

Mr Robin Eatwell  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

1/003024

Programme Ref: N923

VIN: [REDACTED]

Reg: [REDACTED]

Date: 30/06/2025

Letter ID: 914512421078

## SAFETY RECALL - N923 - Tow Ball Retaining Bracket Kit

Dear Mr Eatwell,

JLR is writing to advise you that, during ongoing quality assessments and improvements of our products, a possible safety-related issue has been identified with a detachable tow ball accessory that may be installed on your vehicle. We are now taking precautionary measures to resolve this, outlined below.

### Why are we contacting you?

A concern has been identified relating to the instructions provided on the method of use of Land Rover branded and aftermarket specification detachable tow balls used on certain Range Rover Sport vehicles from 2006 model year to 2013 model year, and Discovery 3 and Discovery 4 vehicles from 2005 model year to 2016 model year. There is an inadequate warning of risk of using the tow ball incorrectly. Instructions in the owner's manual specify that the tow ball should be removed and stowed when not in use.

Investigations have identified that, in the event of a failure to comply with the instruction to remove the tow ball when not in use, the self-adjusting mechanism of the tow ball may progressively cease to operate adequately.

An inadequately operating self-adjusting mechanism could lead to a failure of the tow ball mechanism, causing in-use detachment of the tow ball and trailer detachment with the potential for injury or property damage. This risk is heightened where a breakaway cable or secondary coupling is not installed in accordance with guidance set out in the owner's manual.

As this issue is with an aftermarket accessory, we are writing to the owners of all vehicles that could have this equipment installed.

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W. JAGUARLANDROVER.COM

N923 GB 914512421078



**What to do if you have a detachable tow ball:**

As this is a safety-related issue, we recommend that you contact your preferred Land Rover retailer or authorised repairer at the earliest opportunity. They will ask you for the following information, which you can find at the top of this letter:

- Your vehicle's VIN
- Your vehicle's Registration Number
- The programme code for this action: N923

If you do not currently have a preferred retailer or authorised repairer, please visit [landrover.co.uk/national-dealer-locator](https://landrover.co.uk/national-dealer-locator) to find your nearest and most convenient location.

Your preferred Land Rover retailer or authorised repairer will confirm your vehicle is equipped with a detachable tow ball and, if eligible, provide a self-install tow ball retaining bracket kit. This will be provided free of charge under the terms of this programme.

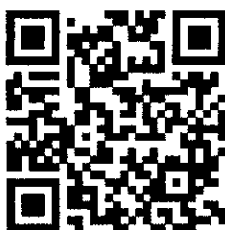
How to Find Fitting Instructions:

1. Visit our Accessory Fitting Instructions website:-  
<https://accessories-instructions.landrover.com>
2. Select your vehicle model from the list.
3. Go to the "Towing" section in the menu.
4. Choose "Detachable Towbar Bracket LR186641" to view the instructions.

**What to do if you do not have a detachable tow ball:**

To confirm that your vehicle is not affected by the N923 recall, please complete our Recall Closure Request Form by visiting the link below or scanning the QR code.

<https://n923.bhn-emea.com>



Once submitted, we'll remove the recall from your vehicle so it no longer appears on your MOT record. You will need your VIN and Letter ID, both of which can be found at the top of this letter.

If you no longer own this vehicle, please complete the Change of Ownership slip attached to this letter and return it in the enclosed Freepost envelope. Do not complete the online form.



**Unsure on eligibility or have any concerns?**

Please speak to the Service Manager at your retailer or authorised repairer. Alternatively, our dedicated Client Relationship Centre is also available to support you online or by phone. Contact details can be found on our website: [landrover.co.uk/contact-us](https://landrover.co.uk/contact-us)

This action is being carried out under the terms of the Code of Practice on Vehicle Safety Defects and Recalls. The response rate is monitored by the Driver and Vehicle Standards Agency (DVSA).

These precautionary measures are part of our ongoing commitment to your safety. We apologise for any inconvenience or concern and thank you, in advance, for dealing promptly with this matter.

Yours sincerely,

Client Care Team

The registered keeper details for this mailing are provided by the DVLA.



## CHANGE OF ADDRESS OR OWNERSHIP

## N923 SAFETY RECALL - Tow Ball Retaining Bracket Kit

Vehicle Identification No.: SALLSAA239A176465

Registration Number: V800RME

Please complete the form below and return it in the pre-paid envelope provided

I no longer own this vehicle. The vehicle has been: *(tick appropriate box)*

- |   |   |                          |
|---|---|--------------------------|
| 1 | Sold/Transferred to a new owner         | <input type="checkbox"/> |
| 2 | Part exchanged                          | <input type="checkbox"/> |
| 3 | Permanently exported to another country | <input type="checkbox"/> |
| 4 | Returned to the lease company           | <input type="checkbox"/> |
| 5 | Sold at auction                         | <input type="checkbox"/> |
| 6 | Scrapped / Written off                  | <input type="checkbox"/> |
| 7 | Stolen                                  | <input type="checkbox"/> |

I still own this vehicle but

- |   |                               |                          |
|---|-------------------------------|--------------------------|
| 8 | The address used is incorrect | <input type="checkbox"/> |
|---|-------------------------------|--------------------------|

If you ticked box 1 - 5 or 8, please complete the following latest known owner information:

Business Name:

Title:

First Name:

Surname:

Address Line 1:

Address Line 2:

Town/City:

County:

Country:

Postcode:

Email Address:

Mobile Phone:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

THANK YOU FOR YOUR CO-OPERATION

