



October 30, 2025

## **SERVICE ACTION D052: Enable Approach Unlocking and Walk-away Locking**

**Vehicles Affected: 2024MY Land Rover Discovery Sport**

**Dear Discovery Sport Owner:**

Jaguar Land Rover North America LLC is conducting a no-charge Customer Satisfaction Program (Program Code **D052**) for owners of certain vehicles listed above.

### **What is the issue?**

Certain 2024 model year Discovery Sport vehicles have been identified where the approach unlock and walk-away locking features are inoperative. Your vehicle is affected by this program.

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

Your authorized Land Rover retailer will reconfigure the vehicle software to enable this feature. There will be no charge to the owners for this repair.

### **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 '**D052**'.

**To enable this vehicle software update to be completed, at the time of your service appointment, you will need to provide your retailer one smart key and the 'service mode' feature in the InControl® Remote Application on your smart phone must be enabled. If required your Land Rover Retailer can provide assistance.**

**If you do not use the InControl® Remote application, please note a minimum of two programmed smart keys must be present at the time of your service appointment.**

### **In-Vehicle Notification**

The following text will be displayed on your vehicle's Touchscreen as part of the In-Vehicle campaign notification process. The message will remain in the Vehicle Health message center for 7 days after it is sent, even if the campaign is complete

#### **VEHICLE HEALTH:**

Land Rover would like to advise you that during our ongoing quality assessments of our products, it has been identified that a quality defect may be present on your vehicle. Contact your Land Rover retailer to arrange a free quality repair. Reference campaign code D052 when speaking to your retailer.

You can manage vehicle health notifications in settings, notifications menu.

During this visit, please take the opportunity to discuss the approach unlock/walk away locking feature or any other 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 customers. The work is expected to take up to 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 (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

Land Rover appreciates your confidence in our product and wishes to do everything we can to retain that confidence. 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