



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [REDACTED]



February 12, 2019

### Safety Recall N276: Center Main Crankshaft Pulley Bolt

**Vehicles Affected:** Land Rover Discovery, Range Rover Velar, Range Rover Sport and Range Rover.

**Model Year:** 2019

**National Highway Traffic Safety Administration (NHTSA) Recall Number:** 19V-040

#### 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 that a defect which relates to motor vehicle safety exists in certain 2019 model year Land Rover Discovery, Range Rover Velar, Range Rover Sport, and Range Rover vehicles.

Your vehicle is included in this Recall action.

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

The center main crankshaft damper/pulley bolt may fracture. A batch of bolts has been manufactured away from specification and therefore has the potential to develop cracks on the surface of the bolt. These cracks cause the bolt to fracture over time, leading to a loss of retention of the crankshaft pulley. Where bolt fracture occurs, it will ultimately cause the crankshaft nose to break, leading to engine failure. (Thereby deleting pulley will oscillate for a period).

Fracture of the crankshaft pulley bolt and associated breakage of the crankshaft nose will lead to the vehicle displaying a number of warning lights, quickly followed by loud noises, engine power loss and the potential for engine failure. Further, the loose pulley could damage engine compartment components or puncture the hood and become a hazard to pedestrians or other road users.

Vehicles with a bolt from the affected batch may stall while in motion with no ability to be restarted.

Engine stall with minimal warning poses an unreasonable risk to safety and may result in a crash.

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

Land Rover is carrying out a recall of the vehicles mentioned above. An authorized Land Rover retailer will replace the center main crankshaft damper/pulley bolt with one of the correct specification.

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 request a service date to complete the work required under Program Code 'N276' completed on your vehicle.

**Attention Leasing Agencies:** If you are a vehicle lessor, 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 inconvenience to customers and is expected to take up to 2.5 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.

## 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 or concerns, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have 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),

**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 after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied 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 you 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,



Eric Johnston  
Vice President Customer Service  
Jaguar Land Rover North America, LLC