



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

December 06, 2019

Safety Recall N336: Door Will Not Latch

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

National Highway Traffic Safety Administration (NHTSA) Recall Number: 19V-390

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 relating to motor vehicle safety exists in certain 2016 model year Land Rover Range Rover Sport and Range Rover vehicles.

Your vehicle is included in this Recall action.

This letter updates the information contained in the interim letter which was mailed to you on July 15, 2019. The necessary software and door latch components to update and repair your vehicle is now available. Contact your preferred authorized Land Rover retailer to have this work to be performed.



What is the reason for this program?

There is a possibility that the front and/or rear left door may not latch when in the closed position, with no indication provided of an unlatched condition. An unlatched front and/or rear door on the left-side of the vehicle could open while the vehicle is in motion, increasing the risk of injury or a crash. A spring in the Keyless Vehicle Latching System (KV Latch) may jam between the outside transmission lever and chamfer bush. With the spring trapped, the latch assembly cannot return to its correct position and the latch assembly will not fully latch the door.

Vehicle doors which are not latched in either the primary or secondary state may open while driving. This can increase the risk of a vehicle crash or compromise the safety of vehicle occupants.

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 retailer who will install software that will disable the Unilatch Keyless Vehicle entry function on the vehicle. After the latest software update is applied, a check of the Keyless Vehicle entry function mechanism on the left front and rear door latches will be completed to determine if the mechanism freely operates. If free operation is not detected, the malfunctioning door latch assembly will be replaced with a new latch.

There will be no charge for this repair under this program.

What should you do?

Please contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'N336'.

Until your vehicle is repaired, Jaguar Land Rover strongly recommend that all vehicle occupants are secured using the vehicle seat belts and check the instrument cluster for any 'door ajar' warnings before you drive away. If you have any questions or concerns, please contact your Land Rover retailer for assistance.

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 to minimize inconvenience to customers and is expected to take approximately two (2) hours depending on vehicle condition, 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.

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 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,

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

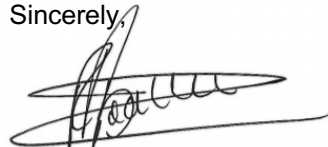
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

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

Or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (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