



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle,

**March 03, 2025**

### **SAFETY RECALL N972: Touch Screen Blank at Start-up**

**Vehicles Affected: 2023-2024MY Defender  
2023MY Discovery Sport, Range Rover Evoque**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 25V-016**

#### **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 certain 2023-2024MY Defender and 2023MY Discovery Sport, and Range Rover Evoque vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111 – "Rear Visibility".

Your vehicle is included in this Recall action.

#### **What is the reason for this program?**

A concern has been identified on certain vehicles where the touchscreen could go blank on vehicle start-up.

A blank touchscreen will result in the rear view camera image not being displayed when required, and therefore the vehicles are non-compliant.

Lack of display of the camera image when maneuvering may result in the driver being unaware of objects or pedestrians behind the vehicle, increasing the risk of a crash.

#### **What are the warning signs of this condition?**

A blank touchscreen on vehicle start-up results in the rear view camera image not being displayed when required.

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

Where the rear view camera image is not displayed, drivers are advised to exercise additional care when maneuvering, especially when reversing. Until such time as the recall has been completed, customers are advised to be extra vigilant when operating the vehicle.

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

Your Land Rover authorized retailer will update the touch screen software to remedy this issue. Land Rover is also conducting a Software-Over-The-Air (SOTA) update that includes the latest touch screen software. The SOTA update delivers the required software remedy to your vehicle without you needing to make a service appointment at your Land Rover Retailer. The software updates will be at no charge.

#### **What should you do?**

When your vehicle touch screen displays a message **SOTA OS: 4.3.0 is available**, please accept the update without delay and follow the on-screen prompts. You may also manually check if an update is available by selecting the Settings icon, ALL and Software Updates on the touchscreen.

Upon successful completion of the update, an on-screen notification is displayed, and the current software version information is visible within the infotainment system. When software version OS: 4.3.0 is confirmed as installed, no further action is required, and you do not need to contact your Land Rover retailer for a service appointment for this Recall.



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For further information, please refer to your Owner Handbook, Software Updates section under 'Connectivity'. If you need further assistance in completing the SOTA update, or if you prefer that the retailer completes this work or if the SOTA update has not yet been deployed to your vehicle please contact your preferred authorized Jaguar Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program 'N972'.

**Attention Leasing Agencies:** 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 any inconvenience to customers. The SOTA update and the repair at a retailer are both expected to take approximately one hour. Your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time should you request a 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](mailto: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:1-888-275-9171)**; or go to <http://www.safercar.gov>.

Land Rover appreciates your confidence in our product and wishes to do everything we can to retain that confidence. The SOTA update is being made available for your convenience. Should you request a Retailer service visit, Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience caused by this program.

Sincerely,

  
Wayne Clarke

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