



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

November 30, 2020

Safety Recall N476: Door Will Not Latch

Model Year/Vehicles Affected: 2014-2016 Land Rover Range Rover Sport 2013-2016 Land Rover Range Rover

National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-387

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 2014-2016 model year Land Rover Range Rover Sport and 2013-2016 model year Land Rover Range Rover vehicles.

Your vehicle is included in this Recall action.

Land Rover records indicate your vehicle has previously been subject to a repair under Safety Recall N335, *Door Will Not Latch*. On some vehicles that had received N335 repairs, Land Rover has determined from data analysis that not all steps of the repair process were completed successfully. After Safety Recall N335 was completed, there still is the possibility that the front and/or rear door may not latch when in the closed position, without an indication of being in an unlatched condition.

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

This letter updates the information contained in the interim letter which was mailed to you in August 2020. 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?

After completion of Safety Recall N335, the front and/or rear doors of affected vehicles can become unlatched, without alerting the driver, and potentially open when the vehicle is in motion, increasing the risk of crash or 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 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 front and rear door latches will be performed to determine if the mechanism freely operates. If free operation is not detected, the malfunctioning door latch assembly will have the cord cut to prevent the fast unlatch motor from affecting the latch pawl.

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 'N476'.

Until such time as your vehicle is repaired, Jaguar Land Rover strongly recommend that all vehicle occupants are secured using the vehicle seat belts, and to confirm your vehicle's doors are closed properly, please gently tug on the door handle of all doors after closing to confirm they are secure.



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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 up to two (2) 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.

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 appreciate the name and address of the new owner, using the Information Change Form 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 Center 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, S.E.
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