



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle,

**July 15, 2019**

### **Safety Recall N336: Vehicle Door Will Not Latch – Vehicle Door Latch Renew**

**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 which relates to motor vehicle safety exists in certain 2016 model year Range Rover Sport and Range Rover vehicles.

Your vehicle is included in this Recall action.

#### **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. Owners will be notified by mail and instructed to take their vehicle to an authorized retailer who will replace the front and rear left door latch assemblies with one that fully meets the engineering specification. However, we currently do not have sufficient stocks of parts to perform this work.

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

#### **What should you do?**

After receiving a second letter informing you that we have sufficient stock of parts, 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**'.

Prior to receipt of a second letter, to confirm your vehicle's doors are closed properly, please gently tug on the door handle of the door closed to confirm it secure. Please pay special attention to the front and rear left doors. 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.



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**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](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

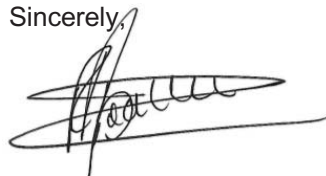
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

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,

A handwritten signature in black ink, appearing to read 'Rory Beattie', with a stylized flourish underneath.

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