

NON-COMPLIANCE RECALL N491- INCORRECT
TIRE PLACARD AND TIRE PRESSURE SETTING
LABEL (NHTSA 20V-586)



NAS20.10.014 | RECALL | USA

AFTERSALES BULLETIN

OCTOBER 20 2020

NOTE: this bulletin updates NAS20.10.007

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Recall on certain 2020-2021 model year Land Rover Range Rover Sport 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 certain 2020 and 2021 Model Year Range Rover Sport vehicles fitted with 19inch wheels where the tire inflation pressure label and the tire placard label states the incorrect tire pressures for the vehicle. Where the tire inflation pressure label and the tire placard label does not include the correct tire pressure information, the customer may inflate the tire to an incorrect pressure.

Vehicles in this condition will not meet the requirements of Federal Motor Vehicle Safety Standards (FMVSS) 110 - Tire Selection and Rims for Passenger Cars.

AFFECTED VEHICLE RANGE

New Range Rover Sport (with 19" wheels)

Model Year: 2020 -2021

VIN: SALWG2SU9LA700009-SALWG2SUXLA748957

VIN: SALWG2SU6LA876368-SALWG2SU3LA899994

VIN: SALWG2SU0MA749276-SALWG2SU2MA751417

A total of 1,087 vehicles are potentially involved in the USA and Federalized Territories.

Visit the British Brands Sales Suite (BBSS) website for a list of affected new vehicles at your retailer.

EFFECT ON VEHICLE OPERATION

Failure to inflate tires to the correct pressure could lead to loss of vehicle stability and increase the risk of a crash.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized Land Rover retailer who will replace the labels with correct ones.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Owner notification is expected to occur on or before the week of November 13, 2020.

ACTION TO BE TAKEN

Check Jaguar Land Rover claims submission system to ensure that the vehicle is affected by this Program prior to undertaking any rework action.

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

Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale. Retailers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

Refer to Technical Bulletin N491NAS, Non-Compliance Recall: Incorrect Tire Placard and Tire Pressure Setting Label, for detailed repair instructions.

PARTS INFORMATION

Replacement labels will be supplied free of charge. Use form JLRVINRQ, Replacement Vehicle Identification Number (VIN) Label Request Form (published to GRP2.0), provide all required information and email the order per the form's instructions. Please enter 'N491' to the JLRVINRQ form by your Retailer.



NOTE: The table below shows those vehicles in **USA** that have a full size spare wheel and the part numbers that need to be ordered.

Short VIN	Tire Placard (White Label)	Tire Pressure (Black Certification Label)	Short VIN	Tire Placard (White Label)	Tire Pressure (Black Certification Label)
LW705864	LK62-1A552-AB	LK62-1532-DB	LW735915	LK62-1A552-AB	LK62-1532-DB
LW705978	LK62-1A552-AB	LK62-1532-DB	LW739417	LK62-1A552-AB	LK62-1532-DB
LW711184	LK62-1A552-AB	LK62-1532-DB	LW742410	LK62-1A552-AB	LK62-1532-DB
LW712337	LK62-1A552-AB	LK62-1532-DB	LW746395	LK62-1A552-AB	LK62-1532-DB
LW713082	LK62-1A552-AB	LK62-1532-DB	LW749926	LK62-1A552-AB	LK62-1532-DB
LW717057	LK62-1A552-AB	LK62-1532-DB	LW750704	LK62-1A552-AB	LK62-1532-DB
LW717693	LK62-1A552-AB	LK62-1532-DB	LW882664	LK62-1A552-AB	LK62-1532-DB
LW718699	LK62-1A552-AB	LK62-1532-DB	LW883341	LK62-1A552-AB	LK62-1532-DB
LW721193	LK62-1A552-AB	LK62-1532-DB	LW883468	LK62-1A552-AB	LK62-1532-DB
LW726272	LK62-1A552-AB	LK62-1532-DB	LW893906	LK62-1A552-AB	LK62-1532-DB
LW727358	LK62-1A552-AB	LK62-1532-DB	LW898418	LK62-1A552-AB	LK62-1532-DB



NOTE: All other vehicles affected by this campaign and not listed above will have a space saver wheel and will need the following part numbers.

Country	Tire Placard (White Label)	Tire Pressure (Black Certification Label)
USA	LK62-1A552-BB	LK62-1532-DB

WARRANTY

NOTE: use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for this program prior to undertaking any rework action.

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

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information listed have been included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought 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. Use 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)
N491	A	Tire placard and tire pressure label - Renew	05.10.10	0.1
N491	B	Tire placard and tire pressure label - Renew	05.10.10	0.1
		Drive in/Drive out	02.02.02	0.2



NOTE: The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Normal Warranty policies and procedures apply.

Customer Reimbursement Process

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside 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.

Claims for related damages can only be made when this bulletin has been paid/accepted.

Claims should be submitted quoting program code N491 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 in the table shown 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	Description	SRO	Time	Sundry Item Code	Value
N491	X	Reimbursement to owner	N/A	N/A	ZZZ999	Retailer entered

A copy of the invoice must be attached to the repair order for Warranty Audit purposes.

A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Recall Action N491 are included in this process. Only one claim per vehicle for related damages will be accepted.

SAMPLE OWNER LETTER: NON-COMPLIANCE RECALL N491 -USA

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, SALXXXXXXXXXXXXXXXXX

November 00, 2020

Non-Compliance Recall N491: Incorrect Tire Placard And Tire Pressure Label

**Vehicles Affected: Land Rover Range Rover Sport
Model Year: 2020-2021**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-586

Dear Range Rover Sport Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that certain Land Rover 2020-2021 model year Land Rover Range Rover Sport vehicles fitted with 19 inch wheels fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 110- "Tire Selection and Rims for Passenger Cars".

Your vehicle is included in this Recall action.

What is the reason for this program?

A concern has been identified on certain 2020 and 2021 Model Year Range Rover Sport vehicles fitted with 19 inch wheels where the tire inflation pressure label and the tire placard label states the incorrect tire pressures for the vehicle.

Where the tire inflation pressure label and the tire placard label does not include the correct tire pressure information, the customer may inflate the tire to an incorrect pressure. Failure to inflate tires to the correct pressure could lead to loss of vehicle stability and increase the risk of a crash.

Vehicles in this condition will not meet the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 110, "Tire Selection and Rims for Passenger Cars)."

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 labels with correct ones.

There will be no charge for this repair under this program.

What should you do?

Please contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **'N491'**.

Please refer to your owner handbook or the Instrument cluster display for the correct tire pressure values for your vehicle.

Attention Leasing Agencies: If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within TEN (10) 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 30 minutes, 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.

What if I have previously paid for this concern?

If you have already paid for this 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 Jaguar Land Rover North America.

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 return postage-paid card 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.

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

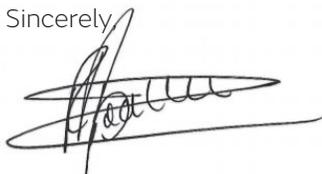
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

Administrator
National Highway Traffic Safety
Administration 1200 New Jersey Avenue, SE
Washington, D.C. 20590

Or call the toll-free Vehicle Safety Hotline at 888-327-4236 (TTY: 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



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

TECHNICAL Q & A: NON-COMPLIANCE RECALL N494

Main Message: The tire inflation pressure label and the tire placard label states the incorrect tire pressures for the vehicle; without the correct tire pressure information, the customer may inflate the tire to an incorrect pressure that could lead to loss of vehicle stability and increase the risk of a crash.

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

Office: +1-201-760-8561 Cell: +1-201-739-2964

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

A Vehicles in this condition will not meet the requirements of Federal Motor Vehicle Safety Standards (FMVSS) 110 - Tire Selection and Rims for Passenger Cars.

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

A Where the tire placard and tire pressure label does not include the correct tire pressure information, the customer may inflate the tire to an incorrect pressure. Failure to inflate tires to the correct pressure could lead to loss of vehicle stability and increase the risk of a crash.

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

A Where the tire inflation pressure label and the tire placard label does not include the correct tire pressure information, the customer may inflate the tire to an incorrect pressure.

Q5 Does this concern affect vehicle safety?

A Yes; vehicles in this condition will not meet the requirements of FMVSS 110.

Q6 Has Jaguar Land Rover Limited received many complaints?

A No.

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 During a review of wheel and tire pressures, Engineering identified a potential concern with the tire inflation pressure label and the tireplacard label fitted to certain Range Rover Sport vehicles.

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

A The investigation was opened on September 08, 2020

- 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 Production vehicles are manufactured with the correct tire placard and tire pressure labels.
- Q12 What will an authorized Land Rover retailer do to the vehicles?**
- A An authorized Land Rover retailer will install the correct tire placard and tire pressure label. There will be no charge to owners for this repair.
- Q13 Which vehicles are affected by this recall?**
- A Model: Range Rover Sport (LW; with 19") manufactured between
June 18, 2019 to September 07, 2020
Model Year: 2020 - 2021
VIN: SALWG2SU9LA700009 - SALWG2SUXLA748957
VIN:SALWG2SU6LA876368 - SALWG2SU3LA899994
VIN:SALWG2SU0MA749276 - SALWG2SU2MA751417
- 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 30 minutes. 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.