



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle,

**November 20, 2020**

### **Safety Recall N499: Rear Spoiler Upper Cover Retention**

**Vehicles Affected: Land Rover Range Rover Sport  
Model Year: 2010-2011**

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

#### **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 a defect which relates to motor vehicle safety exists in certain 2010 and 2011 model year Range Rover Sport vehicles.

Your vehicle is included in this Recall action.

#### **What is the reason for this program?**

A concern has been identified on certain 2010-2011 Model Year Range Rover Sport vehicles where 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 breakdown.

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. However, we currently do not have the necessary supply of parts to repair your vehicle.

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

#### **What should you do?**

When you receive a second letter advising you that we have the necessary parts available 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 'N499'.

**Attention Leasing Agencies:** if you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten (10) days.



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### **How Long will it take?**

The work will be carried out as quickly and efficiently as possible to minimize inconvenience to customers. Your retailer can provide you with an estimate of the overall time for the service visit when you contact them to request a service appointment.

### **Moved or no longer own this Land Rover vehicle?**

If you are no longer the owner of this vehicle, Land Rover would 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 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](mailto: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, S.E.  
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,

A handwritten signature in black ink, appearing to read 'Rory Beattie', with a large, sweeping flourish underneath.

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