



# SAFETY RELATED RECALL

Global Recall Action  
Number: N499NAS3

<b>Subject:</b>  <b>Rear Spoiler Outer Surface Retention</b>	Publication No.: N499NAS3
	Model: Range Rover Sport (LS)
	Model Year: 2010 - 2011
	Date of Issue: 24 October 2022

<b>To:</b>	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC
<b>For the Attention of:</b>	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
<b>Important:</b>	<p>NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.</p> <p>This campaign has been updated to advise retailers that Range Rover Sport Autobiography style rear spoilers are not affected.</p> <p>This campaign only applies to Original Equipment (OE) non-Autobiography specification rear spoilers.</p>

## FOR THE ATTENTION OF ALL:

### DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

For non Autobiography specification of 2010 and 2011 model year Range Rover Sport vehicles, a concern was identified where the outer surface of the rear spoiler has delaminated, and on occasion, detached from the main body of the rear spoiler. Detailed technical investigations by Jaguar Land Rover (JLR) revealed there is variability in the assembly of the rear spoilers and on some vehicles, the adhesive bond may breakdown.

Should the rear spoiler outer surface detach from the main body of the rear spoiler while the vehicle is in motion, there is an unreasonable risk to safety. The rear spoiler outer surface could become an obstacle in the road for other road users and could increase the risk of a crash.

### ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to repair the vehicle.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, please contact your NSC/Importer or Regional Office for more information.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

For information purposes, a Technical Question and Answer document is attached.

### FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 20V-623

Transport Canada (TC) reference number: 2020-473

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

### REGULATORY INFORMATION

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2010 and 2011 Range Rover Sport vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted on the

NHTSA and TC websites. United States Federal regulations require that retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires retailers/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer/authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$24,423.00 USD per violation and the equivalent of \$122,106,996.00 USD for a related series of violations. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

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

Yours faithfully

Steve Oldham

Global Customer Service Quality Director

# SERVICE INSTRUCTION - N499NAS3

Changes are highlighted in blue

## Parts Information

The parts below should be ordered through [Jaguar Land Rover \(JLR\)](#) in the normal manner.

### NOTES:



\*A total allowance equivalent to £25.44 sterling has been allocated to locally source 3M™ 04248 Black Superfast Repair Adhesive (200ml) and applicator.



\*\*A total allowance equivalent to £370.73 sterling has been allocated to cover the labor cost of painting the spoiler and locally sourcing the paint materials.



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

Description	Part Number/Sundry Code	Qty/Value	% Of Vehicles Requiring This Part***
*Adhesive and applicator	ZZZ001	£25.44	80
Rear Spoiler	LR016236	1	20
**Paint the rear spoiler	ZZZ999	£370.37	20

\*\*\* When ordering parts, order no more than the expected percentage failure rate of parts identified

## SROs

Description	SRO	Time
N499 - Rear spoiler modification	99.02.59	0.5
Rear Spoiler - Renew	76.10.91	0.3
Drive in/drive out	02.02.02	0.2



NOTE: Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

## Warranty Information

Warranty claims should be submitted quoting program code N499 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program Code	Option	Description	SRO	Time	Part Number/Sundry Code	Qty/Value
N499	A	N499 - Rear spoiler modification	99.02.59	0.5	ZZZ001	1 £25.44
N499	B	N499 - Rear spoiler modification Drive in/drive out	99.02.59 02.02.02	0.5 0.2	ZZZ001	1 £25.44
N499	C	Rear Spoiler - Renew	76.10.91	0.3	LR016236 ZZZ999	1 £370.37
N499	D	Rear Spoiler - Renew Drive in/drive out	76.10.91 02.02.02	0.3 0.2	LR016236 ZZZ999	1 £370.37

Warranty claims should be submitted in accordance with the current [JLR](#) Global Warranty Compliance and Procedures Manual, and its amendments, unless stated otherwise in this bulletin.

## Customer Reimbursement and Related Damage Process



NOTE: If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

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<a href="#">REMOVAL AND INSTALLATION: Service Instruction - Spoiler Modification</a>
<a href="#">REMOVAL AND INSTALLATION: Service Instruction - New Rear Spoiler</a>

## SERVICE INSTRUCTION - SPOILER MODIFICATION

This Service Instruction only applies to Original Equipment (OE) non-Autobiography specification rear spoilers.

If a customer presents a vehicle that is open in this recall and upon inspection is found to be installed with a JLR approved accessory aftersales 'wrap around' style Autobiography rear spoiler, that spoiler may be retained on the vehicle and no repair is necessary. Email [jlrcamp@jaguarlandrover.com](mailto:jlrcamp@jaguarlandrover.com) detailing the [Vehicle Identification Number \(VIN\)](#) and request closure for that vehicle in Recall N499, as it has been confirmed as being installed with the approved JLR accessory Autobiography rear spoiler, which is not affected by this recall.

If on inspection a non-[JLR](#) aftermarket spoiler has been installed, please complete '[Service Instruction - New Rear Spoiler](#)'.

### NOTES:



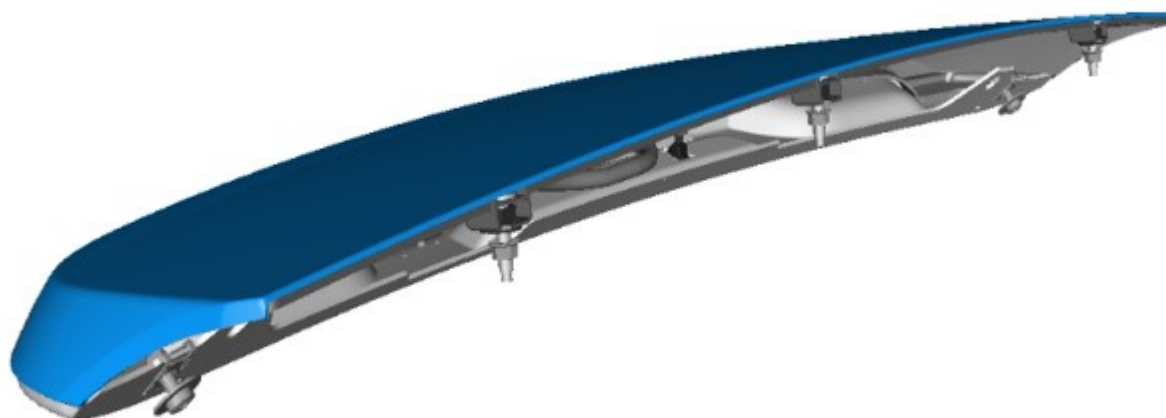
Some variation in the illustrations may occur, but the essential information is always correct.



Some components shown removed for clarity.

1. Remove the rear spoiler assembly for access only (see TOPIx Workshop Manual section 501-08: Exterior Trim and Ornamentation - Removal and Installation - Rear Spoiler).

2. Inspect the rear spoiler to see if the outer surface of the rear spoiler is fully secured to the inner carrier molding.
  - If the outer surface of the rear spoiler **is not** fully secured, **apply adhesive tape to secure the outer surface of the rear spoiler to the inner carrier molding and then continue to step 3.**
  - If the outer surface of the rear spoiler **is** fully secured, **continue to step 3.**



E260468

3. CAUTIONS:



Make sure the outer surface of the rear spoiler is protected to prevent damage.



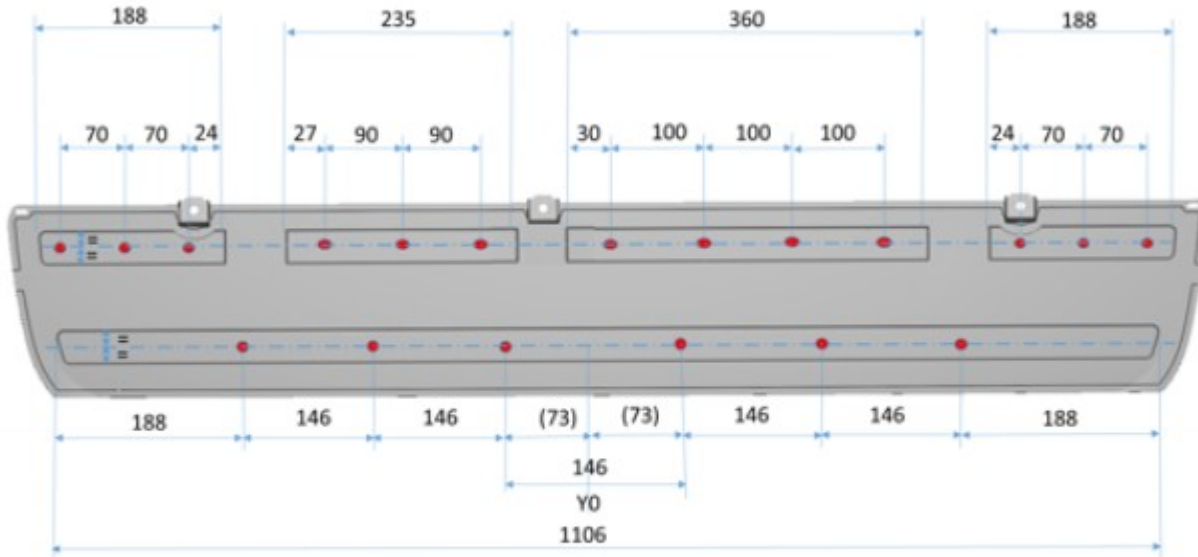
Make sure the rear spoiler is supported to prevent movement during the following steps.

Position the rear spoiler as shown in the illustration.



E260457

- Using the measurements in the illustration, mark the drilling points onto the inner carrier molding of the rear spoiler.



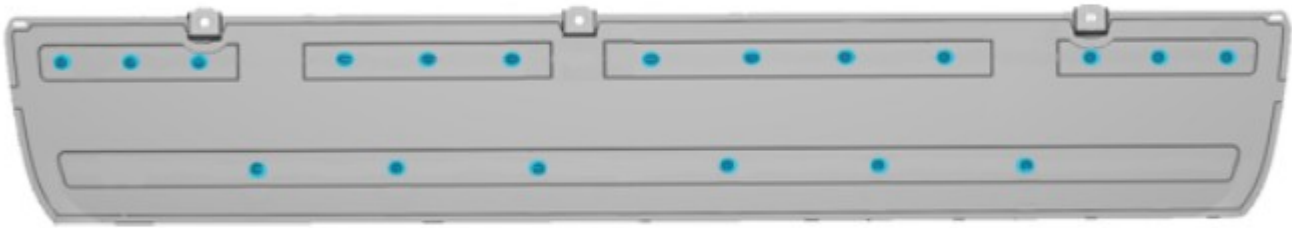
E260458

5.



CAUTION: Do not drill deeper than 5 mm to prevent damage to the outer surface of the rear spoiler.

Using a 6 mm diameter drill bit, drill holes at the 19 identified locations through the rear spoiler inner carrier molding.

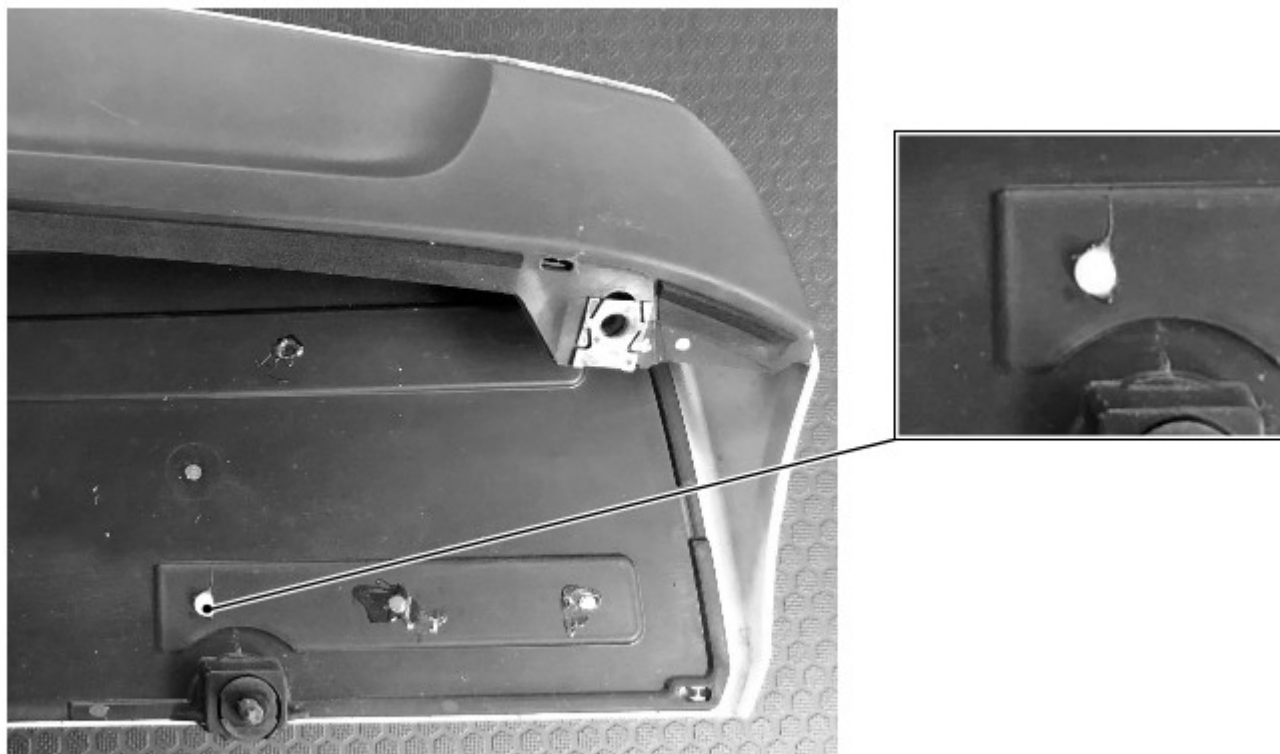


E260491

6. Prepare the adhesive following the manufacture instructions.



7. Insert the adhesive applicator nozzle into the holes and squeeze the adhesive applicator until the adhesive is visible, as shown in the illustration.
  - Remove the adhesive applicator and repeat the process for the remaining holes.
  - Remove any excess adhesive.



E260495

8. Allow 60 minutes for the adhesive to cure.
9. Remove any adhesive tape used to secure the outer surface of the rear spoiler to the inner carrier molding.
10. Install the rear spoiler assembly (see TOPIx Workshop Manual section 501-08: Exterior Trim and Ornamentation - Removal and Installation - Rear Spoiler).

## SERVICE INSTRUCTION - NEW REAR SPOILER

For vehicles where the outer surface of the rear spoiler has already detached and as a result a non-[JLR](#) aftermarket spoiler has been installed or if the spoiler and has been lost or damaged, a new rear spoiler must be installed.

1. Renew the rear spoiler (see TOPIx Workshop Manual section 501-08: Exterior Trim and Ornamentation - Removal and Installation - Rear Spoiler).

**SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY**

Name  
Address line 1  
Address line 2  
Address line 3  
Post Code

Vehicle Identification Number (VIN):

Registration Number:

Program Number: N499

Date: month/year

**SAFETY RELATED RECALL - Range Rover Sport - Rear Spoiler Outer Surface Retention**

Dear

Jaguar Land Rover Limited would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on certain Land Rover vehicles within a specific production range. Please read the information below, this will explain the actions that we intend to take and what you will need to do.

**Why are we contacting you?**

It has been highlighted that the adhesive bond between the rear spoiler outer surface and the inner carrier molding may weaken. At higher speeds, the rear spoiler's outer surface could detach from the vehicle completely, increasing the risk of a crash or injury to other road users.

**What will your Land Rover retailer/authorized repairer do?**

At your visit, your preferred Land Rover retailer/authorized repairer will reinforce the adhesive bond on the rear spoiler,

**How long will it take?**

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

**What we are asking you to do**

Please contact your preferred Land Rover retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The program code for the action.

If you do not have a retailer/authorized repairer, please access [www.landrover.co.uk](http://www.landrover.co.uk) or [www.landrover.com](http://www.landrover.com) for contact details.

If you no longer own the vehicle could you please complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

**If you have concerns**


If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Please treat this matter with the urgency it requires, JLR Limited apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

<b>Technical Questions And Answers</b>	
<b>FOR USE ON ENQUIRY</b>	
<b>Jaguar Land Rover N499</b>	
<b>Certain 2010 and 2011 Model Year Range Rover Sport (Non Autobiography specification) vehicles for Delamination of the Rear Spoiler Outer Surface</b>	

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 and Research Institute (KATRI) requested that non-Autobiography 2010 and certain 2011 model year Range Rover Sport vehicles be recalled in their respective markets

**Question 1**

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

*Answer*

Make sure that any press enquiries are referred to the Jaguar Land Rover (JLR) Corporate Affairs office.

**Question 2**

Why is JLR Limited recalling these vehicles?

*Answer*

JLR has been requested by NHTSA, TC and KATRI to recall affected vehicles in the United States, Canada and Korea 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 breakdown over time. JLR 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. JLR 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. JLR has determined in the best interests of our relationship with our customers and regulatory authorities, JLR will initiate a voluntary recall in United States, Canada and Korea.

**Question 3**

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

*Answer*

JLR is complying with the request to conduct a recall to effect a repair on the vehicles identified.

**Question 4**

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

*Answer*

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

**Question 5**

Does this concern affect vehicle safety?

*Answer*

JLR 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. JLR 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.

**Question 6**

Has JLR received many complaints?

*Answer*

Yes, JLR has received a very small number of complaints.

**Question 7**

Have there been any accidents or injuries or fires?

*Answer*

JLR have received no reports of accidents or injuries as a result of this concern.

**Question 8**

How was the concern discovered?

*Answer*

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.

**Question 9**

How long has JLR known about this concern?

*Answer*

The request to conduct recalls in these three markets was made in September 2020.

**Question 10**

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 and product compliance? What type of measures are you planning to take?

*Answer*

JLR has no concerns with the overall safety and reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

**Question 11**

What has JLR done in production?

*Answer*

These vehicles are no longer in production.

**Question 12**

What will retailer/authorized repairers do to the vehicles?

*Answer*

Authorized repairers 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.

**Question 13**

Are other JLR models affected by this concern?

*Answer*

No, no other vehicles are affected by this concern.

**Question 14**

Is the repair available to rework vehicles?

*Answer*

Yes

**Question 15**

How much will the recall cost JLR?

*Answer*

Cost was not a factor in deciding to recall these vehicles.

**Question 16**

How do I know if my vehicle is affected?

*Answer*

Where possible, owners of potentially affected vehicles will shortly receive a letter inviting them to contact a retailer/authorized repairer for the work to be completed.

**Question 17**

How long does it take for the vehicle to be inspected and repaired?

*Answer*

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers. The actual repair takes approximately 1 hour.

**Question 18**

Can I safely continue to drive my vehicle until it has been repaired?

*Answer*

Customers are advised to contact a retailer/authorized repairer should they have any concerns regarding their vehicles.

*Note:*

Please make sure that any press enquiries are referred to the JLR Corporate Affairs office.