

SAFETY RECALL N524 (NHTSA 20V-794) -
FRONT SEAT BACKREST COVER - MATERIAL
FLAMMABILITY



NAS21.02.012 | RECALL

USA

AFTERSALES BULLETIN

2021

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 \$22,723.00 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.

NOTE: [this bulletin updates Aftersales Bulletin NAS21.01.005.](#)

DESCRIPTION OF DEFECT

An issue has been identified on certain Land Rover vehicles within the Affected Vehicle Range equipped with climate specification front seats trimmed with Dinamica® cloth (a laminate bonded seat material). The seat material does not meet the burn rate requirements of Federal Motor Vehicle Safety Standards FMVSS 302 – Flammability of Interior Materials (571.302 S4.3(a)).

AFFECTED VEHICLE RANGE

A total of 66 vehicles are potentially involved in the USA and Federalized Territories.

Range Rover Evoque

Model Year: 2020

VIN: SALZM2GX7LH000943-SALZP2FX0LH084306

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

EFFECT ON VEHICLE OPERATION

Materials not meeting FMVSS 302 requirements may, if subjected to a fire, burn at a faster rate than permitted allowing the spread of the fire faster than permitted. In this non-compliant condition, in the event of fire, could lead to an increased risk of injury to the vehicle occupants and greater damage to the vehicle.

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 front row left and right seatback covers with a sewn bonded Dinamica® seat material. Unsold vehicles will have this done as part of the Pre-Delivery Inspection (PDI) process and/or before vehicle handover to the customer. Affected vehicles already in the hands of customers must be updated at the next available opportunity.

OWNER NOTIFICATION

Owners will have received an interim letter (sample attached) by February 12, 2021, notifying them of this Recall. They will then receive a second notification by March 22, 2021, asking them to contact an authorized Land Rover

retailer, who will replace the front row left and right seatback covers. There will be no charge to owners for this action under this Program.

ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure 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 N524NAS, *SAFETY RECALL: Front Seat Backrest Cover - Material Flammability*, for detailed repair instructions.

PARTS

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

DESCRIPTION	PART NUMBER	QUANTITY
Front seat backrest cover - Right	LR115436	1
Front seat backrest cover - Right	LR117439	1
Front seat backrest cover - Right	LR122334	1
Front seat backrest cover - Right	LR122438	1
Front seat backrest cover - Left	LR125984	1
Front seat backrest cover - Left	LR122363	1
Front seat backrest cover - Left	LR122361	1
Front seat backrest cover - Left	LR122362	1
Hog rings	HYX100060	18

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.

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 TOPlx 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(S)	QUANTITY
N524	A	N524 - Front row seat backrest cover - Renew - Pair	99.02.75	0.8	LR115436 LR125984 HYX100060	1 1 18
		N524 - Front row seat backrest cover - Renew - Pair	99.02.75	0.8	LR115436 LR125984 HYX100060	1 1 18
		Drive in/drive out	02.02.02	0.2	-	-
N524	B	N524 - Front row seat backrest cover - Renew - Pair	99.02.75	0.8	LR117439 LR122363 HYX100060	1 1 18
		N524 - Front row seat backrest cover - Renew - Pair	99.02.75	0.8	LR117439 LR122363 HYX100060	1 1 18
		Drive in/drive out	02.02.02	0.2	-	-
N524	C	N524 - Front row seat backrest cover - Renew - Pair	99.02.75	0.8	LR122334 LR122361 HYX100060	1 1 18
		N524 - Front row seat backrest cover - Renew - Pair	99.02.75	0.8	LR122334 LR122361 HYX100060	1 1 18
		Drive in/drive out	02.02.02	0.2	-	-
N524	D	N524 - Front row seat backrest cover - Renew - Pair	99.02.75	0.8	LR122438 LR122362 HYX100060	1 1 18
		N524 - Front row seat backrest cover - Renew - Pair	99.02.75	0.8	LR122438 LR122362 HYX100060	1 1 18
		Drive in/drive out	02.02.02	0.2	-	-
N524	E	N524 - Front row seat backrest cover - Renew - Pair	99.02.75	0.8	LR122438 LR122362 HYX100060	1 1 18
		N524 - Front row seat backrest cover - Renew - Pair	99.02.75	0.8	LR122438 LR122362 HYX100060	1 1 18
		Drive in/drive out	02.02.02	0.2	-	-
N524	F	N524 - Front row seat backrest cover - Renew - Pair	99.02.75	0.8	LR122438 LR122362 HYX100060	1 1 18
		N524 - Front row seat backrest cover - Renew - Pair	99.02.75	0.8	LR122438 LR122362 HYX100060	1 1 18
		Drive in/drive out	02.02.02	0.2	-	-
N524	G	N524 - Front row seat backrest cover - Renew - Pair	99.02.75	0.8	LR122438 LR122362 HYX100060	1 1 18
		N524 - Front row seat backrest cover - Renew - Pair	99.02.75	0.8	LR122438 LR122362 HYX100060	1 1 18
		Drive in/drive out	02.02.02	0.2	-	-
N524	H	N524 - Front row seat backrest cover - Renew - Pair	99.02.75	0.8	LR122438 LR122362 HYX100060	1 1 18
		N524 - Front row seat backrest cover - Renew - Pair	99.02.75	0.8	LR122438 LR122362 HYX100060	1 1 18
		Drive in/drive out	02.02.02	0.2	-	-

Normal Warranty policies and procedures apply.

CUSTOMER REIMBURSEMENT FOR PREVIOUS REPAIRS

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside normal 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 by using the related damage procedure.

Claims for related damages can only be made once the Recall claim has been paid and accepted. Only vehicles eligible for this Program are included in this process. Only one claim per vehicle for related damages will be accepted. Only repairs performed using approved Jaguar Land Rover parts are eligible for reimbursement.

Submit claims quoting the Program Code and by clicking the Related Damage radio button on the claim submission screen. Use Option Code 'X' and enter the cost to be reimbursed against the Sundry Code of 'ZZZ999'. All costs are to be entered in local currency.

A copy of the invoice must be appended to the repair order for Warranty Audit purposes. Enter a brief comment in the 'Technician Comments' field on the claim to itemize and explain the charges.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALZXXXXXLHXXXXXX

March 2021

SAFETY RECALL N524: Front Seat Backrest Cover - Material Flammability

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

National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-794

Dear Land Rover 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 model year Land Rover Range Rover Evoque vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 302, 'Flammability of Interior Materials'.

You should have received a letter previously advising you of this Recall and that we did not have adequate parts to perform repairs. We now have the necessary parts in stock.

Your vehicle is included in this Recall action.

What is the reason for this program?

An issue has been identified on certain vehicles equipped with climate specification front seats trimmed with Dinamica® cloth (a laminate bonded seat material). The seat material may burn quicker than allowed by the burn rate requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 302, 'Flammability of Interior Materials (571.302 S4.3(a))'.

In the event of a vehicle fire, 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 to replace the seat covering on the front seats with a sewn bonded Dinamica® seat material.

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. 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.

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 **'N524'**.

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, 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 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,



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

TECHNICAL Q & A: SAFETY RECALL N524

Main Message: an issue has been identified on certain vehicles equipped with climate specification front seats trimmed with Dinamica® cloth (a laminate bonded seat material). The seat material may burn quicker than allowed by the burn rate requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 302, 'Flammability of Interior Materials (571.302 S4.3(a))'.

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 Materials not meeting FMVSS 302 regulation requirements may, if subjected to a fire, burn at a faster rate than permitted allowing the spread of the fire faster than permitted. In this non-compliant condition, in the event of fire, could lead to an increased risk of injury to the vehicle occupants and greater damage to the vehicle.

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

A In this non-compliant condition, in the event of fire, could lead to an increased risk of injury to the vehicle occupants and greater damage to the vehicle.

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

A The customer will not be aware of this issue.

Q5 Does this concern affect vehicle safety?

A Yes, this failure to meet the requirements of FMVSS 302 regarding the flammability of interior materials and has issued a voluntary safety recall for the affected vehicles.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has not received any reports relating to this matter.

Q7 Have there been any accidents, fires, 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 An investigation was opened following an alert raised by the seat trim supplier.

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

A The issue was opened on October 13, 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 Range Rover Evoque vehicles manufactured with climate controlled front seats will now be trimmed with sewn bonded Dinamica cloth which meets applicable interior flammability regulation requirements.

Q12 What will authorized Land Rover retailers do to the vehicles?

A Authorized Land Rover retailers will replace the seat covering on the front seats with a sewn bonded Dinamica seat material.

Q13 Which vehicles are affected by this recall?

A The following VIN range of 2020 model year Land Rover Range Rover Evoque vehicles, manufactured from January 10, 2019 to January 29, 2020, are affected:

- SALZM2GX7LH000943-SALZP2FX0LH084306

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.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALZXXXXXLHXXXXXX

February 2021

SAFETY RECALL N524

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

National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-794

Dear Land Rover 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 model year Land Rover Range Rover Evoque vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 302, 'Flammability of Interior Materials'.

Your vehicle is included in this Recall action.

What is the reason for this program?

An issue has been identified on certain vehicles equipped with climate specification front seats trimmed with Dinamica® cloth (a laminate bonded seat material). The seat material may burn quicker than allowed by the burn rate requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 302, 'Flammability of Interior Materials (571.302 S4.3(a))'.

In the event of a vehicle fire, 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 to replace the seat covering on the front seats with a sewn bonded Dinamica® seat material. However, we currently do not have supply of the necessary parts to repair your vehicle. Once we receive the necessary supply, we will contact you a second time.

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. 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.

What should you do?

After you receive a second letter notifying you that we have the necessary parts to repair your vehicle, 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 'N524'.

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, 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 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,



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