



***Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Safety Recall on certain 2016 model year Land Rover Range Rover Sport and Range Rover vehicles imported into the United States market. Information relating to this Recall will be posted on the National Highway Traffic Safety Administration website.***

***United States Federal regulations require that retailers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a noncompliance exists.***

***United States Federal law requires retailers to complete any outstanding Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a civil penalty of up to \$22,329.00 per vehicle.***

***This Aftersales Bulletin serves as notification to all Land Rover retailers in the United States and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.***

**NOTE: this bulletin updates all previous versions. Changes are highlighted in blue**

#### **DESCRIPTION OF DEFECT**

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where, after Safety Recall N336 was completed, customers have reported the left-hand door is unlatched when in the closed position and no reported indication provided of an unlatched condition. Some customers have reported that a door on the left-hand side of the vehicle has opened while the vehicle was in motion.

#### **AFFECTED VEHICLE RANGE**

Range Rover Sport (LW)

Model Year: ..... 2016

VIN: ..... SALWR2KFOGA557081-SALWR2KFXGA599371

..... SALWR2VF8GA636784-SALWG2KF6GA657885

Range Rover (LG)

Model Year: ..... 2016

VIN: ..... SALGS2KF4GA258234-SALGS2EF6GA298469

A total of 785 vehicles are potentially involved in the USA and Federalized Territories.

#### **EFFECT ON VEHICLE OPERATION**

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

#### **SERVICE PROGRAM / REWORK ACTION**

Owners will be notified by mail and instructed to take their vehicle to an authorized Land Rover retailer who will download the latest software using the latest repair procedure validated to ensure a complete repair. This software will disable the Unilatch Keyless Vehicle (KV) entry function on the vehicle. Prior to latest software update be applied, a check of the KV mechanism on the left-hand 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 correctly manufactured latch.

There will be no charge to owners for this action.

#### **OWNER NOTIFICATION**

Owner notification is expected to occur on or before the week of July 20, 2020.

#### **ACTION TO BE TAKEN**

Check DDW to ensure that the vehicle is affected by this Program prior to undertaking any rework action.

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale. Retailers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

A Technical Bulletin will be published once repair instructions are finalized and any required parts have been procured. This is currently expected to be available by June 30, 2020.

Thank you for your cooperation in this matter. Jaguar Land Rover North America apologizes for any inconvenience this may cause.