



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle,

**July 28, 2021**

### **SAFETY RECALL N599: Engine Cut-Out**

**Vehicle Affected: Land Rover Defender  
Model Year: 2020-2021**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 21V-424**

**Dear Land Rover Defender 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 2020-2021 model year Land Rover Defender vehicles.

Your vehicle is included in this Recall action.

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

The Powertrain Control Module (PCM) may unexpectedly switch off within 5-10 minutes of a drive cycle while the vehicle is in motion. Should the PCM switch off, the engine will stall with no warning. Driver assistance systems such as brake boost and power assisted steering will continue to operate absent of engine operation.

An engine stall without warning while driving can increased the risk of a crash.

#### **What will Land Rover and your authorized Land Rover retailer do?**

Land Rover is carrying out a recall of the vehicles mentioned above. A Software Over The Air (SOTA) update will switch off the Connected Diagnostic Services (CDS) and disable the Diagnostics Over The Air (DOTA) functionality. The software update will be performed through SOTA and so a retailer visit is not required.

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

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

Please complete this SOTA update using the touchscreen prompts. If you need assistance with this SOTA update, please contact your authorized Land Rover retailer who can assist you in completing the required software update process under Program Code '**N599**'.

**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 SOTA update can be completed at a time convenient to you and does not require any retailer intervention. If SOTA updates are not completed, an authorized retailer visit will be required. The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than 15 minutes. Your retailer can provide you with a better estimate of the overall time for the service visit.



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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 Information Change Form enclosed.

**What should you do if you have further questions?**

If you have any questions or concerns regarding this Program, 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 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](mailto:lrweb2@jaguarlandrover.com). Please include your full name, address, and VIN of your vehicle in your email.

**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

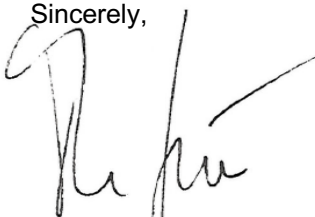
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., S.E.,  
Washington, D.C., 20590

or call the toll-free Vehicle Safety Hotline at **1-888-327-4236 (TTY: 1-800-424-9153)**; 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,



**Thomas Giese**  
Director, Technical Services - MA-43  
Customer Service