

NOTIFICATION OF NON-COMPLIANCE RECALL  
N454 (NHTSA 20E-017)



NAS20.04.012 | RECALL

USA

AFTERSALES BULLETIN

APRIL 24, 2020

***Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Recall on certain 2020 model year Land Rover Range Rover Evoque vehicles imported into the United States market. Information relating to this Recall will be posted on the National Highway Traffic Safety Administration website.***

***United States Federal regulations require that retailers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a noncompliance exists.***

***United States Federal law requires retailers to complete any outstanding 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 \$22,329.00 per vehicle.***

***This Aftersales Bulletin serves as notification to all Land Rover retailers in the United States and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.***

**DESCRIPTION OF DEFECT**

An issue has been identified on three headliners supplied for use on United States specification 2020 Model Year Land Rover Range Rover Evoque vehicles where the headliners supplied have been incorrectly manufactured.

**AFFECTED EQUIPMENT**

Headliner; LR117807 (currently shown in retailer parts inventory at Land Rover San Diego)

**AFFECTED VEHICLE**

New Range Rover Evoque (LZ)

Model Year: ..... 2020

VIN / Retailer: .....

/ Land Rover South Dade

.....

/ Land Rover Sudbury

A total of three (3) headliners are potentially involved in the USA and Federalized Territories.

**EFFECT ON VEHICLE OPERATION**

In the event of a crash, there is an increased risk of injury to the occupants of the vehicle.

**SERVICE PROGRAM / REWORK ACTION**

Owners will be notified by mail and instructed to take their vehicle to an authorized retailer who will replace the headliner with one of the correct specification. There will be no charge to owners for this action.

**OWNER NOTIFICATION**

Owner notification is expected to occur on or before the week of May 11, 2020.

**ACTION TO BE TAKEN**

Retailers are required to HOLD affected new parts that are within your control and refrain from releasing for sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Any retailer with this part currently in their parts inventory must quarantine the part until further notice.

Jaguar Land Rover North America, LLC  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

A Technical Bulletin will be published once repair instructions are finalized and any required parts have been procured.

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

# SAMPLE OWNER LETTER: NON-COMPLIANCE RECALL N454

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## IMPORTANT RECALL

This notice applies to your vehicle SALZXXXXXXXXXXXXXX

May 2020

### SAFETY RECALL N454

**Vehicle Affected: Land Rover Range Rover Evoque**  
**Model Year: 2020**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 20E-017**

**Dear Range Rover Evoque Owner,**

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Land Rover has decided that certain 2020 Land Rover Range Rover Evoque vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 201 Occupant Protection in Interior Impact.

Your vehicle is included in this Recall action.

#### **What is the reason for this program?**

An issue has been identified on three headliners supplied for use on United States specification 2020 Model Year Land Rover Range Rover Evoque vehicles where the headliners supplied have been incorrectly manufactured.

In the event of a crash, there is an increased risk of injury to the occupants of the vehicle.

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

Land Rover is carrying out a recall of the vehicles mentioned above. An authorized Land Rover retailer will replace the headliner with one of the correct specification. There will be no charge for this repair under this program.

#### **What should you do?**

We are currently in the process of finalizing the repair process. Once this is completed, we will send you a second letter requesting you to contact your preferred authorized Land Rover retailer, provide them with your Vehicle Identification Number (VIN), and request a service date to complete the work required under Program Code 'N454'.

**Attention Leasing Agencies:** if you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

#### **How long will it take?**

The work will be carried out as quickly and efficiently as possible to minimize inconvenience to customers and is expected to take approximately 4.5 hours, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

#### **Moved or no longer own this Land Rover vehicle?**

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 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 1-800-637-6837, Option 9, and one of our representatives will be happy to assist you. You may also contact us by email using the following address: [lrweb2@jaguarlandrover.com](mailto:lrweb2@jaguarlandrover.com).

If 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  
100 Jaguar Land Rover Way  
Mahwah, NJ 07495

If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Land Rover appreciates your confidence in our product and wish to do everything we can to retain that confidence. 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,

A handwritten signature in black ink, appearing to read 'Rory Beattie', with a stylized flourish extending from the end.

Rory Beattie  
Vice President Customer Service  
Jaguar Land Rover North America, LLC

## TECHNICAL Q & A: SAFETY RECALL

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**Main Message:** An issue has been identified on a limited number of model year Land Rover vehicles.

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

**A** Please ensure Press enquiries are referred to the Jaguar Land Rover North America Press Office to the attention of:  
Stuart Schorr  
Vice President, Communications & Public Affairs  
Jaguar Land Rover North America, LLC  
[sschorr@jaguarlandrover.com](mailto:sschorr@jaguarlandrover.com)  
Office: +1-201-760-8561 Cell: +1-201-739-2964

**Q2 Why is Jaguar Land Rover recalling certain Land Rover vehicles?**

**A**

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

**A**

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

**A**

**Q5 Does this concern affect vehicle safety?**

**A**

**Q6 Has Jaguar Land Rover Limited received many complaints?**

**A**

**Q7 Have there been any accidents or injuries?**

**A** Jaguar Land Rover is not aware of any accidents or injuries which have been attributed to this issue.

**Q8 How was the condition discovered?**

**A**

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

**A**

**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**

**Q12 What will an authorized Land Rover retailer do to the vehicles?**

**A** An authorized Land Rover retailer will.

**Q13 Which vehicles are affected by this recall?**

**A** (L; manufactured from to)  
Model Year: .....  
VIN Range: .....

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

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

**Q15 Are parts available to rework vehicles?**

**A** Yes, the necessary parts are available for authorized Land Rover retailers to conduct this repair.

**Q16 How much will the 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 will shortly receive a letter inviting them to contact an authorized Land Rover retailer 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 to minimize inconvenience to customers and is expected to take no longer than hours. Due to retailer 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 an authorized Land Rover retailer should they have any concerns regarding their vehicles.