

NOTIFICATION OF SAFETY RECALL N499 (NHTSA 20V-623)



NAS20.10.016

RECALL

USA

AFTERSALES BULLETIN

OCTOBER 20, 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 2010-2011 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

A concern has been identified on certain 2010 and 2011 Model Year Range Rover Sport vehicles where the upper cover of the rear spoiler delaminated, and on occasion, detached from the main body of the rear spoiler.

AFFECTED VEHICLE RANGE

Range Rover Sport

Model Year: 2010 -2011

VIN: SALS2D43AA212147-SALSH2E41AA257407

VIN: SALS2D46BA249294-SALSH2E40BA297012

A total of 21,834 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

Should the upper rear spoiler cover detach from the main body of the rear spoiler while the vehicle is in motion, there is an unreasonable risk to safety. The upper rear spoiler cover could become an obstacle in the road for other road users and could 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 apply a new specification adhesive to fully secure the upper spoiler cover to the main spoiler body.

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 30, 2020.

Jaguar Land Rover North America, LLC
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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.

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.

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.