

OCT 1 12 2017

10-4-17

\* Landrover

Adams, [REDACTED]

To whom it may concern;

Over one year ago when our Landrover  
was purchased - we called Landrover of  
Nashville and requested an appointment  
to address the recall of Takata Airbags.  
We have NOT been contacted  
regarding this issue.

Safety Recall P081: Takata Airbags  
\* Range Rover 2011  
Recall # 16V-374  
VIN # SALMF1E41BA [REDACTED]

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10-10-17  
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## IMPORTANT RECALL

This notice applies to your vehicle, SALMF1E41BA [REDACTED]



September 22, 2017

### Safety Recall P081: Takata Passenger Airbags

Vehicle Affected: Range Rover  
Model Year: 2011

National Highway Traffic Safety Administration (NHTSA) Recall Number: 16V-374

Dear Range 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 determined that a defect relating to motor vehicle safety exists in certain 2011 model year Range Rover vehicles.

Your vehicle is included in this Recall Action.

You should have received a previous letter dated July 29, 2016, advising you that we were in the process of obtaining the necessary components to repair your vehicle. At this time, those components are available.

#### What is the concern?

The frontal passenger airbag in your vehicle contains an airbag inflator that was supplied by Takata. Jaguar Land Rover has been informed by Takata that a safety defect exists in these airbag inflators using ammonium nitrate propellant without a chemical drying agent. Due to prolonged exposure to combined high heat and humidity, the front passenger airbag module inflator housing may rupture and deploy abnormally in the event of a crash necessitating deployment of the front passenger airbag. In such event, a front passenger airbag module inflator housing rupture could result in metal fragments striking the passenger or other occupants, resulting in serious injury or death.

#### Please take note of the following important points pertaining to this Urgent Safety Recall:

- The Takata front passenger airbag installed in your vehicle is defective and could cause injury or death.
- The required parts to repair your vehicle are readily available.
- This Recall repair is completely **free of charge** to you.
- Make an appointment with an authorized Land Rover retailer of your choice NOW to have your vehicle repaired

#### What will Land Rover and your authorized Land Rover Retailer do?

Land Rover is carrying out a Safety Recall of the vehicles mentioned above. An authorized Land Rover retailer will replace the front passenger airbag module in your vehicle.

This Recall will be carried out completely free of charge and may be performed by any authorized Land Rover retailer regardless of where the vehicle was purchased.

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

Contact your preferred Land Rover retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code 'P081'. You can locate an authorized Land Rover retailer using the 'RETAILERS' function on LANDROVERUSA.COM or you can use the contact information below.

### **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 two 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.

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

### **Moved or no longer own a Land Rover?**

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 regarding this **Urgent Safety Recall** or need assistance in locating your nearest authorized Land Rover retailer, please contact the Land Rover Customer Relationship Centre at 1-800-637-6837, Option 9, Option 2 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

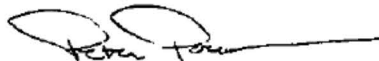
If you are having difficulty getting your vehicle repaired in a reasonable time or without charge, or have any additional questions regarding this Urgent Safety Recall, you may contact the National Highway Traffic Safety Administration (NHTSA) by writing to:

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 888-327-4236 (TTY: 800-424-9153), or log on to <http://www.safercar.gov> to submit a complaint electronically.

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,



Peter Pochapsky  
Customer Experience Centre Manager

MEMPHIS TN 370

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Freedom  
FOREVER

Administrator  
National Highway Traffic Safety Admin<sup>L</sup>  
1200 New Jersey Ave, SE  
Washington, D.C.  
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