



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [REDACTED]



August 06, 2015

**RE: Safety Recall P065 - Panoramic Roof Panel Bonding**

**Vehicle Affected: LR4**

**Model Year: 2012 - 2013**

**National Highway Traffic Safety Administration Recall Number: 15V-386**

**Dear LR4 Owner:**

This notice is sent to you in accordance with 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.

### 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 will Land Rover and your Land Rover Retailer 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. However, we are currently in the process of obtaining the necessary components to rectify your vehicle. This process is expected to be completed by late-August 2015. Once completed, we will notify you with a second letter advising you to 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 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 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 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:**

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. 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 Manager