

# Part 573 Safety Recall Report

# 20E-017

**Manufacturer Name :** Jaguar Land Rover North America, LLC

**Submission Date :** MAR 26, 2020

**NHTSA Recall No. :** 20E-017

**Manufacturer Recall No. :** N454



## Manufacturer Information :

## Population :

**Manufacturer Name :** Jaguar Land Rover North America, LLC

**Address :** 100 Jaguar Land Rover Way

Mahwah NJ 07495

**Company phone :** 8188500

**Number of potentially involved :** 3

**Estimated percentage with defect :** 100 %

## Equipment Information :

**Brand / Trade 1 :** Land Rover

**Model :** 2020 Range Rover Evoque

**Part No. :** LR117807

**Size :** NR

**Function :** Headliner

**Descriptive Information :** Jaguar Land Rover is conducting a voluntary equipment recall campaign involving three headliners supplied for use on United State specification 2020 Model Year Land Rover Range Rover Evoque vehicles where the headliners supplied have been incorrectly manufactured. The affected parts were built by the supplier January 09, 2019 to March 17, 2020.

Three parts which could have been installed into vehicles in the following VIN range: SALZM2GX4LH000866 to SALZJ2FX6LH099068.

The basis of the recall population was derived from Jaguar Land Rover data where the vehicles affected was determined by delivery records of which retailers have received the affected service replacement headliners.

**Production Dates :** JAN 09, 2019 - MAR 17, 2020

**Description of Noncompliance :**

Description of the Noncompliance : A concern has been identified with the manufacture of three US specification 2020 Model Year Land Rover Range Rover Evoque headliners. The replacement service headliners supplied were manufactured without a required metal plate, a condition that does not meet the original design intent.

Parts in this condition will not meet the upper interior head impact protection requirements of Federal Motor Vehicle Safety Standards FMVSS 201U Occupant Protection in Interior Impact Upper Interior Head Impact Protection.

FMVSS 1 : 201 - Occupant protection in interior impact

FMVSS 2 : NR

Description of the Safety Risk : In the event of a crash there is increased risk of occupant injury.

Description of the Cause : NR

Identification of Any Warning that can Occur : None

**Involved Components :**

Component Name : Headliner

Component Description : Headliner

Component Part Number : LR117807

**Supplier Identification :****Component Manufacturer**

Name : Grupo Antolin

Address : Stretton Way

Tarbock Green Liverpool L36 6JE

Country : NR

**Chronology :**

A Product Safety and Compliance Committee (PSCC) investigation was opened on March 4, 2020 where the committee were informed by an internal alert, certain service part headliners for US market L551 Range Rover Evoque vehicles may have been manufactured away from design intent, which requires metal plates to be

installed for US specification parts. The PSCC requested Supplier Technical Assistance (STA) to investigate the issue. STA informed the PSCC the service headliner parts were manufactured following a different process to those manufactured for original equipment supply. The different process failed to request the installation the required metal plates onto service headliner assemblies.

The PSCC requested the Jaguar Land Rover aftermarket parts function service headliner supply records to identify any headliners supplied to the US market. On March 10, 2020, the aftermarket team advised there were 3 parts supplied to the US market for aftermarket use.

Discussion with Jaguar Land Rover North America aftermarket team indicated these parts were sold to US retailers. On March 17, 2020 the PSCC progressed the issue to Recall Determination Committee (RDC).

The RDC reviewed all information available on March 19, 2020 and determined that parts made without the metal plate do not meet the requirements of FMVSS 201U and concluded a non-compliance defect exists and an equipment recall be conducted.

There have been no reported accidents, injuries or fires as a result of this concern.

## Description of Remedy :

Description of Remedy Program : Where an affected VIN is determined the owner will be notified and instructed to take their vehicle to a Land Rover authorized repairer to have the headliner replaced. Otherwise a notification to retailers to identify the customer of the defective headliners will be issued and these customer will be requested to return the headliner for exchange.

The affected vehicles will be covered under Land Rover's new vehicle warranty program. There will be no charge to owners for this repair.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

## Recall Schedule :

Description of Recall Schedule : Distribution of owner notification letters will occur on or before May 14, 2020. Notifications to dealers will occur on April 9, 2020.

Planned Dealer Notification Date : APR 09, 2020 - APR 09, 2020

Planned Owner Notification Date : MAY 14, 2020 - MAY 14, 2020

**Purchaser Information :**

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : Jaguar Land Rover Limited

Address : Abbey Road

Whitley Coventry 00 L36 6JE

Country : GB

Company Phone : NR

\* NR - Not Reported