional 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?

Vehicles will have the High Voltage Battery replaced. There will be no charge to the owners for this repair.



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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 'N786'.

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 five (5) 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.

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