



October 9, 2012

Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington DC, 20590

Dear Ms. Lewis:

Subject: NHTSA Campaign – 12V485 (P028) – Front Windshield Bonding - Dealer Communication

Pursuant to 49 CFR 573, Defect and Non-compliance Reports, Jaguar Land Rover North America, LLC is submitting the following dealer communication sent to our dealers regarding the above mentioned campaign.

- Service Bulletin -- SRE12-03

Sincerely,

James C. Patterson
Safety Compliance Engineer
Jaguar Land Rover North America LLC

Attachment



Notification of Safety Recall P028: Front Windshield Bonding

SERVICE BULLETIN

8-OCT-12 No.: SRE12-03 Section: RECALL

Market: USA

Jaguar Land Rover North America, LLC has informed the National Highway Transportation Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall on certain 2012 model year Land Rover Range Rover vehicles imported into the United States market. Information relating to the proposed Recall will be posted on the NHTSA website.

United States Federal regulations require that retailers must be advised of this Recall notification within three working days after government notification.

United States Federal law requires retailers to complete any outstanding safety Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a civil penalty of up to \$6,000.00 per vehicle.

This Recall Service Bulletin serves as notification to all Land Rover retailers in the United States that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.

AFFECTED VEHICLES

A total of 36 2012 model year Range Rover vehicles within the VIN range CA370800 – CA370892 are affected in the USA. See the list of specific affected VINs on page 2.

DESCRIPTION OF DEFECT

A quality containment action in the manufacturing process required an application of Polyurethane (PU) Adhesive to be applied to the body shell windshield bonding flange to address water leaks and wind noise from the front windshield area. Bostik Windscreen Sealer (Bostik Product Code 01840-21) instead of PU bonding agent was incorrectly supplied for assembly line side use. As a result, the windshield aperture had an application of the Bostik Windscreen Sealer across the complete upper aperture, which prevented the correct adhesion of the Polyurethane (PU) to the design condition.

AFFECT ON VEHICLE OPERATION

Where the windshield is not correctly bonded, water ingress might occur and there may be reports of increased wind noise. In extreme cases where there is insufficient chemical bond between the windshield glass and the Polyurethane (PU) adhesive, full windshield retention may not be achieved in the event of an air bag deployment or during a vehicle crash, increasing risk of occupant injury.

ACTION TO BE TAKEN

Retailers are required to HOLD all affected new vehicles in your control and withhold them from onward distribution pending completion of the rework action. Sold vehicles will be subject to the standard Recall notification and Recall bulletin process detailing the action required for vehicles in the hands of owners. Owner notification is expected to commence in late-October 2012.

△ NOTE: Retailers are advised that the use of vehicles within the affected VIN list as Sales Demonstrator or Service Loaner vehicles may be considered a violation of Federal legislation. Land Rover recommends against using affected vehicles for demonstrator or loaner purposes. Please consult your own legal counsel if you have questions in this regard.

Land Rover is currently in the process of developing a robust repair procedure. A further communication will be sent detailing the necessary action required for vehicles in retailer inventory and those vehicles already in the hands of customers.

Thank you for your cooperation in this matter. Land Rover apologizes for any inconvenience this may cause.

Safety Recall P028: Affected VIN List

RETAILER CODE / NAME	VIN	RETAILER CODE / NAME	VIN
0122 Land Rover Glen Cove	CA370855	0282 Land Rover Manhattan	CA370828
0131 Land Rover North Dade	CA370877	0282 Land Rover Manhattan	CA370846
0136 Land Rover Dallas	CA370829	0282 Land Rover Manhattan	CA370852
0139 Bob Moore Land Rover	CA370880	0287 Hornburg Land Rover Los Angeles	CA370867
0150 Land Rover Nashville	CA370876	0287 Hornburg Land Rover Los Angeles	CA370889
0177 Land Rover Orlando	CA370800	0297 Land Rover Farmington Valley	CA370820
0177 Land Rover Orlando	CA370814	0301 Land Rover Annapolis	CA370840
0187 Land Rover Birmingham	CA370822	0301 Land Rover Annapolis	CA370862
0200 Land Rover Southampton	CA370804	0334 Land Rover Minneapolis	CA370810
0201 Land Rover Greenville	CA370888	0334 Land Rover Minneapolis	CA370837
0205 Land Rover Ft. Worth	CA370874	0335 Land Rover Madison	CA370850
0220 Land Rover Peabody	CA370843	0345 Land Rover Treasure Coast	CA370858
0225 Land Rover Winnetka	CA370835	0354 Land Rover Monroeville	CA370802
0239 Land Rover Asheville	CA370812	0358 Land Rover Sudbury	CA370825*
0247 Land Rover Centerville	CA370886	0359 Land Rover Southwest Houston	CA370817
0252 Land Rover Las Vegas	CA370868	0359 Land Rover Southwest Houston	CA370847
0253 Land Rover South Dade	CA370808	0361 Land Rover Webster	CA370892
0266 Land Rover Anaheim Hills	CA370885		
0266 Land Rover Anaheim Hills	CA370891		

* vehicle currently shown in retailer stock