



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle, **SALGR2FK2HA330679**



**December 15, 2017**

**Safety Recall N124: Virtual Instrument Cluster Going Blank**

**Model Year / Model Affected: 2017 Range Rover Sport, Range Rover**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 17V-V679**

**Dear Land Rover Owner:**

*This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that a defect relating to motor vehicle safety exists in certain 2017 model year Range Rover Sport and Range Rover vehicles.*

Your vehicle is included in this Recall action.

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

An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where the Thin Film Transistor (TFT) Virtual Display Instrument Cluster has been going blank. In this condition, the Instrument Cluster will not display anything but will reset while driving.

Without the instrument cluster displaying important information such as the vehicle's speed, there would be an increased 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. An authorized Land Rover retailer will update the Instrument Cluster software.

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

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

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 'N124'.

During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

### **How long will it take?**

The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take approximately 30 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

**Attention Leasing Agencies:** Federal regulations require that you forward this recall notification to the lessee within TEN (10) days.

**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, (if known); please fill out and return the enclosed return postage-paid card.

**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 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  
555 MacArthur Boulevard  
Mahwah, NJ 07430-2327

If after having attempted to take advantage of this recall you believe you have not been able to have your Instrument Cluster software 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 you may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 800-424-9153), or log on to <http://www.safercar.gov>.

Thank you again for selecting Land Rover; your ownership experience is very important to us. 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,



Peter Pochapsky  
Customer Experience Centre Manager