



**May 12, 2025**

**Service Action N869 – Software Updates**

**Vehicles Affected:** 2020-2023MY Defender  
2021-2023MY Discovery, Discovery Sport, Range Rover Evoque,  
Range Rover Velar  
2022-2023MY Range Rover  
2023MY Range Rover Sport

**Dear Land Rover Owner:**

Jaguar Land Rover North America, LLC is conducting a no-charge Customer Satisfaction Program (Program Code **N869**) for owners of certain vehicles listed above.

**What is the issue?**

With certain 2020 model year to 2023 model year Defender, Discovery, Discovery Sport, Range Rover Evoque, Range Rover Velar, Range Rover and Range Rover Sport vehicles, Software Over The Air (SOTA) updates are failing to complete. Specifically, the Vehicle Domain Controller (VDC) PIVI and Gateway Module A (GWM). These vehicles have now been stopped from further SOTA attempts and require a wired intervention.

Your vehicle is affected by this program.

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

An authorized Land Rover retailer will update your vehicle manually, after which your vehicle will be able to receive future SOTA updates. 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 '**N869**'.

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 inconvenience to customers and is expected to take up to approximately 1 1/2 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:** 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](mailto: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, NA LLC