



NAS21.05.008 | RECALL

| USA

ISSUE 2

AFTERSALES BULLETIN

JULY 8, 2021

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Safety 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 maximum civil penalty of up to \$22,992.00 per violation and \$114,954,525.00 for a related series of violations.

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.

NOTE: this bulletin updates Aftersales Bulletin NAS20.10.016. Changes to previous versions are highlighted in blue.

DESCRIPTION OF DEFECT

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where the upper cover of the rear spoiler delaminated and, on occasion, detached from the main body of the rear spoiler.

AFFECTED VEHICLE RANGE

A total of 21,834 vehicles are involved in the USA and its Federal Territories.

Range Rover Sport

Model Year:..... 2010-2011

VIN: SALS K2D43AA212147-SALSH2E40BA297012

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 reinforce the adhesive bond on the rear spoiler. In certain situations, the rear spoiler will be renewed. There will be no charge to owners for this action under this Program.

OWNER NOTIFICATION

Owner notification is expected to occur on or before May 31, 2021.

ACTION TO BE TAKEN

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.

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.

Refer to Technical Bulletin N499NAS, *SAFETY RECALL: Rear Spoiler Outer Surface Retention*, for detailed repair instructions.

PARTS

NOTE: only order the expected percentage demand of parts identified.

Use the Vehicle Identification Number (VIN) and the Electronic Parts Catalog (EPC) to confirm part number(s) necessary to perform repairs.

One (1) 200 ml 3M™ 04248 Black Superfast Repair Adhesive will repair two (2) vehicles.

*A total allowance equivalent to \$33.07 USD has been allocated to locally source 3M™ 04248 Black Superfast Repair Adhesive (200ml) and applicator.

**A total allowance equivalent to \$481.95 USD has been allocated to locally source paint materials.

DESCRIPTION	PART NUMBER / SUNDAY CODE	QUANTITY / VALUE	EXPECTED PERCENTAGE DEMAND
Adhesive and applicator	ZZZ001	\$33.07	80
Rear Spoiler	LR016236	1	20
Paint the rear spoiler	ZZZ999	\$481.95	20

TOOLS

Refer to Technical Bulletin noted above for any required tools.

WARRANTY

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

A total allowance equivalent to \$33.07 USD has been allocated to locally source 3M™ 04248 Black Superfast Repair Adhesive (200ml) and applicator.

A total allowance equivalent to \$481.95 USD has been allocated to locally source paint materials.

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

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information is included for information only. The Option Code(s) that allows for the drive in/drive out allowance can only be claimed if the vehicle is brought back 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)	PART NUMBER / SUNDRY CODE	QUANTITY / VALUE
N499	A	N499 - Rear spoiler modification	99.02.59	0.5	ZZZ001	1 \$33.07
N499	B	N499 - Rear spoiler modification Drive in/drive out	99.02.59	0.5	ZZZ001	1 \$33.07
			02.02.02	0.2	-	-
N499	C	Rear Spoiler - Renew	76.10.91	0.3	LR016236 ZZZ999	1 \$481.95
N499	D	Rear Spoiler - Renew Drive in/drive out	76.10.91	0.3	LR016236 ZZZ999	1 \$481.95
			02.02.02	0.2	-	-

Normal Warranty policies and procedures apply.

CUSTOMER REIMBURSEMENT AND RELATED DAMAGE 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. The related damage procedure should also be used to reimburse retailers for any ancillary parts not listed in this bulletin that require replacement.

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

Claims should be submitted quoting program code N499 and by clicking the 'Related Damage' radio button on the claim submission screen. The warranty claim for reimbursement 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'. For any ancillary parts, add relevant details in the table. All costs should be entered in local currency.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	PART NUMBER	SUNDRY CODE	VALUE
N499	X	Reimbursement to owner	As required	As required	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 N499 are included in this process. Only one claim per vehicle for related damages will be accepted.

SAMPLE OWNER LETTER: SAFETY RECALL N499

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

June 2021

SAFETY RECALL N499: Rear Spoiler Outer Surface Retention

Vehicle Affected: Land Rover Range Rover Sport

Model Year: 2010-2011

National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-623

Dear Land Rover Owner,

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Land Rover has decided that a defect which relates to motor vehicle safety exists in certain 2010-2011 model year Land Rover Range Rover Sport vehicles.

Your vehicle is included in this Recall action.

You should have received a letter advising you of this issue and that we did not have sufficient supply of the necessary parts to repair your vehicle at that time. We now have this available.

What is the reason for this program?

The upper cover of the rear spoiler may delaminate and could possibly detach from the main body of the rear spoiler. Detailed technical investigations by Jaguar Land Rover revealed there is variability in the assembly of the rear spoilers and on some vehicles, the adhesive bond may break down.

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.

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 inspect the spoiler assembly and, if the spoiler has not begun to delaminate, apply a new specification adhesive to fully secure the upper spoiler cover to the main spoiler body. For vehicles where the outer surface of the rear spoiler has already detached and has been lost or damaged, a new rear spoiler will be installed.

If your vehicle is fitted with an aftermarket, non-Land Rover supplied rear spoiler that was installed as a prior repair for the concern detailed in this recall, Land Rover will replace that spoiler with a new Land Rover part at no cost to you.

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

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. To qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt. Reimbursement for eligible prior repairs can only be made after this recall repair procedure is completed and closed.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America.

What should you do?

Please 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 '**N499**'.

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 one (1) hour, 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 regarding this Program, 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. Please include your full name, address, and VIN of your vehicle in your email.

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,



Thomas Giese
Director, Technical Services
Customer Service
Jaguar Land Rover North America, LLC

Sample

TECHNICAL Q & A: SAFETY RECALL N499

Following the announcement of recall N435 in Japan, The United States National Highway Traffic Safety Administration (NHTSA), Transport for Canada (TC), and the Korea Automobile Testing & Research Institute (KATRI) requested that non-Autobiography 2010 and certain 2011 model year Range Rover Sport vehicles be recalled in their respective markets.

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

Director, Communications

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 NHTSA, TC, and KATRI have determined that a recall be completed to make sure that the outer surface of the rear spoiler is not able to detach from the main body of the spoiler should the bond between the two break down over time. Jaguar Land Rover does not classify this issue as a safety concern but has been requested by NHTSA, TC, and KATRI to recall affected vehicles in the United States, Canada, and Korea.

Jaguar Land Rover understands the position taken by the authorities in relation to the nature of the issue but continues to respectfully disagree that the issue is a safety defect. Jaguar Land Rover has determined in the best interests of our relationship with our customers and regulatory authorities, Jaguar Land Rover will initiate a voluntary recall in the United States, Canada, and Korea.

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

A Jaguar Land Rover is complying with the request to conduct a recall to affect a repair on the vehicles identified.

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

A Customer may notice a noise coming from the rear spoiler while driving.

Q5 Does this concern affect vehicle safety?

A Jaguar Land Rover does not classify this issue as a safety concern but has been requested by NHTSA, TC, and KATRI to recall affected vehicles in United States, Canada, and Korea. Jaguar Land Rover understands the position taken by the authorities in relation to the nature of the issue but continues to respectfully disagree that the issue is a safety defect.

Q6 Has Jaguar Land Rover received many complaints?

A Yes, Jaguar Land Rover has received a very small number of complaints.

Q7 Have there been any accidents, fires, or injuries?

A Jaguar Land Rover received no reports of any which have been attributed to this issue.

Q8 How was the condition discovered?

A The concern was investigated at the request of NHTSA, TC, and KATRI following receipt of a foreign defect notice for the N435 recall campaign in Japan.

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

- A The request to conduct recalls in these three markets was made in September 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 These vehicles are no longer in production.
- Q12 What will an authorized Land Rover retailer do to the vehicles?**
- A An authorized Land Rover retailer will apply added adhesive to bond the outer surface of the rear spoiler to the main body of the rear spoiler. In certain situations, the rear spoiler will be renewed.
- Q13 Which vehicles are affected by this recall?**
- A Certain 2010-2011 model year Land Rover Range Rover Sport vehicles, manufactured from April 27, 2009 to March 28, 2011, are affected:
- SALS K2D43AA212147-SALSH2E40BA297012
- 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 one (1) hour. 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.