



IMPORTANT SAFETY RECALL

This notice applies to your vehicle [REDACTED]

January 30, 2025

SAFETY RECALL N964: Raised Air Intake - Partial Detachment

Vehicles Affected: 2020-2025MY Defender

National Highway Traffic Safety Administration (NHTSA) Recall Number: 24E-102

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 with an accessory Raised Air Intake that may have been installed on certain 2020-2025 Land Rover Defender vehicles.

Your vehicle is included in this Recall action.

What is the reason for this program?

A concern has been identified with certain Raised Air intake accessory equipment, with part number VPLEP0543. The raised air intake may not be secured properly, which can allow the intake to detach from the vehicle.

A detached raised air intake could become a hazard for other road users and could increase the risk of a crash.

What are the warning signs of this condition?

If the raised air intake detach from the vehicle, you may visually detect gaps between the raised air intake and vehicle body or detect an audible rattle and/or excessive wind noise from the raised air intake area.

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 has been completed, customers are advised to be extra vigilant when operating the vehicle. If the raised air intake detach from the vehicle, do not drive the vehicle and contact your preferred authorized Land Rover Retailer for assistance.

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

Affected vehicles will have their raised air intakes inspected, and if necessary, a revised fastener will be installed. There will be no charge to the owners for this repair.

Please be advised that Land Rover does not yet have the parts and final repair procedure available to complete this repair. When all parts and repair processes are available you will receive a 2nd notification letter.

What should you do?

When you receive the 2nd notification letter, 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 'N964'.

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



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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 any inconvenience to customers and is expected to take up to 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.

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, 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 North America, LLC.

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 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,



Wayne Clarke
Director, Technical Services
Jaguar Land Rover North America, LLC.