



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, XXXXXXXXXX



**September 10, 2019**

### **Safety Recall N333: Front Left Seatbelt Emergency Locking Retractor**

**Vehicles Affected: Land Rover Range Rover Sport, Range Rover  
Model Year: 2016-2017**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 19V-350**

#### **Dear Range Rover Owner:**

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Land Rover has decided that certain 2016-2017 model year Land Rover Range Rover Sport and Range Rover vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 209 - Seat belt assemblies, and 208 - Occupant crash protection.

Your vehicle is included in this Recall action.

You previously received a letter advising you that we were in the process of obtaining the necessary components to rectify your vehicle. At this time, those components are available.

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

The Emergency Locking Retractor (ELR) in the seat belt assembly of the vehicle's driver's seat may not be to specification. Due to a supplier manufacturing issue, the car-sensitive sensor mechanism does not lock as designed when subjected to the requirements in Federal Motor Vehicle Safety Standards (FMVSS) 209 Section S4.3 (j) (2). The ELR is equipped with a vehicle-sensitive locking mechanism and a webbing-sensitive locking mechanism. The non-compliance specifically involves the vehicle-sensitive mechanism.

In the event of braking prior to a crash, the ELR would not lock off at the correct design specification g-force level, increasing the risk of injury.

#### **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 inspect, and if necessary replace, the front left (driver's) seat belt assembly. Contact your preferred Land Rover retailer to schedule a service appointment to have this work completed.

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 'N333'.

#### **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 approximately one (1) hour, 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.

**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. In order 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.

**Attention Leasing Agencies:** If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within TEN (10) days.

**Moved or no longer own this Land Rover vehicle?**

If you are no longer the owner of this vehicle, Land Rover would greatly 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

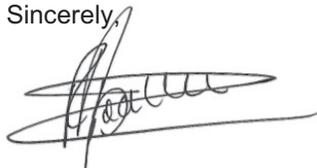
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Or 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,



Rory Beattie  
Vice President Customer Service  
Jaguar Land Rover North America, LLC