



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

August 09, 2024

SAFETY RECALL N798: Rear Door Latch Water Ingress

Vehicle Affected: Land Rover Discovery

Model Year: 2017-2020

National Highway Traffic Safety Administration (NHTSA) Recall Number: 23V-393

Dear Discovery 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 2017-2020MY Discovery vehicles.

Your vehicle is included in this Recall action.

What is the reason for this recall?

The Unilatch Keyless Vehicle (KV) entry function may fail to properly latch the rear passenger doors, which can result in the doors opening while driving. In addition, the instrument cluster open-door warning light may fail to alert the driver of this condition.

Rear passenger doors that open while driving can increase the risk of a crash. An instrument cluster warning light that fails to alert the driver about unsecured doors can increase the risk of injury in the event of a crash.

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

An authorized Land Rover retailer will complete the required repair to disable the Unilatch Keyless Vehicle (KV) entry function on the vehicle. There will be no charge to owners for this repair.

Following completion of the repair, the Keyless Entry system continues to function although the door handle may require more than one initial pull from a locked state to unlatch the door.

What should you do?

Please contact your preferred authorized Land Rover retailer without delay and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'N798'.

Until such time as your vehicle is repaired, Jaguar Land Rover strongly recommends that all vehicle occupants are secured using the vehicle seat belts, and to confirm your vehicle's doors are closed properly, please gently tug on the door handle of all doors after closing to confirm they are secure. Check the instrument cluster for any 'door ajar' warnings before you drive away. If you have any questions or concerns, please contact your Land Rover retailer for assistance.

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 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 two (2) 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.

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

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, please contact the Service Manager at your authorized Land Rover 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. 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 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,



Wayne Clarke
Director, Technical Services
Jaguar Land Rover, NA LLC