



May 23, 2025

Service Action N811 – Door Zone Module - Quiescent Drain

**Vehicles Affected: 2021-2022 Model Year Defender, Discovery
2021-Model Year Range Rover Velar**

Dear Land Rover Owner:

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code **N811**) for owners of certain vehicles in the range listed above.

What is the issue?

As a result of a possible electrical current drain in the vehicle door modules, the battery state of charge could be depleted, and you may not be able to unlock or start your vehicle. The risk of this occurring is increased if your vehicle is left for a period of time without driving or the daily drive cycle mileage is low and insufficient to recover the battery. You may see a low battery warning.



Your vehicle is affected by this program. Please note your vehicle may have received prior service for this satisfaction program, however it has now been determined that an additional software update is now required necessitating an additional service visit to fully remedy this concern.

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

An authorized Land Rover retailer will update the software for the door modules. There will be no charge for this repair under this program.

What should you do?

Please contact your preferred authorized Land Rover retailer, provide them with your Vehicle Identification Number (VIN) and schedule an appointment to complete the work required under Program code '**N811**'.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize any inconvenience to you and is expected to take up to approximately 30 minutes, 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: please forward this notification to the lessee within ten (10) days.

What if I have previously paid for this repair?

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, using the return postage-paid card enclosed.

What should you do if you have further questions?

If you have any questions 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 Land Rover by email using the following address: lrweb2@jaguarlandrover.com.

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

Thank you again for selecting Land Rover; your ownership experience is very important to us. 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