

CAMPAIGN LAUNCH STATUS

N499 RECALL - 10 & 11MY RANGE ROVER SPORT REAR SPOILER



SAFETY RECALL N499 REAR SPOILER OUTER SURFACE RETENTION

AFFECTED MODELS	2010-2011 MY L320 Range Rover Sport
VOLUME AFFECTED	21,834 USA 1,922 CAN
REPAIR	The rear spoiler cover may detach from the rear of the vehicle due to adhesive bond failure. New adhesive will be applied to the top cover. Damaged or missing spoiler covers will be replaced.
REPAIR TIME	0.5hrs for repair or 0.3hrs to replace spoiler + DIDO + when required, an allowance for painting a replacement spoiler.
CAMPAIGN LAUNCHED	May 7th, 2021
Notes	Customers have received an interim notification letter and will receive a 2 nd notification by May 31st, 2021. Launch stock of replacement spoilers is now available.



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KEY POINTS

- At least 80% of affected vehicles in this recall are expected to require the adhesive repair to the existing rear spoiler. This is a locally sourced 3M product, 04248 Black Superfast Repair Adhesive. One 200mL bottle repairs 2 vehicles.
- Vehicles that are presented for this recall service with the rear spoiler top cover already broken or detached will require a replacement Range Rover Sport rear spoiler.
- For vehicles presented for this recall service where a non-JLR aftermarket rear spoiler is installed following a prior repair for this concern, the recall procedure will replace that spoiler with the approved JLR part.
- We recommend a service lane inspection with the customer to determine and explain which repair method is to be performed.
- Vehicle owners who can provide an original paid receipt for a prior customer paid repair for this defect may be reimbursed including repairs that used a non-JLR part. Retailers may use the related damage claims procedure which is available only after the recall claim is submitted and paid.
- The related damage claims procedure may also be used if any ancillary parts are required to complete a repair in addition to customer reimbursement for a valid prior repair.



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