



ABOVE & BEYOND

NOTIFICATION OF SAFETY RECALL P065: PANORAMIC ROOF PANEL ADHESIVE PRIMER

SERVICE BULLETIN

16-JUN-15

NO.: SRE15-11

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.

AFFECTED VEHICLES

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

- SALAG2D47CA642568-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. Customers have reported the panoramic roof assembly was either noisy, loose, leaking water into the vehicle or, in one case, had detached from the vehicle while the vehicle was in motion.

EFFECT ON VEHICLE OPERATION

Where 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 to the panoramic roof assembly. There will be no charge to owners for this repair.

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

Further communication will be published once the necessary rework action required for affected vehicles is finalized.

OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before 7 August 2015.

ACTION TO BE TAKEN

Check DDW to ensure that a 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.

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.

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