



ABOVE & BEYOND

SERVICE BULLETIN

SAFETY RECALL P065 (NHTSA# 15V-386): PANORAMIC ROOF PANEL BONDING – UPDATE

08-SEP-15 | NO.: SRE15-13 (issue 2) | SECTION: RECALL | MARKET: USA

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall involving certain 2012-2013 model year Land Rover LR4 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 \$7,000.00 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.

THIS BULLETIN UPDATES SRE15-13 (ISSUE 1); CHANGES ARE NOT HIGHLIGHTED

AFFECTED VEHICLES

A total of 492 vehicles are affected. The VIN range of affected vehicles is:

- 2012MY SALAG2D47CA642568-SALAG2D40CA647255
2013MY SALAK2D4XDA646811

DESCRIPTION OF DEFECT

A concern has been identified on certain 2012-2013 model year LR4 (L319) vehicles where the panoramic roof adhesive and primer used in the assembly bonding of the panoramic roof glass panel may not have been to the correct specification.

EFFECT ON VEHICLE OPERATION

The roof adhesive and primer may not adequately secure the panoramic roof assembly. The panoramic roof assembly may be noisy, loose or leaking water into the vehicle. If the panoramic roof glass panel detaches from the vehicle, it may collide with other vehicles on the road or compel other road users to take evasive action. This could increase the risk of a vehicle crash.

SERVICE PROGRAM / REWORK ACTION

Owners will be instructed to take their vehicle to a Land Rover retailer who will re-apply the correct primer and re-install the panoramic roof glass panel. There will be no charge to owners for this repair.

Customers who have paid for a repair of this defect will be subject to the Jaguar Land Rover reimbursement plan subject to meeting the current terms and conditions.

OWNER NOTIFICATION

Mailing of second owner notification letters will occur on or before the week of 27 September 2015 advising them to contact their preferred Land Rover retailer to schedule a service appointment to have the necessary rectification work completed.

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (P065) prior to undertaking any rework action.

Retailers are required to **HOLD** only affected new vehicles that are within your control and refrain from releasing the vehicles for **new vehicle sale** pending completion of the rework action.

Refer to Technical Bulletin P065NAS, *Safety Recall: Panoramic Roof Panel Bonding*, for detailed repair instructions.

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.

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

PARTS

NOTE: when ordering parts, only order the expected percentage demand of parts identified.

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Screw	EYP500010	4	100
Roof Glass (standard)	LR056227	1	10%
Roof Glass (fitted with roof pod)	LR056228	1	10%
Glass adhesive kit	LR078295	2	100%
Abrasive 'Scotch-Brite' pads (locally sourced)	ZZZ001	\$2.42*	100%

* - an allowance has been provided to cover the cost of the locally sourced 'Scotch-Brite' pads.

TOOLS

Refer to the Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, ensure that all outstanding Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting Program Code 'P065', Option Code 'X', and the necessary parts / sundry items from the Parts section. Where the repair has been undertaken by a subcontractor, quote 'ZZZ999' Sundry Code and claim the labor value. In the case of sublet repairs, follow the required warranty policy found in the *Warranty Compliance & Procedures Manual*. The Option Code(s) that allows for the drive in / drive out

allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

Repair procedures are under constant review and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to TOPIx to obtain the latest repair time.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)
P065	X	Remove and install/replace panoramic roof glass	76.81.05	5.7
P065	X	Clean off any adhesive and primer from the panoramic roof and glass	05.11.10	1.0
P065	X	Drive in/Drive out	02.02.02	0.2

Normal Warranty policies and procedures apply.

CUSTOMER RE-IMBURSEMENT FOR PREVIOUS REPAIRS

If a customer has indicated that they have already paid for the panoramic roof bonding/sealing concern as a normal retail repair (vehicle outside normal warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Supplementary claims for related damages can only be made once this Recall claim has been paid and accepted. Only repairs performed using approved Land Rover parts are eligible for reimbursement.

Claims should be submitted quoting program code 'P065' and by clicking the 'Related Damage' radio button on the claim submission screen. The warranty claim should be submitted using option code 'X' as detailed below and entering the cost to be reimbursed against the sundry code of 'ZZZ999'. All costs should be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	TIME (HOURS)	SUNDRY ITEM CODE	MISCELLANEOUS EXPENSE (\$)
P065	X	Re-imburement to owner	N/A	ZZZ999	Retailer Entered Value

A copy of the invoice must be appended to the repair order for Warranty Audit purposes and Warranty Specialist review. A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Safety Recall P065 are included in this process. Only one claim per vehicle for related damages will be accepted.

SAFETY RECALL P065: SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALAXXXXXXXXXXXXX

September 2015

RE: Safety Recall P065 – Panoramic Roof Panel Bonding

Vehicle Affected: Land Rover LR4

Model Year: 2012–2013

National Highway Traffic Safety Administration (NHTSA) Recall Number: 15V–386

Dear LR4 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 certain 2012–2013 model year LR4 vehicles. Your vehicle is included in this Recall action.

You previously received a letter advising you that we were in the process of obtaining the necessary components to rectify your vehicle. At this time, those components are available.

What is the concern?

The roof adhesive and primer may not adequately secure the panoramic roof assembly. The panoramic roof assembly may be noisy, loose, or leaking water into the vehicle. If the panoramic roof glass panel detaches from the vehicle, it may collide with other vehicles on the road or compel other road users to take evasive action.

This could increase the risk of a vehicle crash.

What Jaguar Land Rover Limited and your Land Rover retailer will do?

Land Rover is carrying out a recall of the vehicles mentioned above. An authorized Land Rover retailer will remove the Panoramic Roof panel, clean off any adhesive and primer and refit it. Please contact your preferred Land Rover retailer to schedule a service appointment to have this work completed.

There will be no charge for this repair.

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 P065.

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 one day, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

What if I have previously paid for the panoramic roof bonding/sealing for this concern?

If you have already paid for the panoramic roof bonding/sealing concern before 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 Land Rover North America.

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 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 Centre at 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you.

You can also contact Land Rover by email. Visit the website <http://www.landroverusa.com>, select 'Contact Us' and send an email from the 'Email Land Rover' link.

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 Centre
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 1-888-327-4236 (TTY: 1-800-424-9153), 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. 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 Relationship Centre Manager

SAFETY RECALL P065: TECHNICAL Q & A

Main Message: The roof adhesive and primer may not adequately secure the panoramic roof assembly. The panoramic roof assembly may be noisy, loose or leaking water into the vehicle. If the panoramic roof glass panel detaches from the vehicle, it may collide with other vehicles on the road or compel other road users to take evasive action. This could increase the risk of a vehicle crash.

Q1 Who do I contact if a member of the press contacts me about this recall?

A Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.

Q2 Why is Jaguar Land Rover Limited recalling certain LR4 vehicles?

A The roof adhesive and primer may not adequately secure the panoramic roof assembly. The panoramic roof assembly may be noisy, loose or leaking water into the vehicle. If the panoramic roof glass panel detaches from the vehicle, it may collide with other vehicles on the road or compel other road users to take evasive action. This is considered to be a safety issue and a recall is required to remedy the defect.

Q3 Can you tell me more about what is wrong with the vehicles?

A Extensive investigations by Jaguar Land Rover engineering and the component suppliers during March 2015 on the current bonding agent used in the manufacture of panoramic roof assemblies, the bonding agent used 6 months ago and the bonding agent on the panoramic roof assembly returned from the market identified a difference in the chemical properties on returned component, with the primer being unexpectedly the wrong specification.

Q4 How would the customer become aware of potentially having this concern?

A Indications of an incorrectly bonded roof glass will most likely be increasing wind noise, water leaks into the passenger cabin or, when doors are closed, a noticeable movement of the roof glass.

Q5 Does this concern affect vehicle safety?

A Yes. Jaguar Land Rover has determined that this condition does pose a safety risk which is why a safety recall is being conducted.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has received a number of customer complaints relating to this issue.

Q7 Have there been any accidents or injuries or fires?

A Jaguar Land Rover is unaware of any accident, injuries or fires which have been attributed to this issue.

Q8 How was the condition discovered?

A Jaguar Land Rover was alerted to this concern through quality data reporting systems.

Q9 How long has Jaguar Land Rover known about this problem?

A Jaguar Land Rover recognized the issue in March 2015.

Q10 Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?

A We have no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.

Q11 What has Jaguar Land Rover done in production?

A The manufacturing materials selection procedures at the component supplier have been updated to specify the correct chemicals for Jaguar Land Rover roof glass system assembly.

Q12 What is the repair for this issue?

A A Land Rover retailer will re-apply the correct primer to the panoramic roof assembly.

Q13 Which vehicles are affected by this recall?

A Certain 2012-2013 model year LR4 vehicles fitted with Panoramic Roof Panels manufactured at the Solihull vehicle assembly plant.

Q14 Are other Jaguar Land Rover models affected by these actions?

A No other models are known to be affected by this condition, other than those listed on this document.

Q15 Are parts available to rework vehicles?

A Parts are now available for this rework.

Q16 How much will this recall cost Jaguar Land Rover?

A Cost was not a factor in deciding to recall these vehicles.

Q17 How do I know if my vehicle is affected?

A All owners of potentially affected vehicles previously received a letter notifying them of this issue. They will now receive a second letter inviting them to contact a Land Rover authorized repairer for the work to be carried out.

Q18 How long does it take for the vehicle to be inspected and repaired?

A The work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take one day to complete. Naturally, due to dealer schedules, vehicles may be required for longer.

Q19 Can I continue to drive my vehicle safely until it has been recalled?

A Customers are advised to contact a Land Rover authorized repairer should they have any concerns regarding their vehicles.

Note: Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.