



January 23, 2013

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

Dear Ms. Lewis:

Subject: **NHTSA 12V-563 (Land Rover Recall P029) – Rear Brake Caliper Bolts – Customer Letter**

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

- Customer Letter

Sincerely,

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

Attachment



Jaguar Land Rover North America, LLC  
555 MacArthur Boulevard  
Mahwah, New Jersey 07430

201-818-8500  
<http://www.landroverusa.com>

**January 11, 2013**

**RE: Safety Recall P029 – Rear Brake Caliper Bolt Torque**  
**Vehicles Affected: Land Rover LR2, Range Rover Evoque**  
**Model Year: 2012**  
**National Highway Traffic Safety Administration Recall Number: 12V563**

**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 which relates to motor vehicle safety exists in some 2012 model year Land Rover LR2 and Range Rover Evoque vehicles. Your vehicle is included in this recall action.

**What is the concern?**

A concern has been identified where customers may report abnormal brake noise from the rear of the vehicle while driving or when the service brakes are applied. This abnormal noise warns the driver that there is an issue with the vehicles braking system. Should this warning be ignored, one or both of the brake caliper bolts may become sufficiently loosened to detach from the vehicle. Should both bolts become detached, the brake caliper may detach from the rear suspension knuckle and impact with the rotating road wheel which may lead to the loss of function of a brake circuit and potential sudden deflation of the wheel and tire assembly. Loss of a brake circuit's function or sudden deflation of a tire will lead to an increased risk of a vehicle crash.

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

Land Rover is carrying out a voluntary recall of the vehicles mentioned above. An authorized Land Rover retailer will check the rear brake caliper bolt torque and replace the bolts if required. There will be no charge for this repair.

**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 15 minutes (depending on vehicle condition), although your retailer may need your vehicle for a longer time due to service scheduling requirements.

**What should you do?**

Please contact your authorized Land Rover retailer at your earliest convenience to schedule an appointment to have Safety Recall P029 performed on your vehicle.

**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 Range Rover?**

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 previously paid to repair this issue?**

If you have already paid for this concern prior to the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America, LLC.

**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 local retailer cannot address, please contact the Land Rover Customer Relationship Center at **800-637-6837, Option 9**, and one of our representatives will be happy to assist you.

You can also contact Land Rover by e-mail: Visit the web site <http://www.landroverusa.com> and send an email from the 'Contact Us' section.

Should 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**

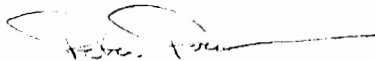
If you are having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write to:

**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.

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. We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this Recall program.

Sincerely,



**Peter Pochapsky**  
Customer Relationship Manager